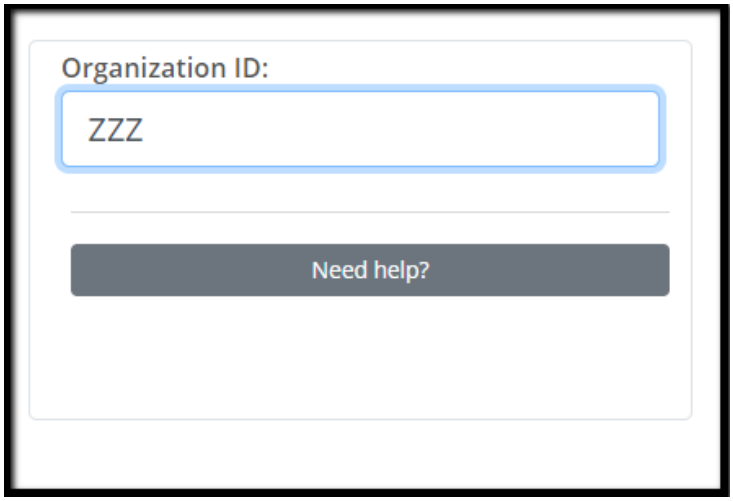
PatientTrak Login Changes

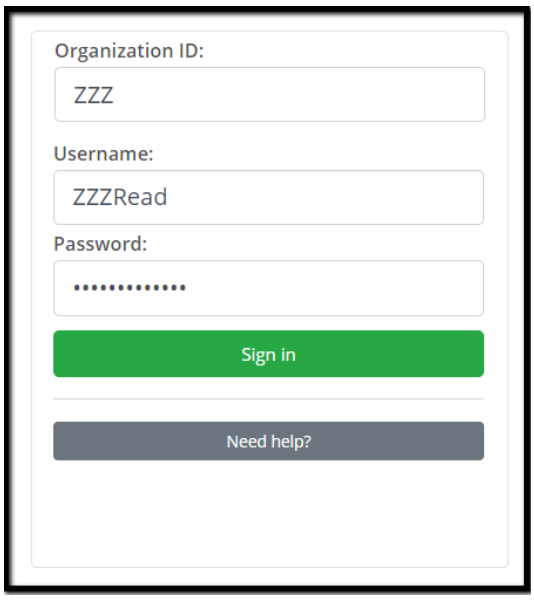
NOTE: Please use either Edge or Chrome.
Go to **FAIRFAX.PATIENTTRAK.NET**

Enter in your three character Organization ID code.

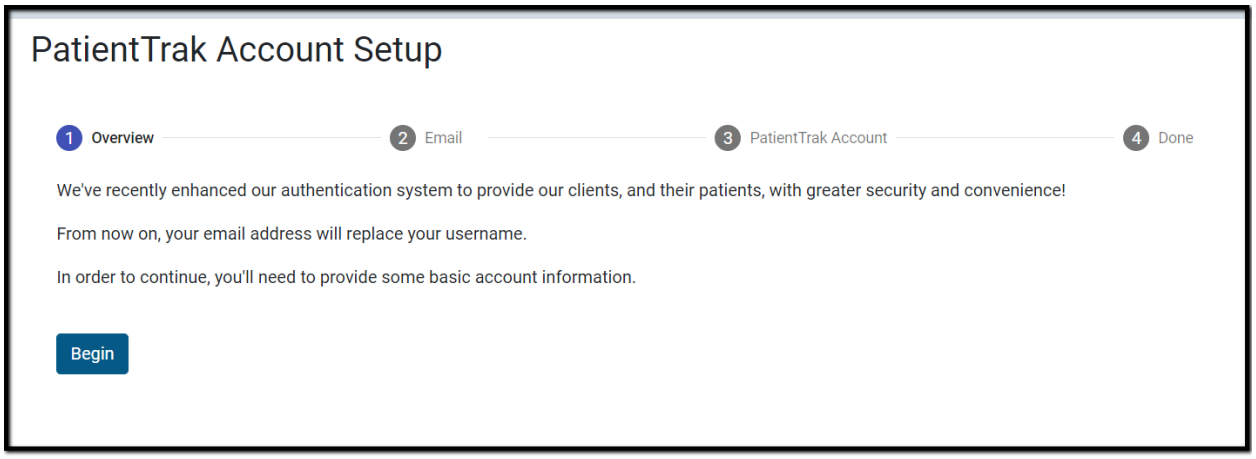


Once your Organization ID is entered, a Username and Password field will appear.

Enter in your current username.
Enter in your current password.
Click on Sign In.



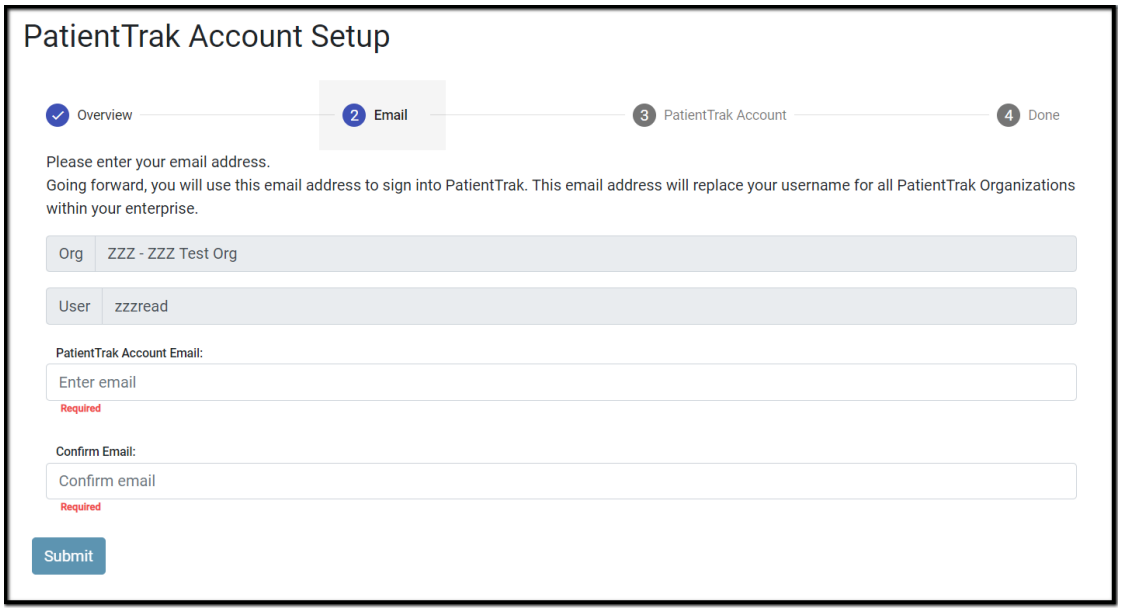
The next screen will present a message about our new security protocols.
Click the Begin button.

