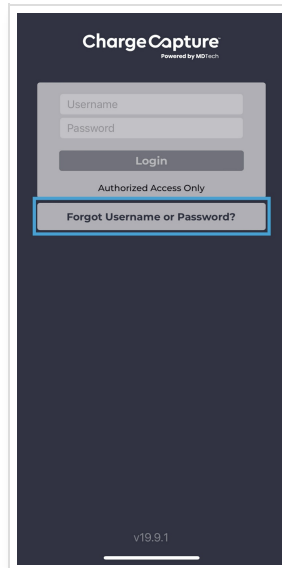


## Account Recovery

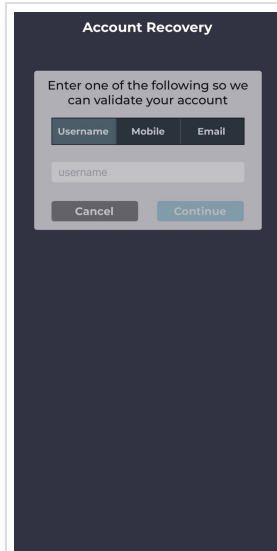
Last Modified on 03/16/2023 5:15 pm CDT

If you're having trouble logging into your account, try these steps to recover your account:

- At the login screen, tap *Forgot Username or Password?*



- Select a recovery method: *Username*, *Mobile (phone number)*, *Email*



- Check your email or text message inbox and complete recovery steps. Be sure to check you junk/spam folders.



**Tip 1:** If recovering by Username, be sure to include your account's prefix, for example **demo.username**. The prefix is typically an identifier for your practice

**Tip 2:** Try to enter the information (Mobile Number, Email) that best matches your account's information

