

Employee Reset User Password

BEST PRACTICES AND NOTES

Reminder: Employees do not have access to support.

Purpose: While this solution is from the employee's point of view and contains images from an employee login, do not copy the material or the browser address. Use this information to (a) provide assistance to an employee or (b) download and provide .pdf version (see FILE ATTACHMENT below) and/or if available, youtube link (see VIDEO below) to an employee so they may use them.

Notes:

- Passwords must be at least 8 characters with one uppercase, one lowercase and one symbol or number.

PROCEDURE

If you have forgotten your password, there are two options to reset it.

OPTION 1

From Login



Centre City Urgent Care

Email or Username

taguirre|

Password

[Forgot?](#)

.....

Login

[Log in with mobile phone](#)

[Español](#) · [简体中文](#) · [繁體中文](#)

1. Click **Forgot?**.



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Forgot your Password?

Request login assistance

Enter your email address
example@email.com

Submit

[I need additional help to log in](#)

2. Enter your **Email** address used in company site.
3. Click **Submit**.
 - An email is sent to you with a code to reset your password.



Reset your password

Hello Theron,

A password reset has been requested for your account.

To complete the password reset process, you will need to click the 'Reset Password' button below and provide the following code: **60057918**

Please note that this link and code will expire in one hour.

If you didn't request a password reset, you can ignore this email.

Reset Password



-
4. Copy code.
 5. Click **Reset Password**.



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Reset Your Password

Your password must contain a minimum of 8 characters, with at least 1 lowercase, 1 uppercase, and 1 numeric or special character.

Password *

••••••••

Confirm Password *

••••••••

Code *

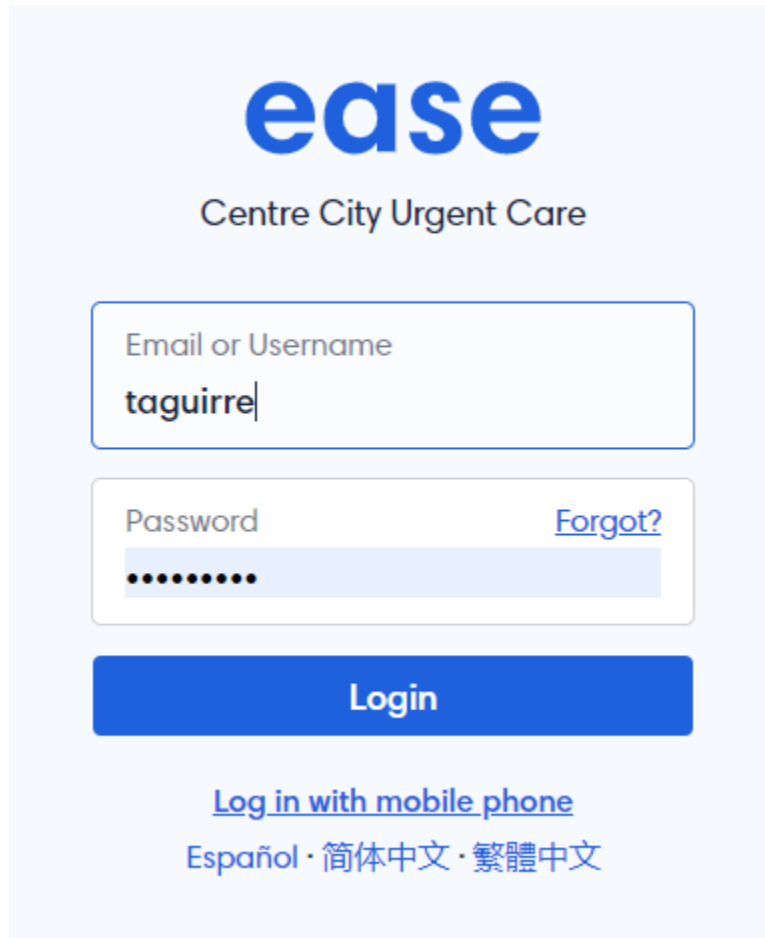
60057918|

Reset Password

6. Paste **Code**.
7. Enter new **Password**.
8. **Confirm Password** by entering it again.
9. Click **Reset Password**.

OPTION 2

1. Contact your Company Administrator.
2. Company Administrator generates a temporary password and provides it to you.



The image shows a login page for 'ease' (Centre City Urgent Care). It features a light blue background. At the top, the 'ease' logo is in blue, followed by 'Centre City Urgent Care' in a smaller, dark grey font. Below this is a white login form with a blue border. The form has two input fields: 'Email or Username' with the text 'taguirre' entered, and 'Password' with a masked password '.....'. A blue 'Login' button is positioned below the password field. To the right of the password field is a blue link 'Forgot?'. Below the login button is a blue link 'Log in with mobile phone'. At the bottom of the form, there are three language options: 'Español', '简体中文', and '繁體中文'.

ease
Centre City Urgent Care

Email or Username
taguirre

Password [Forgot?](#)
.....

Login

[Log in with mobile phone](#)
Español · 简体中文 · 繁體中文

3. From Login, enter your **Email or Username**.
4. Enter temporary password.
5. Click **Login**.



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Reset Your Password

Your password must contain a minimum of 8 characters, with at least 1 lowercase, 1 uppercase, and 1 numeric or special character.

Password

••••••••

Confirm Password

••••••••

Reset Password

6. Enter new **Password** of your choice.
7. **Confirm Password** by entering it again.
8. Click **Reset Password**.

End of Procedure