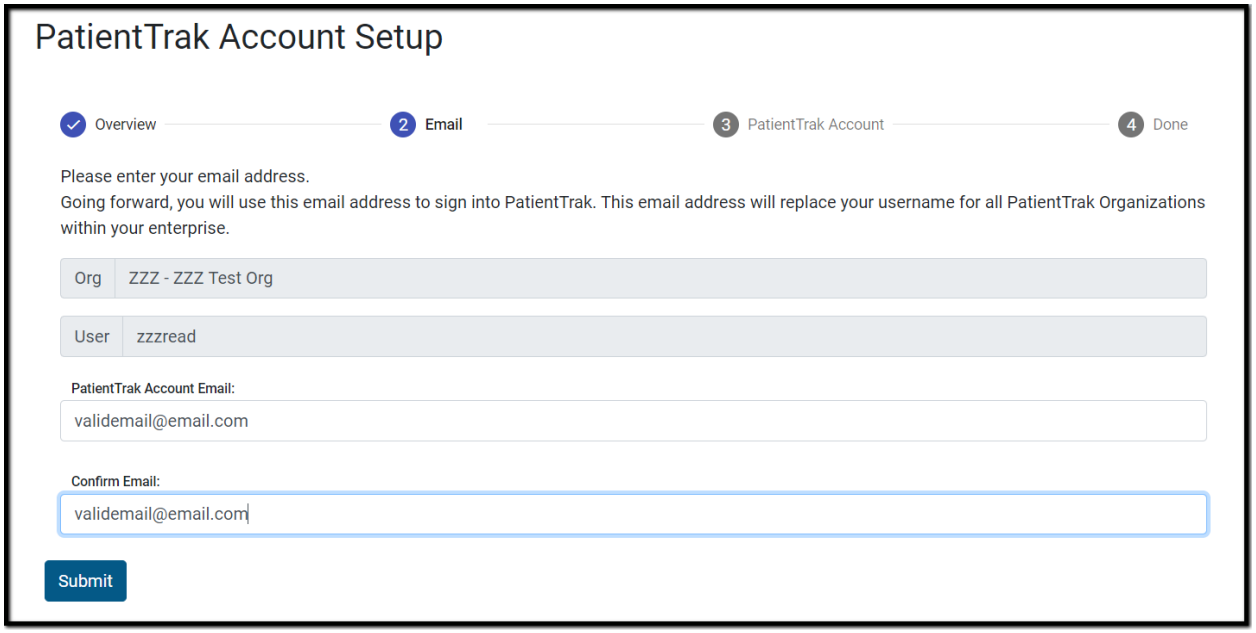


Enter in your valid email address.

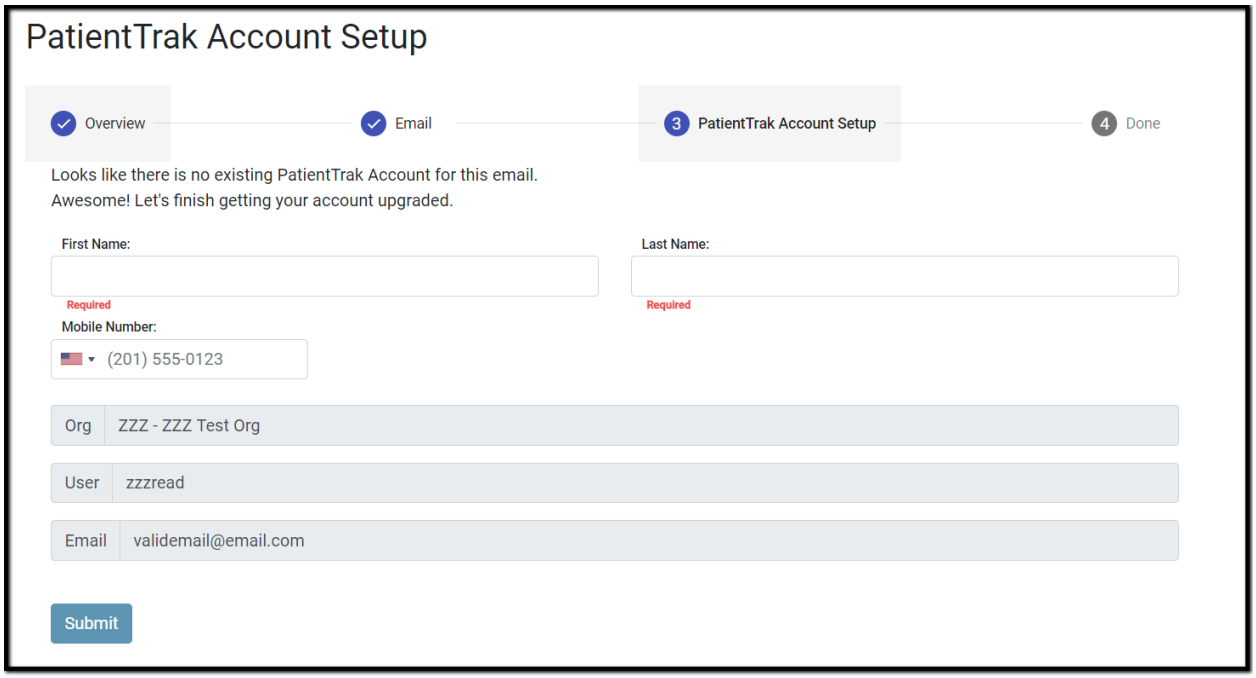
Note: This must be a valid email address as you will receive an email at this address to confirm your account. This email address will now become your username as well.

