Forgot User Name or Password to the Patient Portal?

Go to the Portal site at [https://health.eclinicalworks.com/trivalleypc](https://health.eclinicalworks.com/trivalleypc) or find the link to the Portal at [www.trivalleypc.com](http://www.trivalleypc.com)

1. Click on the 'Forgot Password' link at the top

2. Type in your User Name - typically first name, last name, birth year -no spaces - (eg. johndoe1941). It may rarely be your email address as well. You can ask front office staff to confirm your User Name if you are unsure as they can look it up for you.

3. Open your email and click on the Link

   - If you previously signed into the portal you will need your:
     o User Name and
     o Security Question answer that you previously set up

   - If you never signed into the portal you will need your:
     o User Name and
     o Date of Birth (or a Phone number listed in our system)

4. Finally you will reach a screen to add your new password and set up or change your security question.