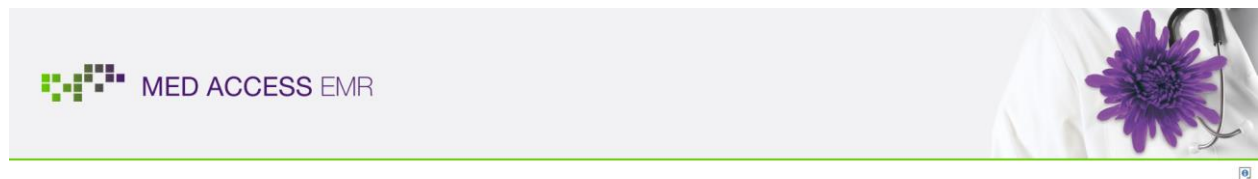


User Guide

Med Access EMR: Resetting Your Password

If when logging in to Med Access, you enter an incorrect password a message will appear below the **User Name** and **Password** fields that states **You have entered an incorrect username/password combination. You have (up to 4) remaining login attempts before your account will be locked.** You will also see a link that you can click to **Reset your password using email**

In order to prevent locking your account, if you do not remember your password, please click on the link to reset your password **BEFORE** you have used all of your available login attempts.



NLCHI Test

User Name:

Password:

You have entered an incorrect username/password combination.

You have 4 remaining login attempts before your account will be locked.

[Reset your password using email.](#)

Login

Resetting Your Password

1. Left click on the **Reset your password using email**

User Name:

Password:

You have entered an incorrect username/password combination.

You have 4 remaining login attempts before your account will be locked.

[Reset your password using email.](#)

Login

2. You will be brought to a screen asking you to enter your user name. Enter your Med Access user name and click **Next**.

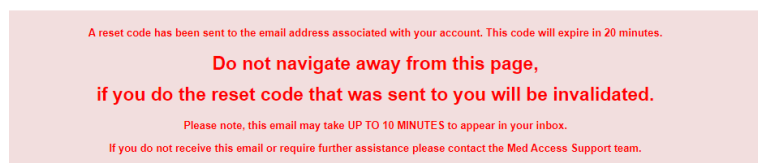
NLCHI Test

Enter your username, an email with a reset code will be sent to the email address associated with your account.

User Name:

Next Cancel

3. An email will be sent to the email the email that is entered in your user profile. This would typically be your RHA email. You will see this message on your screen.



User Name:

Reset Code:

Submit Cancel

4. Within 10 minutes, you will receive an email that will contain a unique reset code. Please note that this code will expire after 20 minutes

Med Access Password Reset Code

Med Access [noReply@telus.com]

To: Clarke, Terri Lynn

Dear TELUS Health EMR User,

We received a request to reset your password.

Your reset code is:

KO36GTx1

This is an automated email. If you did not request a password reset code please contact the Med Access Support team.

- TELUS Health Med Access

5. Enter your user name and the Reset code in the appropriate fields

A reset code has been sent to the email address associated with your account. This code will expire in 20 minutes.
**Do not navigate away from this page,
if you do the reset code that was sent to you will be invalidated.**
Please note, this email may take UP TO 10 MINUTES to appear in your inbox.
If you do not receive this email or require further assistance please contact the Med Access Support team.

User Name: terrilynclarke

Reset Code:

Submit

Cancel

6. You will then be prompted to create a new password.

NLCHI Test

Your password is no longer valid. Please change your password.

New Password:

Confirm New Password:

Save

Clear