Click on the Submit button.

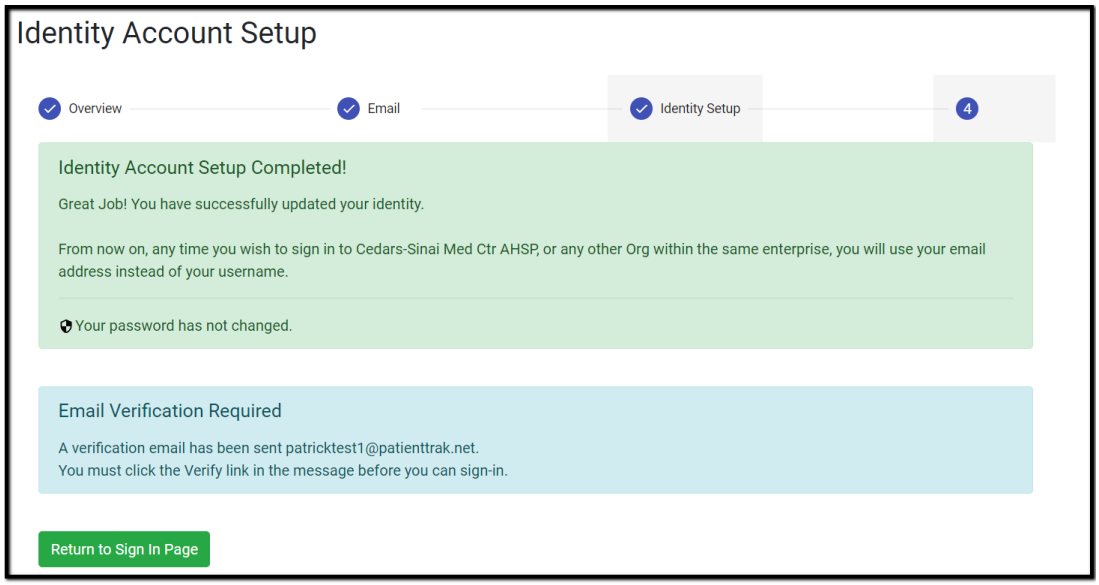




Enter in your first and last name.
Click the Submit button.

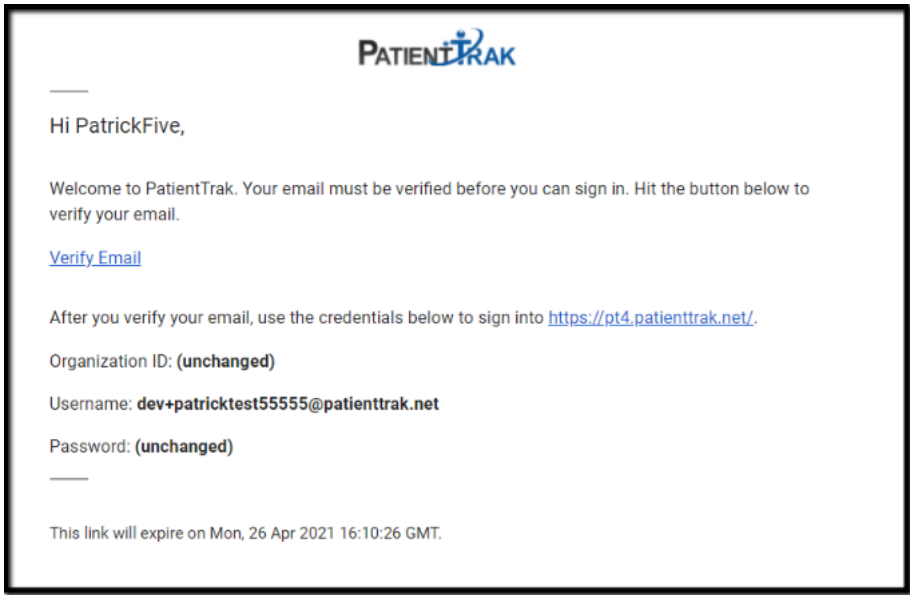


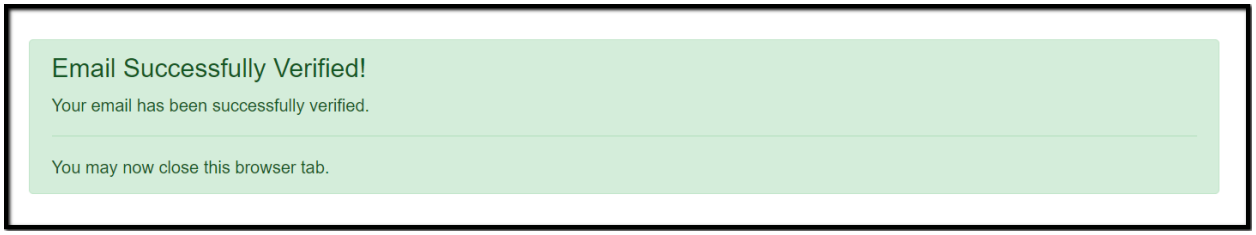
One you have finished the previous step, you will see the screen below.



