

How to Help Patients Securely Reset Their Patient Portal Password

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Overview

This article will go over how to help a patient reset their password for the online Patient Portal.

Detailed Instructions

- [Create a Letter Template in TDO](#) that instructs the patient to go to your patient portal's *Update Your Login Information* page (**Account Management**)

This page can usually be found at {[https://securesite\[XXX\].tdo4endo.com/SetLogin.aspx](https://securesite[XXX].tdo4endo.com/SetLogin.aspx)} where [XXX] is replaced with the corresponding ID for your Web Services portal.

- Enter a valid email address for the patient into TDO.
- Send the Letter with the link and instructions to this email address.
- The patient will find themselves on a page that looks like the one below.

Account Management

To set a new password please enter your email address below.
If you wish to go directly to the login page, [click here](#).

Email:

They can then enter their email address (the one where they received the letter), and click **Submit** to receive an automated email with a password reset link, which will take them to a page that will look like the one below.

Account Management

User ID:

New Password:

Confirm New Password:

[Reset Password](#)

- They can use this form to create a new password for their account.

If the patient is unable to receive the verification email, they can request a reset code from you.

Account Management - Patients

To set a new password please enter your email address below.
If you wish to go directly to the login page, [click here](#).

Email:

[Submit](#)

Having trouble resetting your password via email?

[Click here for other options](#)

After clicking on the button for other options, they can request a code from you.

Account Management - Patients

Have a 6 digit code provided by your Endodontic office?

Enter it in the box below:

Submit

If you would like to request a code from the office, click the button below:

Name:

Patient Test

Email:

pattest@tdo4endo.com

Phone Number:

858 558 3696|

Request Code

An email will be sent to the same email accounts that receive other notifications from the login pages. The email will list the information that the patient entered along with instructions on how to generate the reset code for the patient.

To generate the reset code, go to the Admin login area of the website.

Admin Doctor's Area

Doctor ID:

Password:

What is 3 + 6? [?]

☐ Remember Me

[Login](#)

Once logged in, search for the patient.

Search for a Patient

Search by: [Patient](#) [Last Name](#)

To search for a patient, type the first few letters of the patient's or referring doctor's first or last name.

☐ Search patients of all practice doctors

use * to list all

[Search](#)

Select the folder icon to view the final report on a completed patient.

Detail	Patient	Appointment History	Last Letter Sent On	Ref. Doctor
	Veder, Eddie	Past Appointments 2012-04-19 9:00 AM 2012-05-19 1:00 PM 2019-03-22 3:00 PM		Carr, Gary

After selecting the patient, go to the Login Settings page.

PATIENT INFO

REFERRING DOCTOR INFO

SCHEDULED PATIENTS

REPORTS AND TOOLS

EMAIL

LOGOUT

SEARCH

GEN INFO

ADD TOOTH

FINAL REPORT

MED HISTORY

ANESTHESIA

PRESCRIPTIONS

NOTES

RECALL NOTES

MAKE A PAYMENT

LOGIN SETTINGS

Patient Website Login

If the patient is having trouble resetting their password, click the button below to generate a 6 digit code for them to use.

Generate Code

Click on Generate Code.

Patient Website Login

If the patient is having trouble resetting their password, click the button below to generate a 6 digit code for them to use.

Generate Code

819034

The above code will expire in 60 minutes. The patient will need to go to the Patient Login page and do the following:

- Click on Click Here to Update your Login Information
- On the next page, Click here for other options
- Have the patient enter the code in the resulting text box

The patient can go back to the login page, click on the button for other options, and then enter the code.

Account Management - Patients

Have a 6 digit code provided by your Endodontic office?

Enter it in the box below:

Submit

Due to this code not being automatically sent, you will need to notify that patient of their code. After entering the code, the patient will be able to reset their password.

Account Management - Patients

User ID: EVeder

New Password:

Confirm New
Password:

Reset Password

Online URL: <https://kb.tdo4endo.com/article.php?id=354>