OVERVIEW

In order to reset your password, select the "Forgot Password" option on the front page of the logon screen.

Enter your user name and email address and select "reset password." **(Please note: if your user name or password do not match what we have on file, your password will not be able to be reset and you will need to call AveraChart Support at 1-855-667-9704.)**

You will see a screen indicating that the password has been reset.
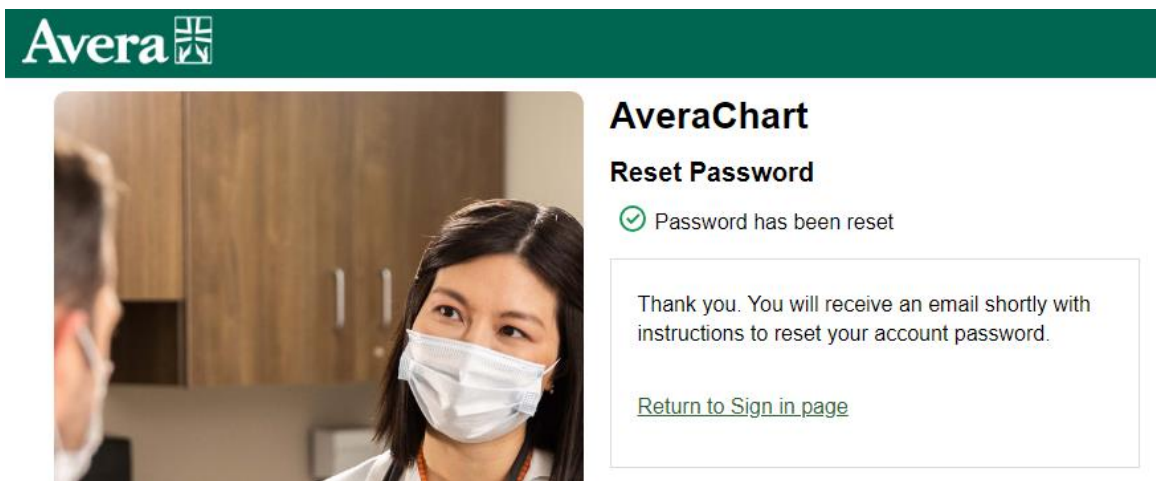
In a few minutes you will receive an email to reset your password. The password will be included at the bottom of the email:

From: AveraChart <donotreply@avera.org>
To: AveraChart User <email@email.com>
Sent: Friday, April 19, 2024 at 03:08:29 PM CDT
Subject: AveraChart One Time Password

Dear AveraChart User,

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.
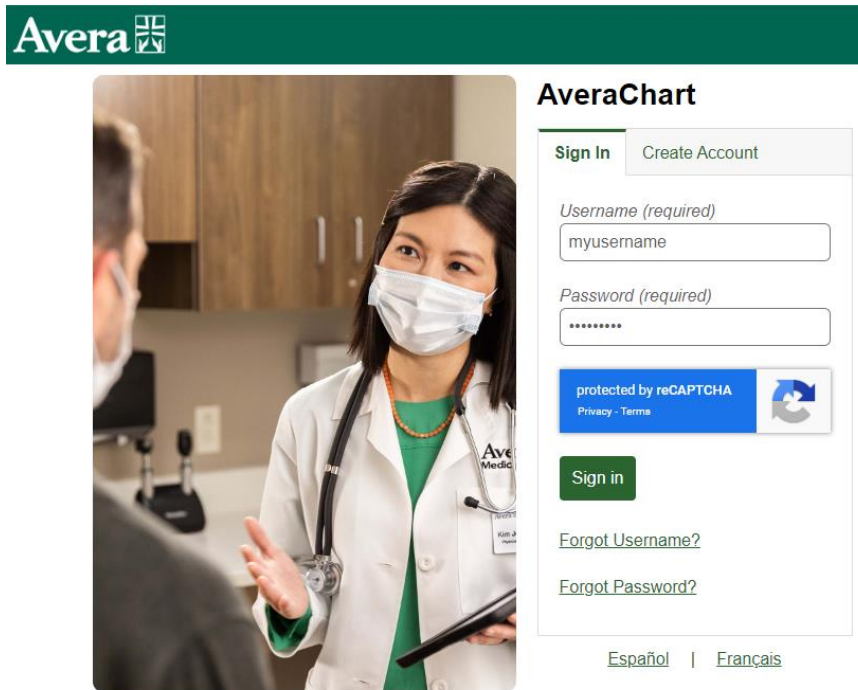
Thank you for using AveraChart!

Click here to sign in.
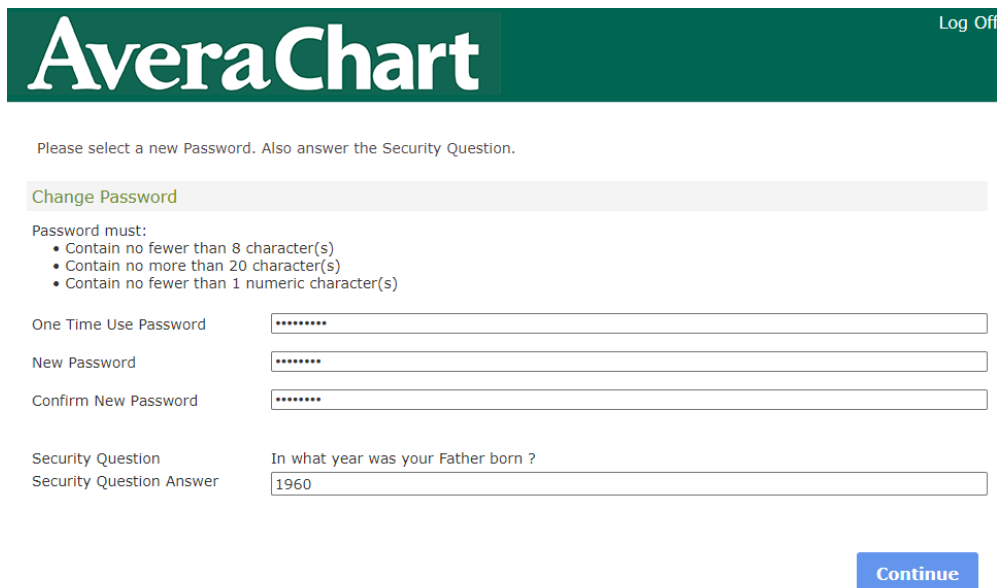
One Time Password: SA5edec25

Click the link to sign in.

Enter your user name and the one time password included in the email and select the "sign in" button.

Again enter the one time password that was included in the email. Enter your new password and answer the security question. Select "continue" to log in.

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.