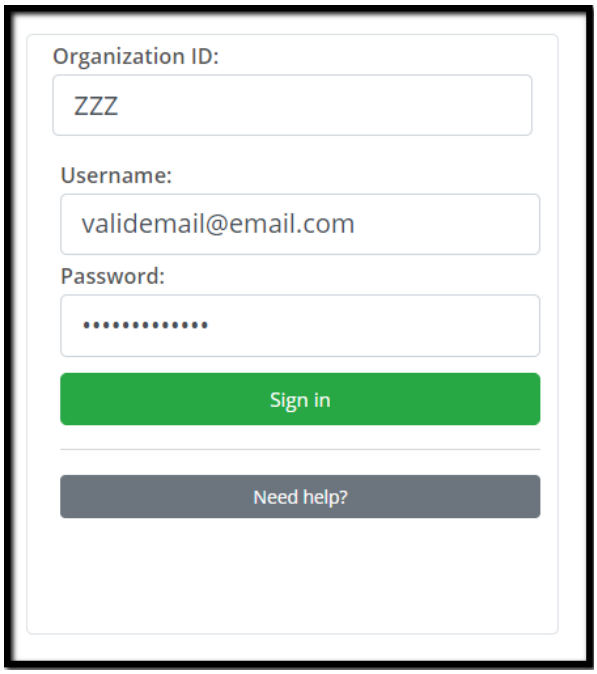
Please check the inbox of the email address that you entered for a *PatientTrak Email Notification*.

Click on the “Verify Email” link in the *PatientTrak Email Notification* to verify your account.





You should now be able to log into PatientTrak using your new credentials.



Note: Your username is now the email address that you used to verify your account. Your password has not changed.

PatientTrak Security Changes TroubleShooting Guide

Unverified Accounts

User Forgot Password To Verify Account

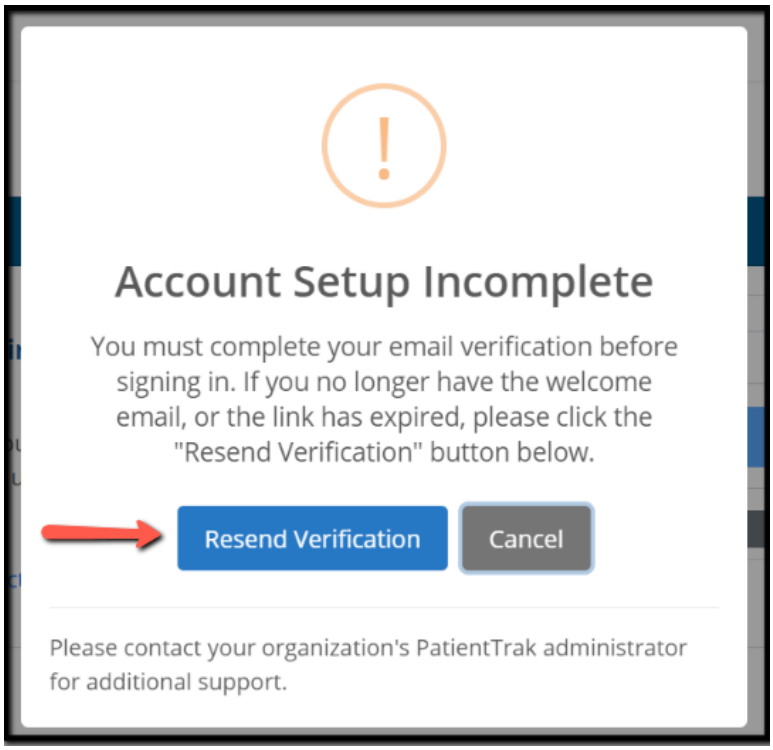
PatientTrak Password Reset

Adding A New User

Change Password

Unverified Accounts

If a user went through the security process but never verified their account, when they attempt to sign in, they will receive this message:



Simply click on the Resend Verification button, and they will receive a new verification email.

If you did not receive the verification email, please check your SPAM folder. If the verification email is not in your SPAM folder, please reach out to your IT department and have them modify their spam filters to allow the following emails to come through:

If the header for the "From" attribute equals no-reply@patienttrak.net and the "DKIM-Signature" containing "sendgrid".

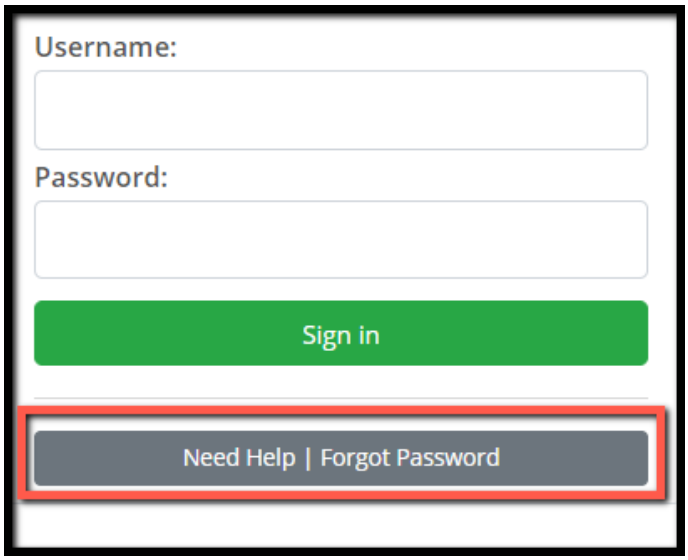
User Forgot Password To Verify Account

If a user is trying to verify their account for the first time but they forgot their password, you will need to delete their account and then re-add them.

