

AveraChart Password Reset



AUDIENCE | All AveraChart Users

OVERVIEW

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

The screenshot shows the AveraChart login interface. On the left is a photo of a female doctor in a white coat and mask. On the right is the login form with the following elements:

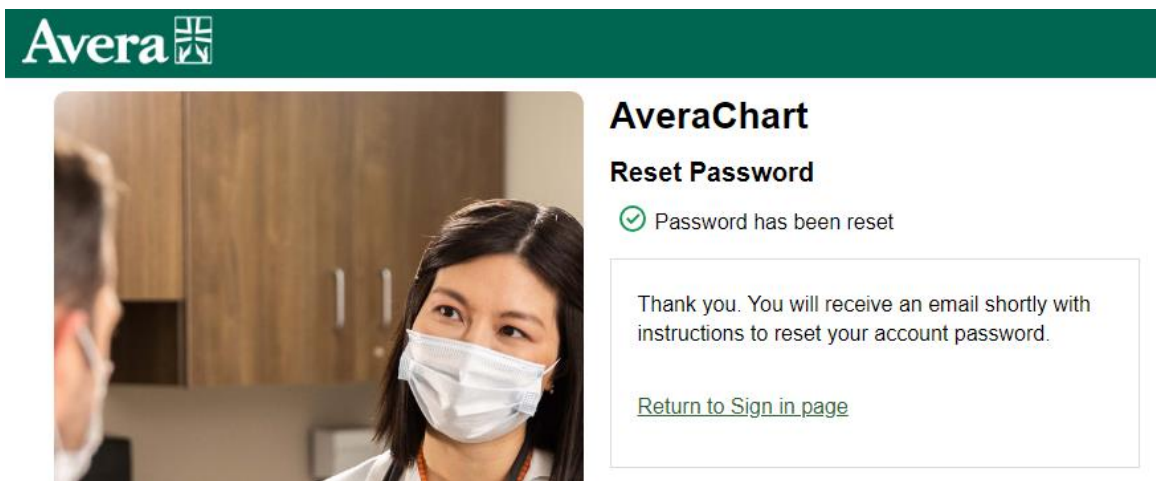
- AveraChart** header
- Buttons for **Sign In** and **Create Account**
- Input field for **Username (required)**
- Input field for **Password (required)**
- Text: **protected by reCAPTCHA** with a link to **Privacy - Terms**
- Sign in** button
- Links for **Forgot Username?** and **Forgot Password?** (highlighted with a red box)
- Language options: **Español** | **Français**

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.)**

The screenshot shows the AveraChart 'Reset Password' page. On the left is the same photo of the doctor. On the right is the 'Reset Password' form with the following elements:

- AveraChart** header
- Reset Password** section header
- Text: An email address must be connected to your account in order to reset your password. Please contact the hospital if you do not have an email address connected to your account.
- Input field for **Username (required)** with the value **myusername**
- Input field for **Email Address (required)** with the value **example: email@example.com** and **email@email.com**
- Text: **protected by reCAPTCHA** with a link to **Privacy - Terms**
- Reset Password** button
- Link: **Return to Sign in page**
- Language options: **Español** | **Français**

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!

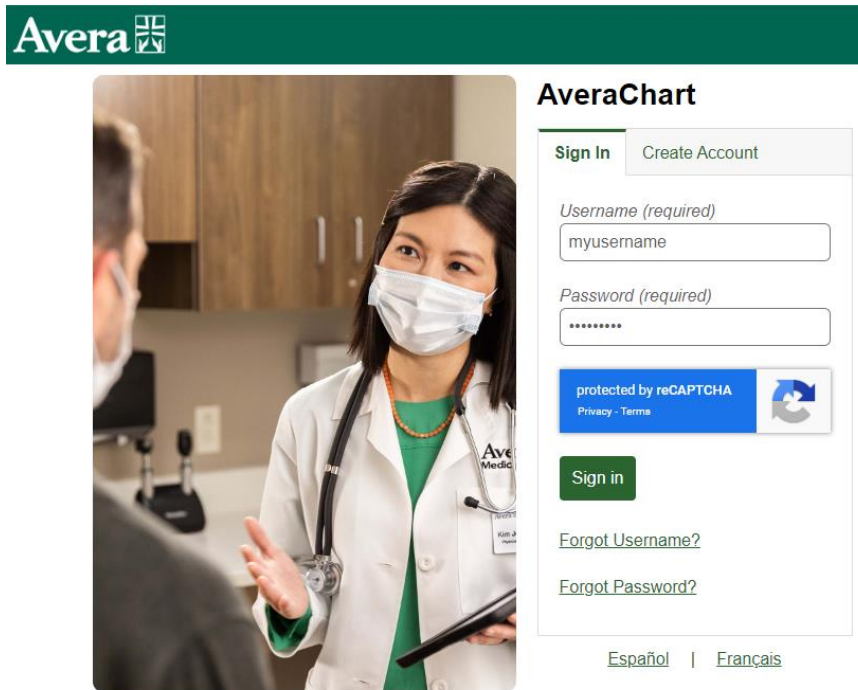
[Click here to sign in.](#)

