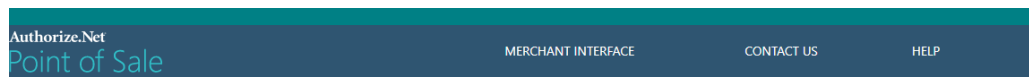


In order to reset the VPOS2 credit card password, please follow these steps.

On the username and password login prompt, please click on Merchant Interface on the top section.

This screenshot shows a login form with a red banner at the top that reads 'Please wait while we perform startup checks!'. Below the banner are two input fields labeled 'USERNAME' and 'PASSWORD', each with a small icon to its right. At the bottom of the form is a grey 'LOG IN' button with a small icon to its right.

You will be greeted with a new tab. From here, select Forgot Password.

This screenshot shows a 'Log In' page. At the top, the text 'Log In' is displayed in a large, blue font. Below it are two input fields labeled 'Username' and 'Password', each with a small icon to its right. A blue 'LOG IN' button is positioned below the input fields. At the bottom of the page, there are two links: 'Forgot Username' and 'Forgot Password'. A mouse cursor is pointing at the 'Forgot Password' link.

Your username will be the same one you use to login with on VPOS2.

The email address is your clinic's shared mailbox. For example, if you work at Advent Rockford, your shared mailbox will be: cbcadventrockford@allianceptp.com

Reset Password

To reset your password, please provide your username and email address.

Username

Email Address



I'm not a robot



reCAPTCHA
Privacy - Terms

CONTINUE

[RETURN TO LOGIN PAGE](#)

Please refer to this list below of all the Alliance clinic's shared mailboxes. Each FOC for each corresponding clinic should be a member of at least one of these. If you are not, please reach out to the HelpDesk and we will add you to the correct location. It's best to just send us a ticket to helpdesk@allianceptp.com in this situation.