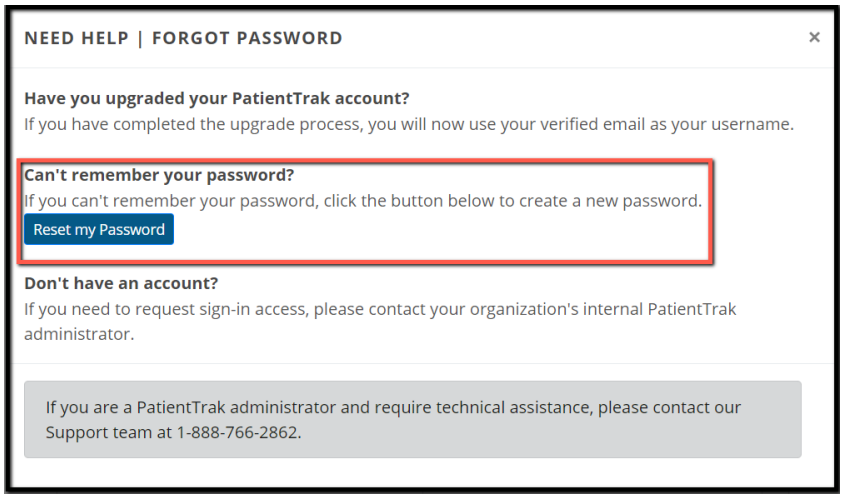
PatientTrak Password Reset

NOTE: DO NOT ATTEMPT TO RESET YOUR PASSWORD USING YOUR PHONE. IT MUST BE DONE USING A COMPUTER.

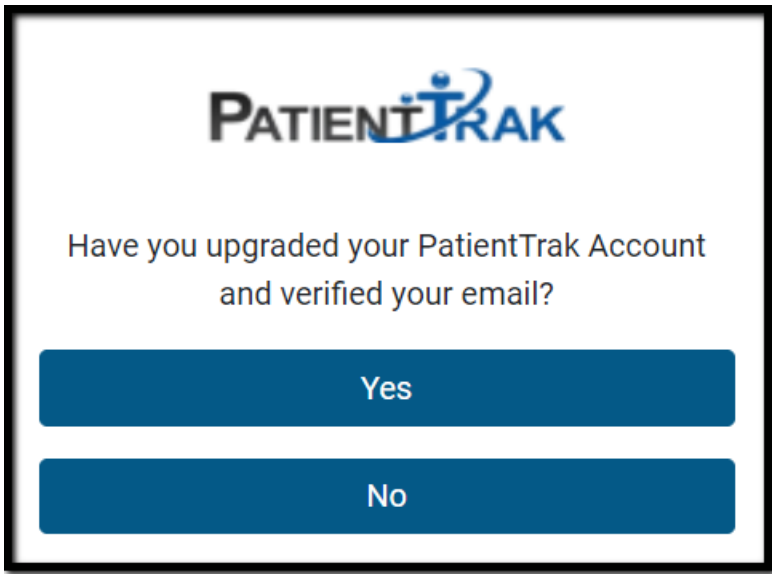
Click on the “Need Help | Forgot Password” button.



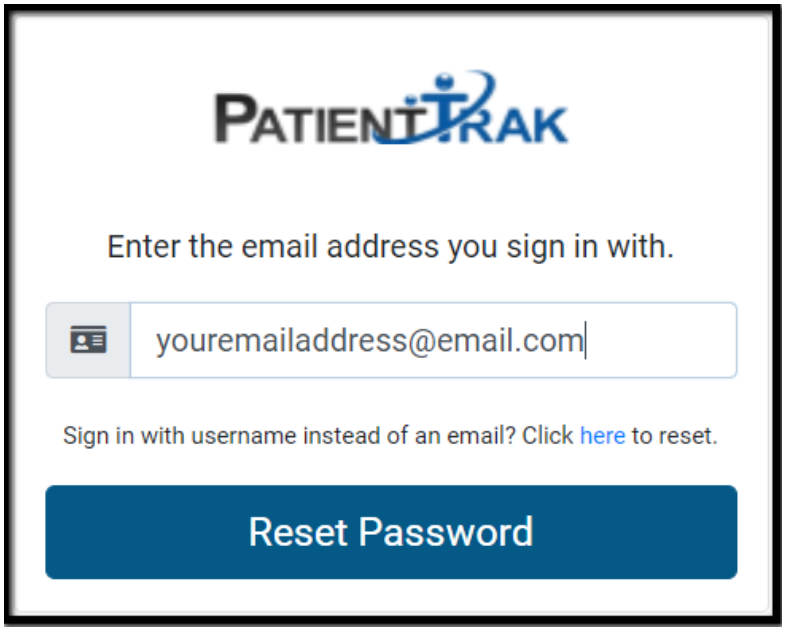
Click on the “Reset my Password” button.