One Time Password: SA5edec25



Click the link to sign in.

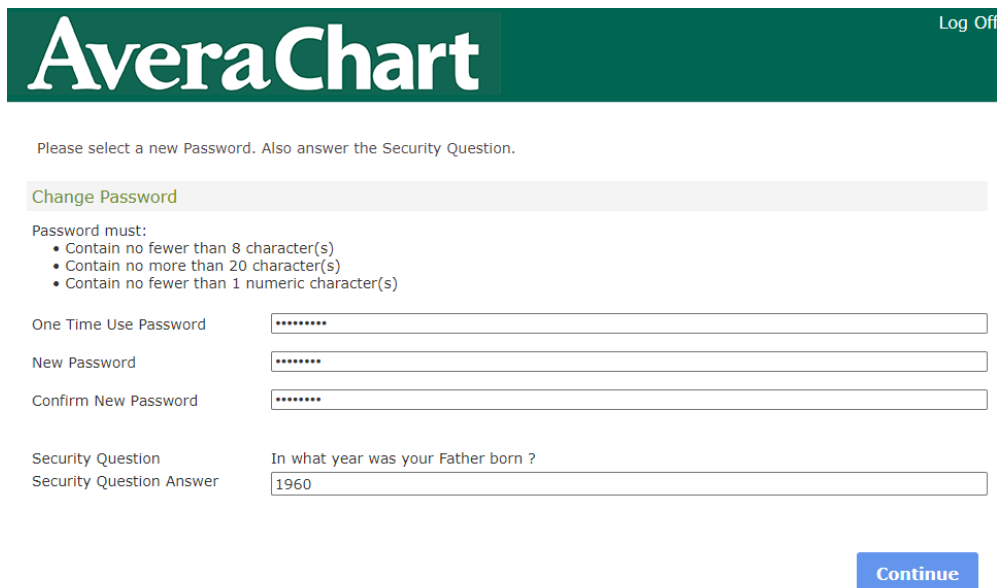
Enter your user name and the one time password included in the email and select the “sign in” button.



The image shows the AveraChart sign-in interface. On the left is a photograph of a female healthcare professional in a white lab coat and face mask. On the right is the sign-in form with the following elements:

- Avera** logo in a green header.
- AveraChart** title.
- Buttons for **Sign In** and **Create Account**.
- Username (required)** field with the text "myusername".
- Password (required)** field with masked characters "*****".
- A blue banner: "protected by reCAPTCHA" with a "Privacy - Terms" link and a reCAPTCHA icon.
- A green **Sign in** button.
- Links for **Forgot Username?** and **Forgot Password?**.
- Language options: [Español](#) | [Français](#).

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.



The image shows the AveraChart change password and security question page. It features a green header with the **AveraChart** logo and a "Log Off" link. The main content area includes:

- Instruction: "Please select a new Password. Also answer the Security Question."
- Change Password** section header.
- Instructions for password requirements:
 - Contain no fewer than 8 character(s)
 - Contain no more than 20 character(s)
 - Contain no fewer than 1 numeric character(s)
- Form fields for:
 - One Time Use Password**: masked with "*****"
 - New Password**: masked with "*****"
 - Confirm New Password**: masked with "*****"
 - Security Question**: "In what year was your Father born ?"
 - Security Question Answer**: "1960"
- A blue **Continue** button.

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.