Practitioner Web
Password Reset

STOP **If you use hospital-issued credentials to log into PerfectServe, please contact your hospital IT Department for login assistance.**

Steps To Reset Password On Practitioner Web

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

2. Enter the **e-mail address** provided to PerfectServe. Typically, this was given during registration.
   - If the e-mail address is not on file, you will be asked to contact PerfectServe Support. Contact our 24/7/365 Support Center at 877-844-7727 or via chat at www.perfectserve.com/support.

3. Answer a **secret question**.
   - If there is not a security question on file or if you answer it incorrectly, you will be asked to contact PerfectServe Support.

4. **Select** all that apply for the needed login credentials:
   - Recover username
   - Reset password

5. Check your e-mail account for the **new temporary password** or the recovered **username**.
   - If you do not see the e-mail(s) within a few minutes, check the spam folder.

6. Return to Practitioner Web and **login** with the information provided to you via e-mail.

7. If you reset your password:
   - You will be redirected to another site to set a permanent password.
   - Use the temporary password provided as the "Old Password" and create a new password that is easy for you to remember.

Password Requirements

- 8 characters in length

- Cannot contain your username

- Must contain 3 of the following:

  - 1 uppercase letter
  - 1 lowercase letter
  - 1 number
  - May contain special characters

- Cannot be a password used in the past twelve password resets

---