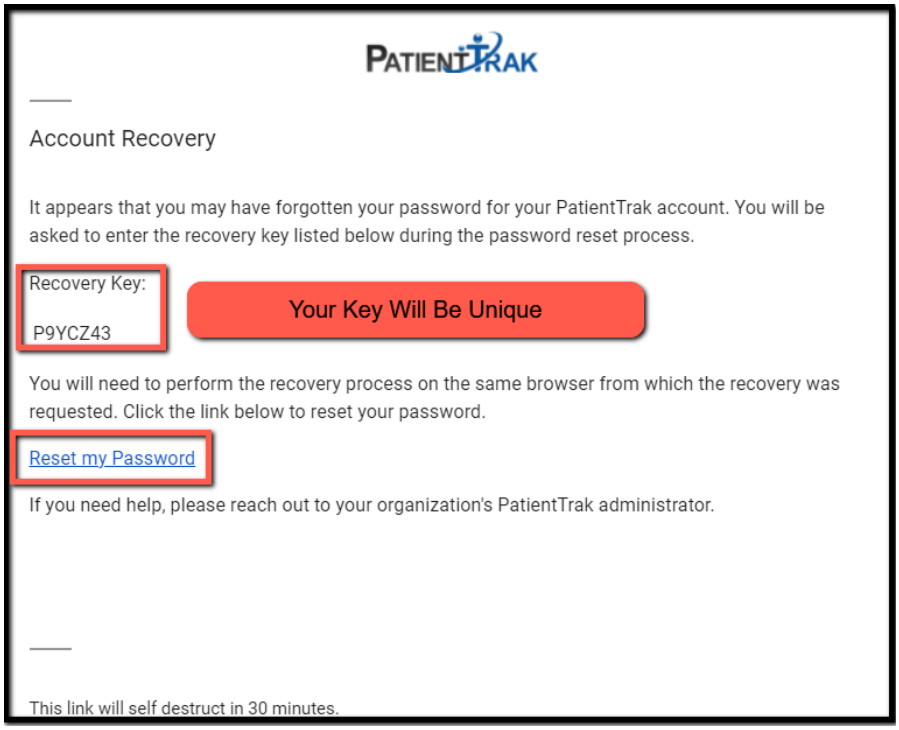
The system will ask if the user has already upgraded your account. If you have already upgraded, click on “Yes”. If you have not upgraded your account, select “No” and follow the steps.



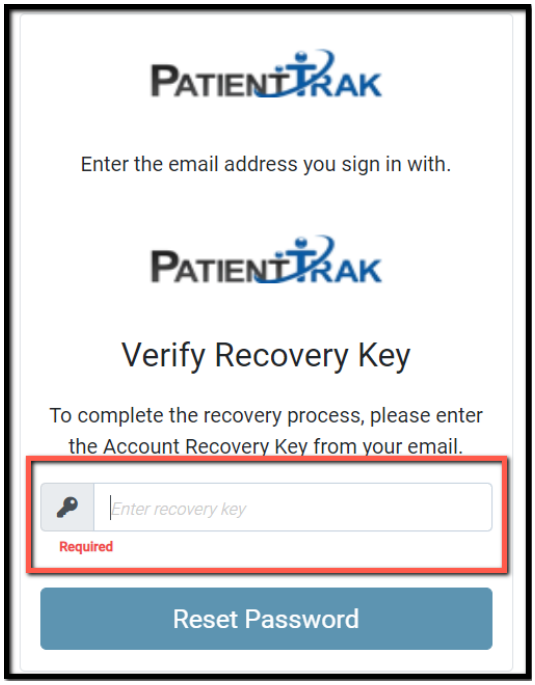
Enter in your email address that you have validated.



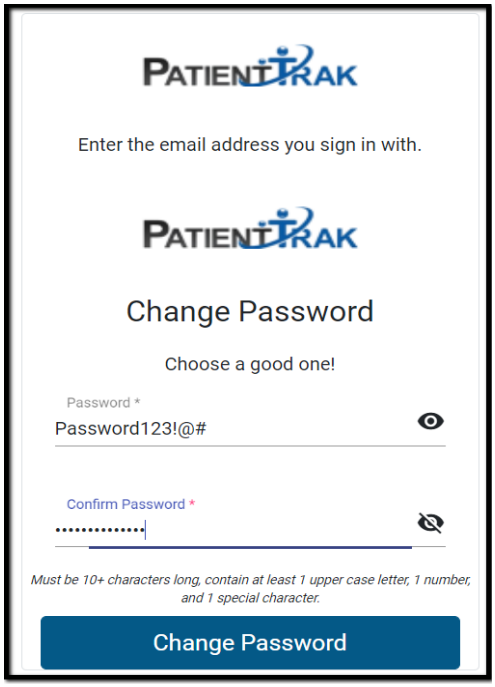
In the recovery email, **REMEMBER YOUR RECOVERY KEY**, and then click on “Reset My Password”.



The next page will ask you for your **recovery key.**

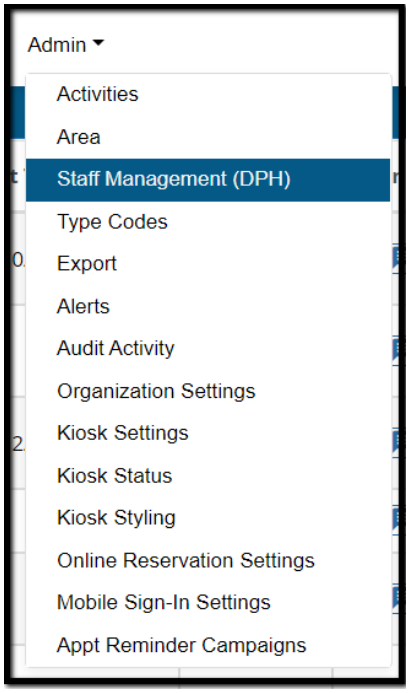


Now enter in the password that you want to use. **Please note the password requirements.**