CBC Advent Ada

CBC Advent Alpine

CBC Advent Amway

CBC Advent Byron Center

CBC Advent Caledonia

CBC Advent Downtown

CBC Advent East Beltline

CBC Advent East Paris

CBC Advent Hastings

CBC Advent Jenison

CBC Advent Kentwood

CBC Advent Rivertown

CBC Advent Rockford

CBC Advent Walker

CBC Armor Battle Creek

CBC Armor Kalamazoo

CBC Armor Mattawan

CBC Armor Plainwell

CBC Armor Portage

CBC Arrow Edison

CBC Arrow Union

CBC Arrow Woodbridge

CBC Back in Motion Brewer

CBC Back in Motion Dexter

CBC Back in Motion Gorham

cbcadventada@allianceptp.com

cbcadventalpine@allianceptp.com

cbcadventamway@allianceptp.com

cbcadventbyroncenter@allianceptp.com

cbcadventcaledonia@allianceptp.com

cbcadventdowntown@allianceptp.com

cbcadventeastbeltline@allianceptp.com

cbcadventeastparis@allianceptp.com

cbcadventhastings@allianceptp.com

cbcadventjenison@allianceptp.com

cbcadventkentwood@allianceptp.com

cbcadventrivertown@allianceptp.com

cbcadventrockford@allianceptp.com

cbcadventwalker@allianceptp.com

cbcarmorbattlecreek@allianceptp.com

cbcarmorkalamazoo@allianceptp.com

cbcarmormattawan@allianceptp.com

cbcarmorplainwell@allianceptp.com

cbcarmorportage@allianceptp.com

cbcarrowedison@allianceptp.com

cbcarrowunion@allianceptp.com

cbcarrowwoodbridge@allianceptp.com

cbcbbackinmotionbrewer@allianceptp.com

cbcbbackinmotiondexter@allianceptp.com

cbcbbackinmotiongorham@allianceptp.com

CBC Back in Motion Portland	cbcbackinmotionportland@allianceptp.com
CBC Back in Motion South Portland	cbcbackinmotionsouthportland@allianceptp.com
CBC Biocorrect	cbcbiocorrect@allianceptp.com
CBC Border McCombs	cbcbordermcombs@allianceptp.com
CBC Border Therapy East Lake	cbcbordertherapyeastlake@allianceptp.com
CBC Border Therapy Edgemere	cbcbordertherapyedgemere@allianceptp.com
CBC Border Therapy Gateway	cbcbordertherapygateway@allianceptp.com
CBC Border Therapy Hondo Pass	cbcbordertherapyhondopass@allianceptp.com
CBC Border Therapy HPC	cbcbordertherapyhpc@allianceptp.com
CBC Border Therapy Las Cruces	cbcbordertherapylascruces@allianceptp.com
CBC Border Therapy Redd Road	cbcbordertherapyreddroad@allianceptp.com
CBC Border Therapy Remcon	cbcbordertherapyremcon@allianceptp.com
CBC Border Therapy Telshor	cbcbordertherapytelshor@allianceptp.com
CBC Border Therapy Trawood	cbcbordertherapytrawood@allianceptp.com
CBC Border Therapy Trawood Business	cbcbordertherapytrawoodbusiness@allianceptp.com
CBC Continuum	cbccontinuum@allianceptp.com
CBC Excel CC	cbcexcelcc@allianceptp.com
CBC Excel CWE	cbcexcelcwe@allianceptp.com
CBC Excel Ellisville	cbcexcelellisville@allianceptp.com
CBC Excel North O'Fallon	cbcexcelnorthofallon@allianceptp.com
CBC Excel O'Fallon	cbcexcelofallon@allianceptp.com
CBC Excel Piper Hill	cbcexcelpiperhill@allianceptp.com
CBC Excel St Charles	cbcexcelstcharles@allianceptp.com
CBC Excel St Peters	cbcexcelstpeters@allianceptp.com
CBC Excel Warrenton	cbcexcelwarrenton@allianceptp.com
CBC Excel Wentzville	cbcexcelwentzville@allianceptp.com
CBC Excel Wingham	cbcexcelwingham@allianceptp.com
CBC Franklin 76th	cbcfranklin76@allianceptp.com
CBC Franklin Gym	cbcfranklingym@allianceptp.com
CBC Holland PT	cbchollandpt@allianceptp.com
CBC Panther Allison Park	cbcpantherallisonpark@allianceptp.com
CBC Panther Wexford	cbcpantherwexford@allianceptp.com
CBC Panther Zelenople	cbcpantherzelenople@allianceptp.com
CBC Peak Greenville	cbcpeakgreenville@allianceptp.com
CBC Peak Havelock	cbcpeakhavelock@allianceptp.com
CBC Peak Jacksonville	cbcpeakjacksonville@allianceptp.com
CBC Peak Jacksonville South	cbcpeakjacksonvillesouth@allianceptp.com
CBC Peak New Bern	cbcpeaknewbern@allianceptp.com
CBC Peak Swansboro	cbcpeakswansboro@allianceptp.com
CBC Rehab Belle Chasse	cbcrehabbelleshasse@allianceptp.com
CBC Rehab Gretna	cbcrehabgretna@allianceptp.com
CBC SOL PT	cbcsolpt@allianceptp.com
CBC SSOR OP	cbcssorop@allianceptp.com
CBC SSOR PV	cbcssorpv@allianceptp.com
CBC SSOR Shawnee	cbcssorshawnee@allianceptp.com
CBC Whatcom Blaine	cbcwhatcomblaine@allianceptp.com
CBC Whatcom Ferndale	cbcwhatcomferndale@allianceptp.com

From here, once you click on Continue, you will be greeted with a prompt to send you a PIN to this shared mailbox.

Click on Continue.

Now, within less than a minute typically, you will get the Authorize VPOS email with the PIN required to change this password. This shared mailbox should show up automatically under your normal email inbox.

Please follow the prompts and then once the new password is inputted, go back to the Authorize VPOS login page and enter in the new password.

This “How To” is mainly for assistance with resetting the password if this is out of the normal HelpDesk hours. However, during regular hours, always feel free to reach out to us if you have troubles using these steps.

If you have a Shoretel branded phone, our direct extension is 5037. Otherwise, reach out via 616.356.5037

Thanks,

Alliance IT Team