Client Reset Portal Password Instructions:

- 1. The client's Primary Email we have in our E.H.R. (CareLogic) must match.
- 2. The client's **D.O.B.** we have in our E.H.R. (CareLogic) must match.
 - a. **Multi-family** sharing the same email account. Use the DOB of the family member that was used first to create the account. The DOB used will cover all family members under the same account

When typing in D.O.B., it must match this format MM-DD-YYYY, including the dashes. NO spaces or letters.

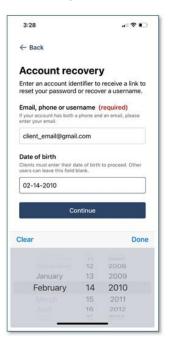
Example: 02-14-2010

On a **COMPUTER**, click on the D.O.B. section and a calendar will pop up. Use this, so there's no ERROR.

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as	sw	ore	d R	ese	et		
Forgot your password? Enter your email address below, and we'll email you instructions for setting a new one. Email							Password Reset Forgot your password? Enter your email address below, and we'll email you instructions for setting a new one.
client_email@gmail.com							
Date Of Birth (MM-DD-YYYY) Clients must enter their date of birth to proceed. Other users can leave this field blank.							Email client_email@gmail.com
							Date Of Birth (MM-DD-YYYY)
0	January			025		0	Clients must enter their date of birth to proceed. Other users can leave this field blan
Su	Мо	Tu	We	Th	Fr	sa eset	02-14-2010
			1	2	3	4	
	6	7	8	9	10	11	Reset
5		14	15	16	17	18	NUSUR (
5 12	13			- 22	24	25	
	13 20	21	22	20			

On a **CELLPHONE**. On the bottom will be a calendar for the D.O.B. Use this, so there's no ERROR.

FYI: Change the YEAR first, then the MONTH and DATE. It is easier for it to work.



DOB must look like this when entered for it to work, so client can get an email to RESET password.

Example: 02-14-2010

If all is done correctly, the client will receive an email to RESET PASSWORD for Astor Services Portal.