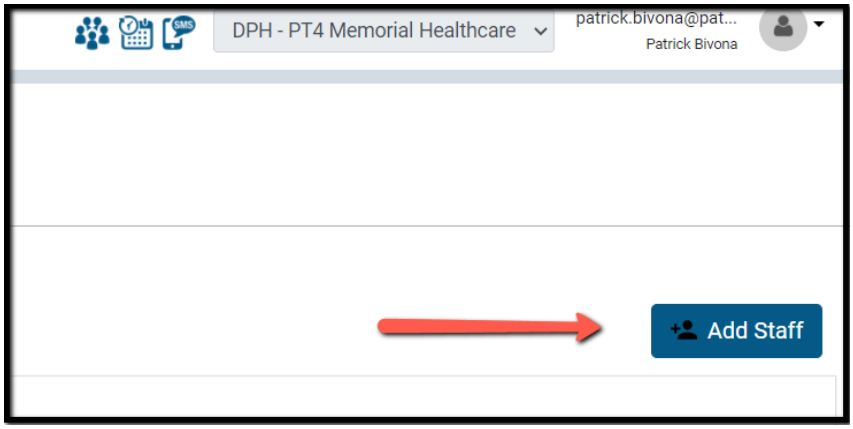


Adding A New User - Admin Users Only

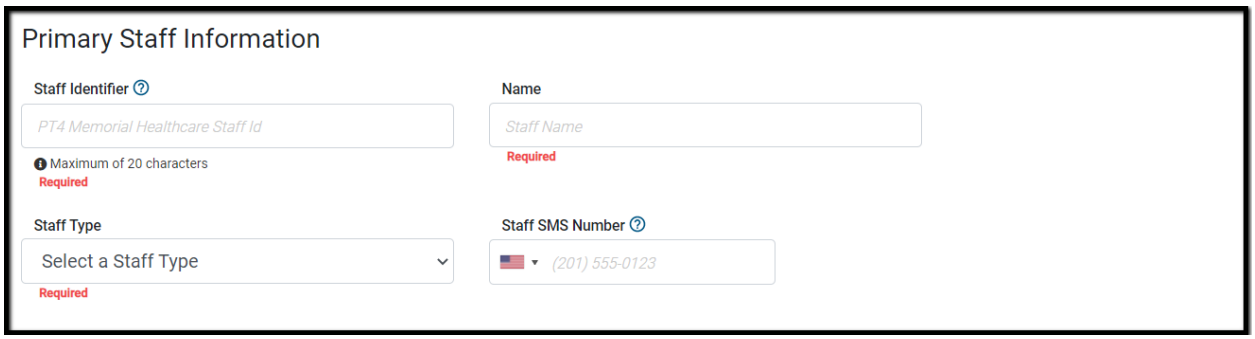
Log into the Organization that you would like to add a new user to.
Under the Admin dropdown menu, select Staff Management.



Click on the Add Staff button on the right hand side.

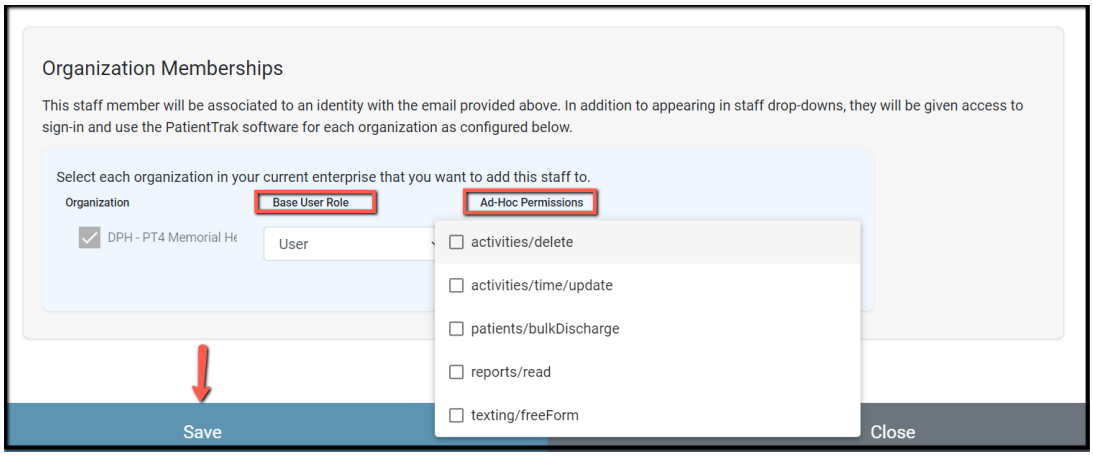


Enter in the required fields
Select the Staff Type from the Staff Type dropdown.

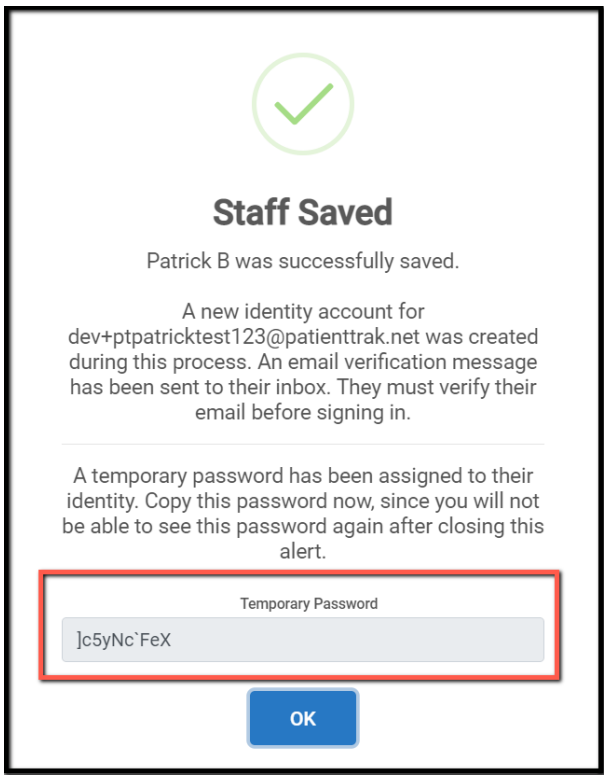


Check the “This staff member requires an identity to sign into PatientTrak box.
Enter in the user’s **valid** email address.

