

Helping Referring Doctors Reset their Password

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Overview

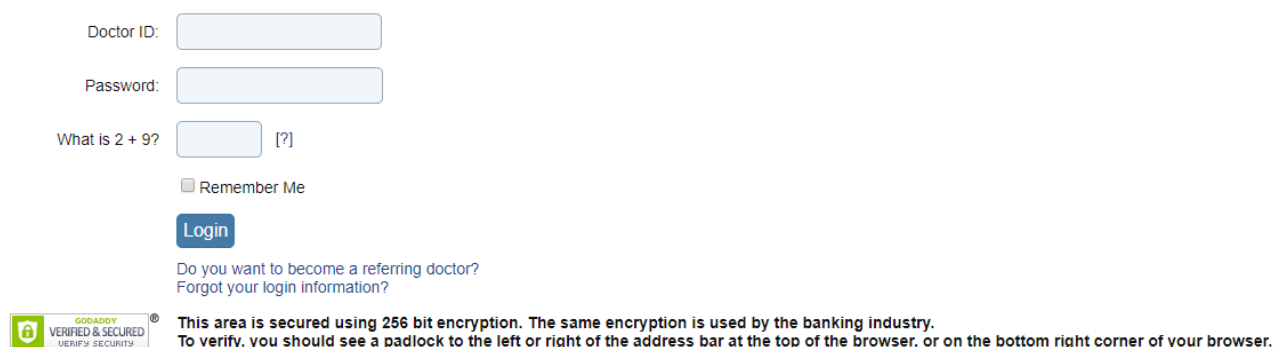
For TDO Web/Cloud Services users who utilize the referring doctor portal to allow referring doctors to refer patients, and view patient info & reports, it is important for referrers to have the ability to log in, change their password, and even reset it if necessary. This article will cover the steps necessary for a referring doctor to reset their password through the online portal.

Detailed Steps

1) Direct the referrer to your online referring doctor portal:

[[https://securesite\[xxxx\].tdo4endo.com/RefDocsLogin.aspx](https://securesite[xxxx].tdo4endo.com/RefDocsLogin.aspx)] . Generally, a link to this portal can be found on your website, possibly on a 'Referring Doctors' landing page. They will see a login form similar to this:

Referring Doctor's Area



The screenshot shows a login form for a referring doctor. It includes three input fields: 'Doctor ID:', 'Password:', and a CAPTCHA question 'What is 2 + 9?' with a '[?]' link. Below the CAPTCHA is a 'Remember Me' checkbox. A blue 'Login' button is positioned below the checkbox. Under the button are two links: 'Do you want to become a referring doctor?' and 'Forgot your login information?'. At the bottom left is a 'GODADDY VERIFIED & SECURED' badge. To the right of the badge is a security notice: 'This area is secured using 256 bit encryption. The same encryption is used by the banking industry. To verify, you should see a padlock to the left or right of the address bar at the top of the browser, or on the bottom right corner of your browser.'

2) Instruct them to click 'Forgot your login information?'. This will open a page that will look like this:

Account Management - Referring Doctors

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](#)

3) They'll need to enter the email address associated with their account, then click 'Submit'. They'll then receive an email with instructions on how to reset their password.

4) If clicking on

[Click here for other options](#)

It will take them to this page.

Account Management - Referring Doctors

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:

Email:

Phone Number:

Request Code

5) You will receive a web notification email requesting a code. This email notification is (V12) under Setup - Site Configuration - Edit Doctor Information.

1st email for Web notification	2nd email for Web notification

Please sign into the Admin Doctor's Area with the doctors credentials.

Admin Doctor's Area

Doctor ID:

Password:

What is 3 + 4? [?]

Admin Doctor's Area

PATIENT INFO **REFERRING DOCTOR INFO** SCHEDULED PATIENTS REPORTS AND TOOLS LOGOUT

Search for a Referring Doctor

Search by:

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

Admin Doctor's Area

PATIENT INFO **REFERRING DOCTOR INFO** SCHEDULED PATIENTS REPORTS AND TOOLS LOGOUT

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

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

Online URL: <https://kb.tdo4endo.com/article.php?id=756>