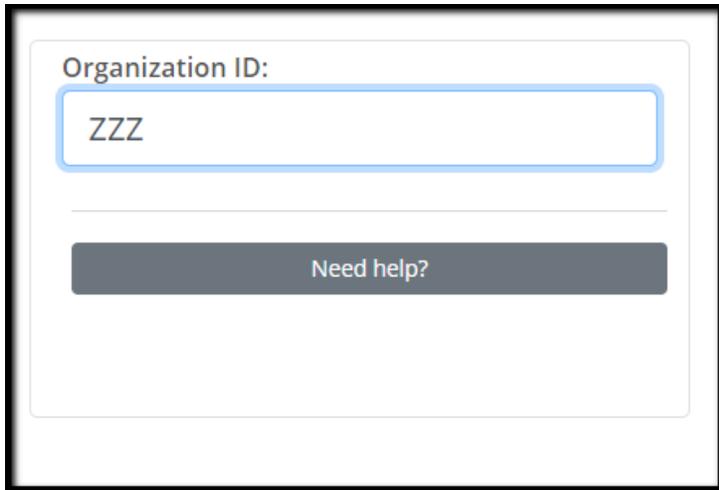


# PatientTrak Login Changes

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

Enter in your three character Organization ID code.

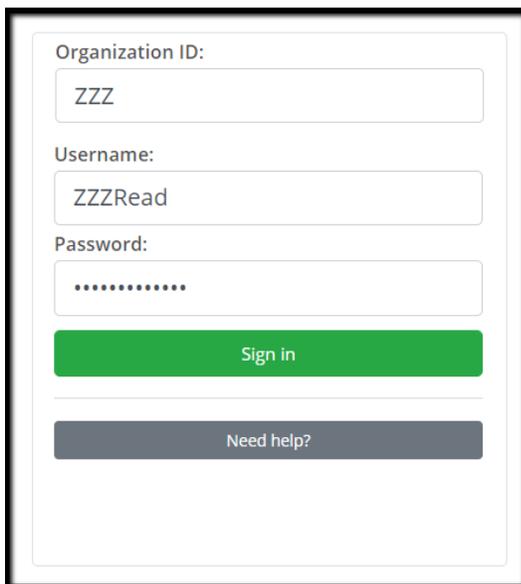


Organization ID:  
ZZZ

Need help?

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.



Organization ID:  
ZZZ

Username:  
ZZZRead

Password:  
.....

Sign in

Need help?

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

## PatientTrak Account Setup

1 Overview — 2 Email — 3 PatientTrak Account — 4 Done

We've recently enhanced our authentication system to provide our clients, and their patients, with greater security and convenience!

From now on, your email address will replace your username.

In order to continue, you'll need to provide some basic account information.

[Begin](#)

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.

## PatientTrak Account Setup

✓ Overview — 2 Email — 3 PatientTrak Account — 4 Done

Please enter your email address.  
Going forward, you will use this email address to sign into PatientTrak. This email address will replace your username for all PatientTrak Organizations within your enterprise.

Org ZZZ - ZZZ Test Org

User zzzread

PatientTrak Account Email:  
  
Required

Confirm Email:  
  
Required

[Submit](#)

## PatientTrak Account Setup

✓ Overview — 2 Email — 3 PatientTrak Account — 4 Done

Please enter your email address.

Going forward, you will use this email address to sign into PatientTrak. This email address will replace your username for all PatientTrak Organizations within your enterprise.

Org ZZZ - ZZZ Test Org

User zzzread

PatientTrak Account Email:

validemail@email.com

Confirm Email:

validemail@email.com

Submit

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

## PatientTrak Account Setup

✓ Overview — ✓ Email — 3 PatientTrak Account Setup — 4 Done

Looks like there is no existing PatientTrak Account for this email.  
Awesome! Let's finish getting your account upgraded.

First Name:

Required

Last Name:

Required

Mobile Number:

🇺🇸 (201) 555-0123

Org ZZZ - ZZZ Test Org

User zzzread

Email validemail@email.com

Submit

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

## Identity Account Setup

✓ Overview

✓ Email

✓ Identity Setup

4

### Identity Account Setup Completed!

Great Job! You have successfully updated your identity.

From now on, any time you wish to sign in to Cedars-Sinai Med Ctr AHSP, or any other Org within the same enterprise, you will use your email address instead of your username.

