

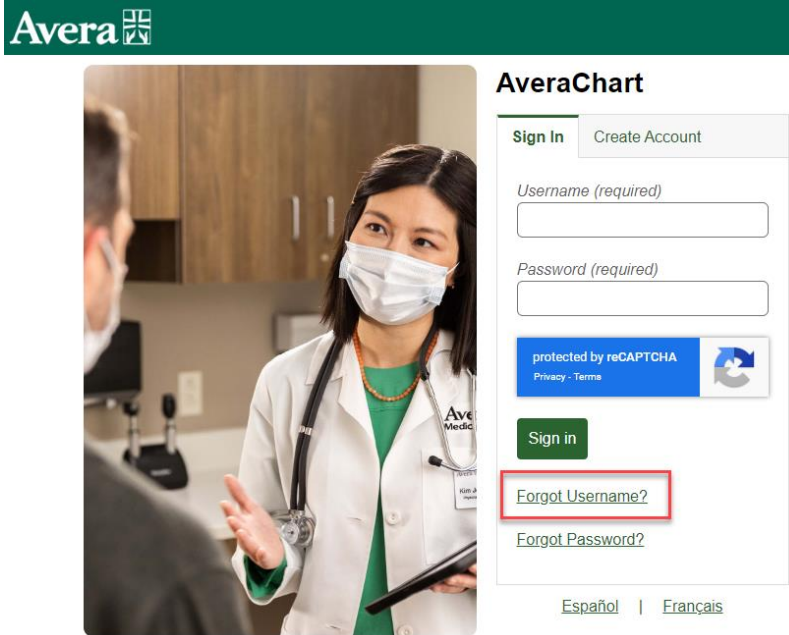
AveraChart Username Reset



AUDIENCE | All AveraChart users

OVERVIEW

In order to reset your user name select the “Forgot Username” option on the front page of the logon screen.



Enter your email address and click the “reset credentials” button. **(Please note: if your email does not match what we have on file, your username will not be able to be reset and you will need to call AveraChart Support at 1-855-667-9704.)**



AveraChart


Reset Credentials

An email address must be connected to your account in order to reset your username. Please contact the hospital if you do not have an email address connected to your account.

Email Address (required)

example: email@example.com

myemail@email.com

 This will reset both your username and your password.

protected by reCAPTCHA

[Privacy](#) [Terms](#)



Reset credentials

[Return to Sign in page](#)

[Español](#) | [Français](#)

The system will send you an email with a link.

From: AveraChart <donotreply@avera.org>
To: Avera Patient <myemail@email.com>
Sent: Friday, April 19, 2024 at 02:35:07 PM CDT
Subject: AveraChart One Time Password

Dear Avera Patient,

If you want to reset your username and password, click the link below. Once you click the link, a temporary username and password will be entered into the sign in screen. Click Sign In and you will be prompted to establish your new username and password.

If you want to reset only your password, please click the link and enter your logon ID along with the one-time password included below.

For security purposes, the link will expire in 10 days. If the link has expired, please contact us at 1-855-667-9704 to have your information reset.

Thank you for using AveraChart!

[Click here to sign in.](#)



Once you receive that email, click the link to sign in and a temporary user name and temporary password will be automatically filled in for you.




AveraChart

[Sign In](#) [Create Account](#)

*Your username/password have been entered.
Click the **Sign In** button to view your portal.*

Username (required)

Password (required)

protected by reCAPTCHA 
[Privacy](#) - [Terms](#)

[Sign in](#)

[Forgot Username?](#)

[Forgot Password?](#)

[Español](#) | [Français](#)

Click the sign in button using those temporary credentials and you will be prompted to set up your new user name and password on the next page.

Answer the security question and select “continue” to log back into your AveraChart portal.

Please select a new Logon ID and Password. Also answer the Security Question.

Change Logon ID and Password

Logon ID must:

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)

Password must:

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)
- Contain no fewer than 1 numeric character(s)

New Logon ID	<input type="text"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Security Question	In what year was your Father born ?
Security Question Answer	<input type="text"/>

[Continue](#)

Please note: security questions can only be changed by calling AveraChart support.

If you continue to have problems or any questions, please call AveraChart Support at 1-855-667-9704.