Password Reset

NOTE: The below instructions will only work for practitioners who use PerfectServe specific credentials. If you use hospital-issued credentials to log into PerfectServe, please contact your Hospital IT Department for login assistance.

1. Click **Forgot Username or Password?** on the login screen.

2. Enter the recovery e-mail address provided to PerfectServe (typically entered during the registration process) and click **Next**.

3. If an incorrect recovery e-mail address is entered, you will be directed to contact the Support Center at 877-844-7727.

4. Answer a secret question and click **Next**. If a secret security question is not on file, or if answered incorrectly, you will be asked to contact the Support Center.

5. Select **Reset password** and click **Next**.

6. A temporary password will be e-mailed to the address provided in Step 2. If you do not see the e-mail within a few minutes, check the junk/spam folder.

7. Return to the mobile application and enter your username and temporary password; click **Sign In**.

8. You will be prompted to change your password.

9. Enter the temporary password as the Current Password and create a new password that meets the below password requirements. When finished, click **Change Password**.

Password Requirements

- 8 characters in length
- Cannot contain your username
- Cannot contain your name
- Must contain characters from at least *three* of the following categories:
    a) Uppercase letters
    b) Lowercase letters
    c) Digits (0-9)
    d) Special characters (such as !, @, #, $, %, ^, &, *)
- Cannot be one of the previously used twelve passwords

perfectserve

Password

[1] Sign in

Forgot username or password?

[2] perfectserve
Email Address
email@example.com
Next

[3] perfectserve
What school did you attend for sixth grade?
Next

[4] perfectserve
Select all that apply. An email is sent for each option chosen.
Recover username
○ Reset password
○ Reset PIN
Next

perfectserve
Username
wilford.zzzyoung@perfectserve.net
Current Password
New password
Confirm new password
[7] Change Password