🔒 Your password has not changed.

### Email Verification Required

A verification email has been sent patricktest1@patienttrak.net.  
You must click the Verify link in the message before you can sign-in.

[Return to Sign In Page](#)

**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.



Hi PatrickFive,

Welcome to PatientTrak. Your email must be verified before you can sign in. Hit the button below to verify your email.

[Verify Email](#)

After you verify your email, use the credentials below to sign into <https://pt4.patienttrak.net/>.

Organization ID: (unchanged)

Username: dev+patricktest55555@patienttrak.net

Password: (unchanged)

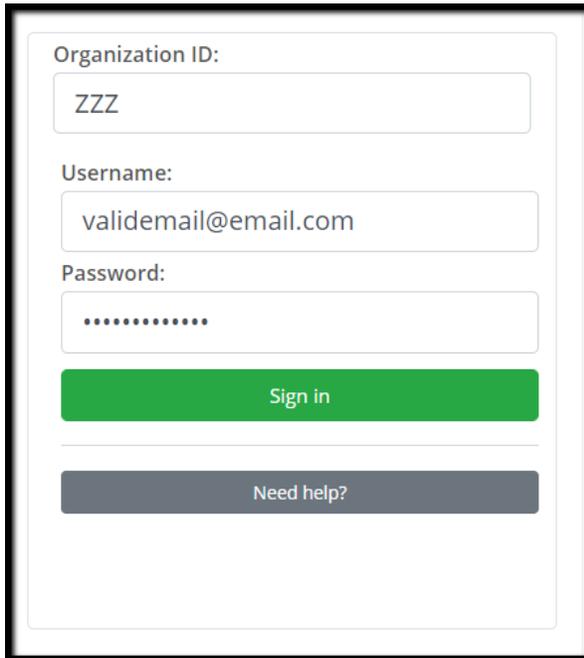
This link will expire on Mon, 26 Apr 2021 16:10:26 GMT.

### Email Successfully Verified!

Your email has been successfully verified.

You may now close this browser tab.

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



The image shows a login form for PatientTrak. It contains three input fields: 'Organization ID' with the value 'ZZZ', 'Username' with the value 'validemail@email.com', and 'Password' with a masked password of ten dots. Below the password field is a green 'Sign in' button. A horizontal line separates this from a grey 'Need help?' button at the bottom.

Organization ID:  
ZZZ

Username:  
validemail@email.com

Password:  
.....

Sign in

Need help?

**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](#)

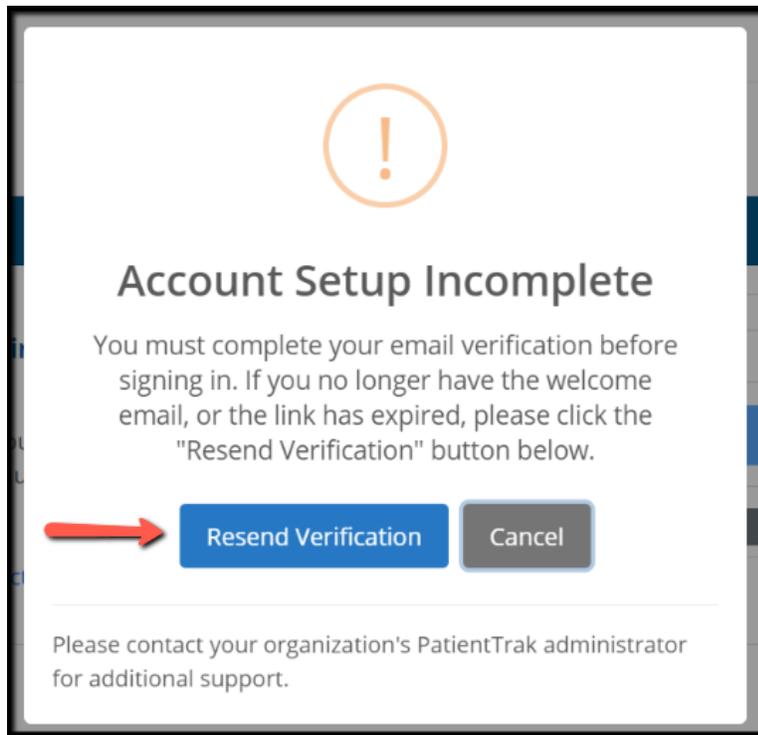
[PatientTrak Password Reset](#)