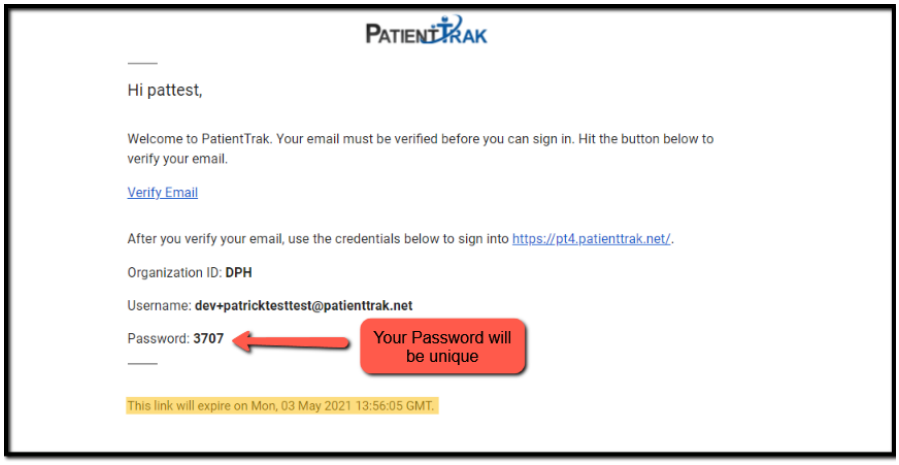
Select the Base User Role from the Base User Role dropdown menu.
Select which Ad-Hoc Permissions you would like that user to have.
Click on the Save button.



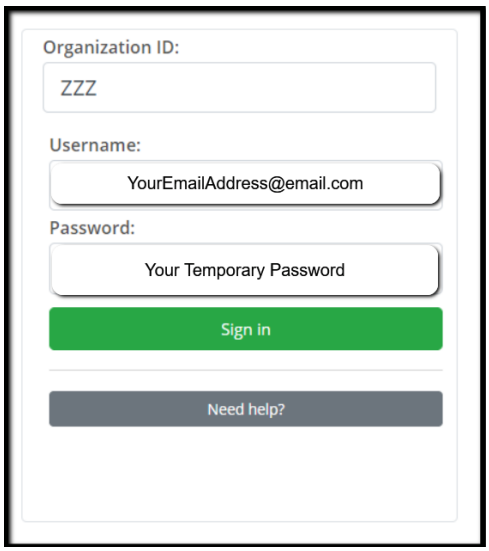
A new window will show with a **TEMPORARY PASSWORD. COPY THE TEMPORARY PASSWORD and send it to the user.**



The user will receive a verification email from PatientTrak.
They need to click on the Verify Email link within the email.
The email will also contain their Organization ID, Username and Temporary Password.
NOTE: The email will expire.



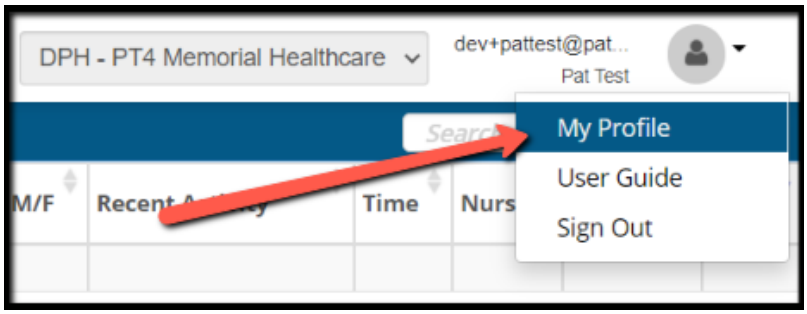
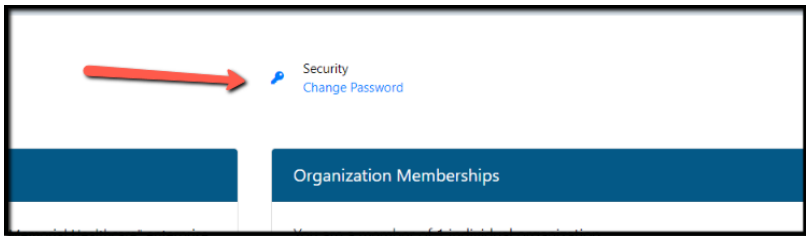
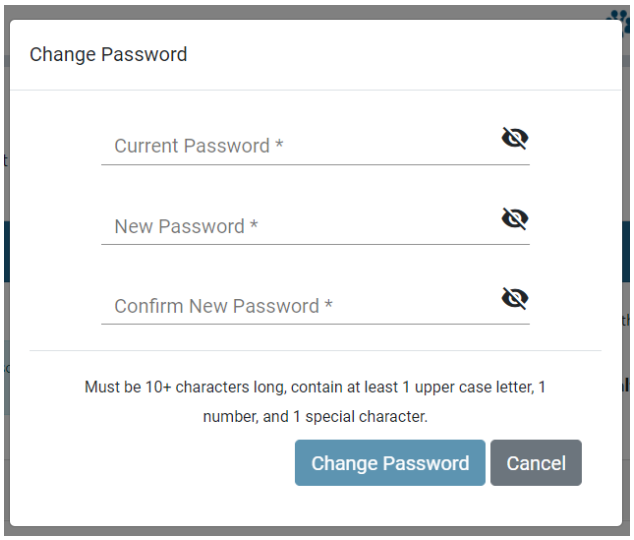
The user can now go to the login screen
The user should enter in the Organization ID
Enter in their username; **NOTE: Their username is now their email address**
Enter in the **TEMPORARY PASSWORD**



Once logged into PatientTrak, the user must go under the My Profile section and change their password. My Profile is located in the icon in the top right hand corner.

Change Password

Please remember to **use your email address as your username going forward.**

Notes: Do not use Internet Explorer. Please use Google Chrome or Microsoft Edge.

Once you are logged into PatientTrak, you can then reset your password under My Profile in the top right corner.