

## 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.

**Astor**  
Help. And Hope.

### Password Reset

Forgot your password? Enter your email address below, and we'll email you instructions for setting a new one.

Email

Date Of Birth (MM-DD-YYYY)  
Clients must enter their date of birth to proceed. Other users can leave this field blank.

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.

3:28

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### Account recovery

Enter an account identifier to receive a link to reset your password or recover a username.

Email, phone or username (required)  
If your account has both a phone and an email, please enter your email.

Date of birth  
Clients must enter their date of birth to proceed. Other users can leave this field blank.

Clear Done

January	11	2007
January	12	2008
January	13	2009
February	14	2010
March	15	2011
April	16	2012
May	17	2013

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.