[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".***

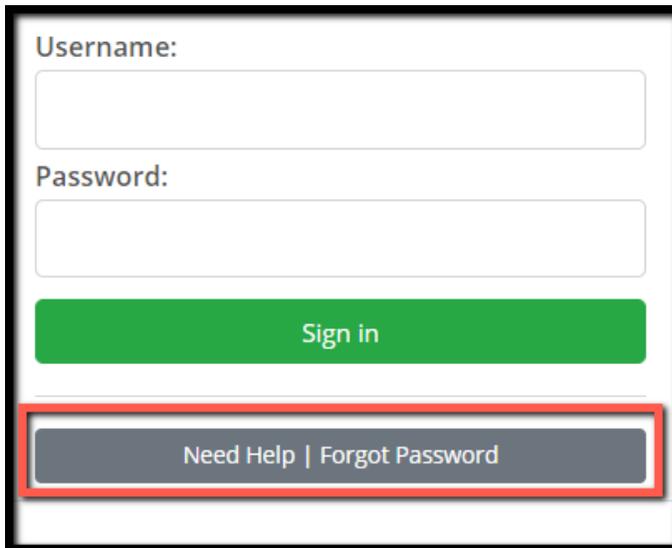
## User Forgot Password To Verify Account

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](#)

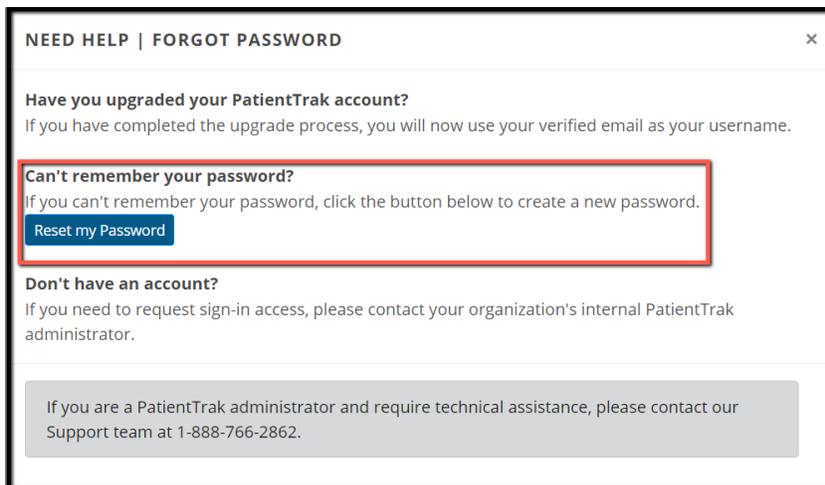
**NOTE: DO NOT ATTEMPT TO RESET YOUR PASSWORD USING YOUR PHONE. IT MUST BE DONE USING A COMPUTER.**

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



The screenshot shows a login form with two input fields: "Username:" and "Password:". Below the fields is a green "Sign in" button. At the bottom of the form, a grey button labeled "Need Help | Forgot Password" is highlighted with a red rectangular border.

Click on the “Reset my Password” button.



The screenshot shows a dialog box titled "NEED HELP | FORGOT PASSWORD" with a close button (x) in the top right corner. The dialog contains the following text:

**Have you upgraded your PatientTrak account?**  
If you have completed the upgrade process, you will now use your verified email as your username.

**Can't remember your password?**  
If you can't remember your password, click the button below to create a new password.  
[Reset my Password](#)

**Don't have an account?**  
If you need to request sign-in access, please contact your organization's internal PatientTrak administrator.

If you are a PatientTrak administrator and require technical assistance, please contact our Support team at 1-888-766-2862.

The "Reset my Password" button is highlighted with a red rectangular border.

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.



Have you upgraded your PatientTrak Account  
and verified your email?

Yes

No

Enter in your email address that you have validated.



Enter the email address you sign in with.



youremailaddress@email.com|

Sign in with username instead of an email? Click [here](#) to reset.

Reset Password

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



---

Account Recovery

It appears that you may have forgotten your password for your PatientTrak account. You will be asked to enter the recovery key listed below during the password reset process.

Recovery Key:  
P9YCZ43

**Your Key Will Be Unique**

You will need to perform the recovery process on the same browser from which the recovery was requested. Click the link below to reset your password.

