

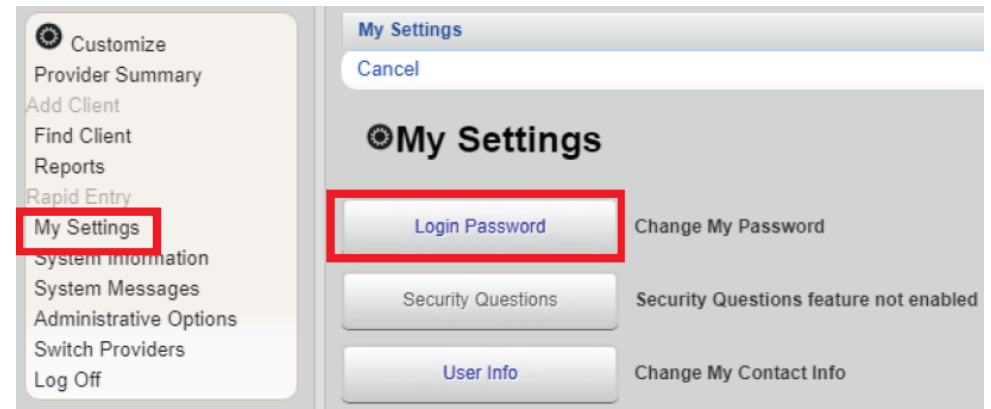


Updating your CAREWare Password

In the main menu, click on “My Settings” and then “Login Password.” Create your new password and click “Change Password.”

CAREWare passwords must have at least:

- 12 characters
- 1 upper case
- 1 number
- 1 special character



Note: Users will automatically be prompted to change their CAREWare password upon login every 120 days.



Unlocking your CAREWare user account after 3 failed login attempts

STEP 1. After 3 failed login attempts, the following message will appear. *Note: your screen may appear frozen and it can take 1-2 minutes before this message appears on the screen. During this lag time, remain on the login screen.*

A screenshot of the CAREWare login interface. At the top, there is a 'Login' header with three buttons: 'Submit', 'Email Reset Code', and 'Cancel'. Below this, the word 'Login' is displayed in a large font. The main message reads: 'Your account was locked due to too many Failed login attempts. A reset token has been emailed to you. Enter the reset token to reset your password.' There is a text input field labeled 'Reset Token:' with a white border. At the bottom of the form, there is a message: '>> Invalid Username/Password <<'.

Login

Submit Email Reset Code Cancel

Login

Your account was locked due to too many Failed login attempts.
A reset token has been emailed to you.
Enter the reset token to reset your password.

Reset Token:

>> Invalid Username/Password <<

STEP 2. Check your email for a password reset token from noreply@mdphcw.net. For an email to be received, an email address must be on file in your CAREWare account. More information can be found in the Log In Tip Sheet. *Note: it may take 1-2 minutes from your third failed login attempt to receive the email.*





STEP 3. Enter your reset token and press “Submit”. Make sure you are using the most recent reset token sent to your email address as there may have been more than one!

STEP 4. Enter a New Password (two times). *Note: You will not be allowed to reuse recent passwords.*

CAREWare passwords must have at least:

- 12 characters
- 1 upper case
- 1 number
- 1 special character

Login Password

New Password:

Repeat Password:

STEP 5. Log into CAREWare using your new password.