

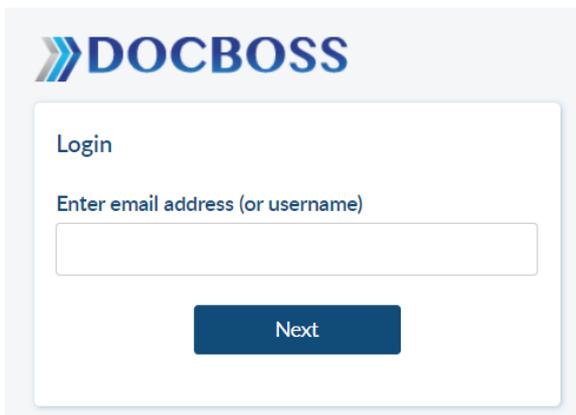
What do I do if I forgot my password?

09/12/2024 2:43 pm MDT

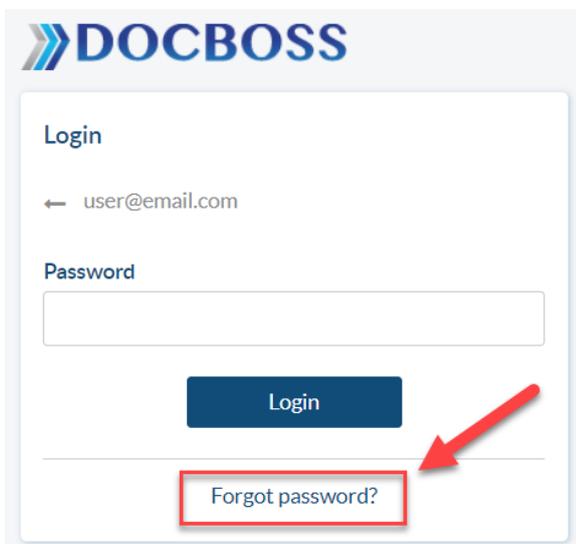
If you've forgotten your password and need to regain access to your account, follow these simple steps to reset your password.

Step 1: Access the Password Reset

On the login screen, enter your email address or username, and click **Next**.



On the next screen, select **Forgot password**.



Step 2: Provide Your Email Address or Username

Click on the "Forgot Password" link, and a new screen will appear. Here, you'll need to enter the email address associated with your account.

DOCBOSS

Ugggh - I forgot my password!

Login

Reset password

Back to login

Step 3: Request Password Reset

After entering your email address or username, click on the "Reset Password" button. This will trigger a password reset request.

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Ugggh - I forgot my password!

Enter email address (or username)

Reset password

Back to login

Step 4: Check Your Email

You'll receive a confirmation note in your email inbox, indicating that an email has been sent to help you reset your password.

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If user@email.com matches your login on System5, we'll send you an email with password reset instructions. Please check your email.

If you continue to have trouble logging into the system:

- ensure your login name is exactly user@email.com
- ensure your account is on System5

If yes: contact one of your other admin users to reset your password for you, or reach out to DocBoss support for help.

Back to login

Step 5: Reset Your Password

Open the email and click on the link to proceed with the password reset.

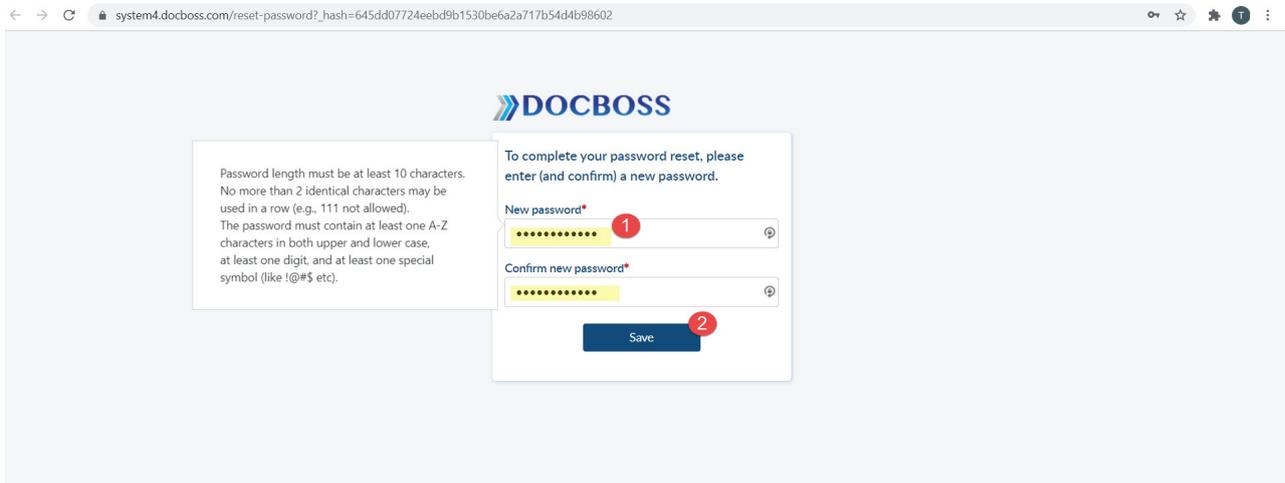
Step 6: Set a New Password

Clicking on the provided link will take you to a new screen where you can create a new password. Follow the on-

screen instructions, enter your new password, and confirm it.

Step 7: Access Your Account

After successfully setting your new password, click the "Save" or "Reset Password" button. You will now have access to your account with the updated password.



Congratulations! You've successfully reset your password and can now use your new credentials to log in. If you encounter any issues or have further questions, don't hesitate to reach out to our support team.