[Reset my Password](#)

If you need help, please reach out to your organization's PatientTrak administrator.

---

This link will self destruct in 30 minutes.

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



Enter the email address you sign in with.



**Verify Recovery Key**

To complete the recovery process, please enter the Account Recovery Key from your email.

**Required**

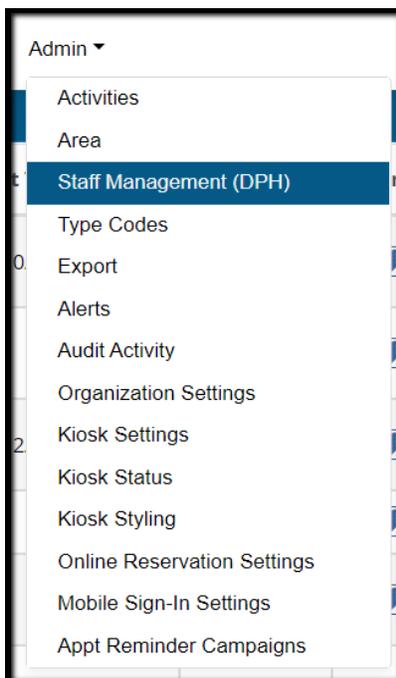
**Reset Password**

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

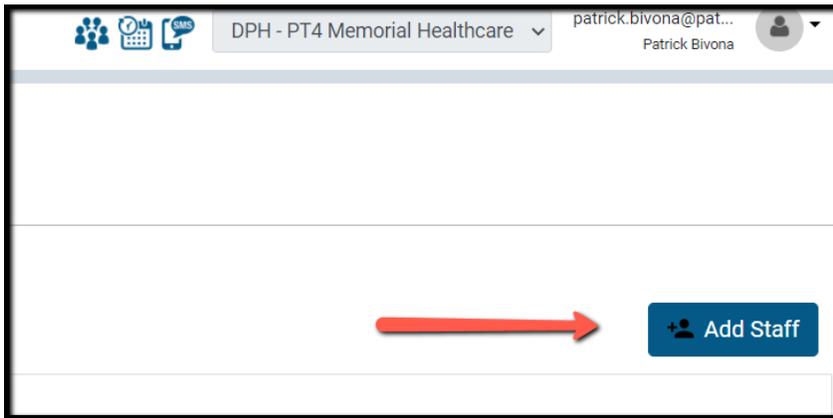
The screenshot shows the PatientTrak 'Change Password' interface. At the top is the PatientTrak logo. Below it, the text reads 'Enter the email address you sign in with.' followed by another PatientTrak logo. The main heading is 'Change Password', with the instruction 'Choose a good one!' below it. There are two password input fields: 'Password \*' containing 'Password123!@#' and 'Confirm Password \*' with masked characters. Each field has an eye icon for visibility. A note at the bottom states: 'Must be 10+ characters long, contain at least 1 upper case letter, 1 number, and 1 special character.' A blue 'Change Password' button is at the bottom.

## [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.

A screenshot of a form titled 'Primary Staff Information'. It contains four input fields: 'Staff Identifier' with a help icon and a note 'Maximum of 20 characters' and 'Required'; 'Name' with a note 'Required'; 'Staff Type' with a dropdown menu and a note 'Required'; and 'Staff SMS Number' with a country code dropdown and a note 'Required'. The 'Staff Identifier' field contains 'PT4 Memorial Healthcare Staff Id' and the 'Name' field contains 'Staff Name'. The 'Staff Type' dropdown is set to 'Select a Staff Type' and the 'Staff SMS Number' field contains '(201) 555-0123'.

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

A screenshot of the 'Identity' section of the form. It features a checked checkbox with the text 'This staff member requires an Identity to sign-into PatientTrak'. Below this is an 'Email' field containing 'test@patienttrak.net'. A red arrow points to a 'Validate' button next to the email field. A message below the email field reads 'Email or Staff Id has changed. Validation is required.'.

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.

**Organization Memberships**

This staff member will be associated to an identity with the email provided above. In addition to appearing in staff drop-downs, they will be given access to sign-in and use the PatientTrak software for each organization as configured below.

Select each organization in your current enterprise that you want to add this staff to.

