

HOW TO SET UP PASSWORD RECOVERY

When **Enable Standard User Password Resets** is set to **Yes**, MEDENT users can set up a mobile phone number and email address to be used to reset their password.



1. SELECT YOUR MOBILE PHONE CARRIER

If the phone carrier is not listed, check with the phone service and see if they use an outside phone carrier; then, select that respective outside carrier in the list. For example, StraightTalk is not listed, but your StraightTalk plan uses AT&T for the phone carrier.

2. VERIFY PHONE NUMBER

This will send a confirmation text to your phone. Enter the verification code from the text message and click **Verify Code**.

TO USE THE USER PASSWORD RESET OPTION,
YOU MUST ENTER AND VERIFY **BOTH** A
PHONE NUMBER AND AN EMAIL ADDRESS.



1. VERIFY EMAIL ADDRESS

This will send a confirmation email to your email address. Enter the verification code from the email and click **Verify Code**.

NOTE: Changes to a user's phone number, carrier and email address will also update in the **Notification Setup** in the **User Setup** and **My Mobile Login Authentication Setup**, and vice versa.

An administrator must turn on the ability for the practice to allow users to reset/recover their own passwords.