Organization	Base User Role	Ad-Hoc Permissions
<input checked="" type="checkbox"/> DPH - PT4 Memorial Hc	User	<input type="checkbox"/> activities/delete <input type="checkbox"/> activities/time/update <input type="checkbox"/> patients/bulkDischarge <input type="checkbox"/> reports/read <input type="checkbox"/> texting/freeForm

Save
Close

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



## Staff Saved

Patrick B was successfully saved.

A new identity account for dev+ptpatricktest123@patienttrak.net was created during this process. An email verification message has been sent to their inbox. They must verify their email before signing in.

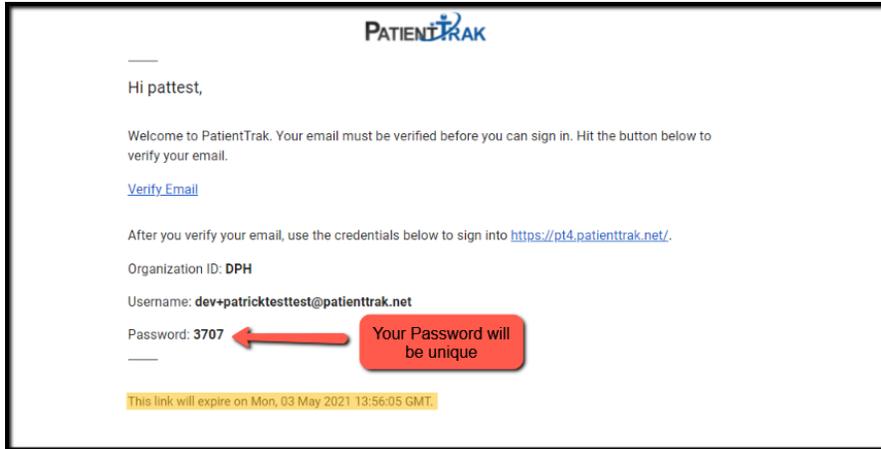
A temporary password has been assigned to their identity. Copy this password now, since you will not be able to see this password again after closing this alert.

Temporary Password

]c5yNc`FeX

[OK](#)

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**

The image shows a login form with the following fields and buttons: "Organization ID:" with a text input containing "ZZZ"; "Username:" with a text input containing "YourEmailAddress@email.com"; "Password:" with a text input containing "Your Temporary Password"; a green "Sign in" button; and a grey "Need help?" button.

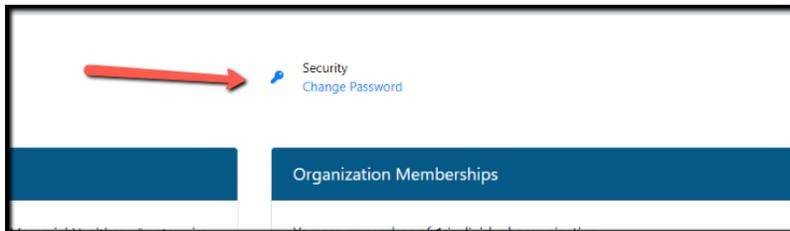
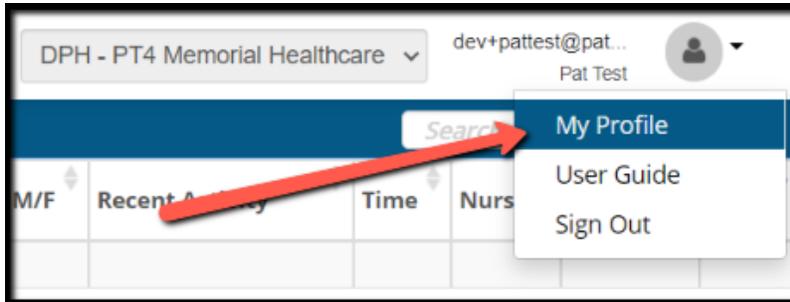
Once logged into PatientTrak, the user must go under the My Profile section and change their password. My Profile is located in the icon in the top right hand corner.

## [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.



A screenshot of the 'Change Password' form. The form has three input fields: 'Current Password \*', 'New Password \*', and 'Confirm New Password \*'. Each field has a toggle icon to its right. Below the fields, there is a password strength requirement: 'Must be 10+ characters long, contain at least 1 upper case letter, 1 number, and 1 special character.' At the bottom, there are two buttons: 'Change Password' and 'Cancel'.