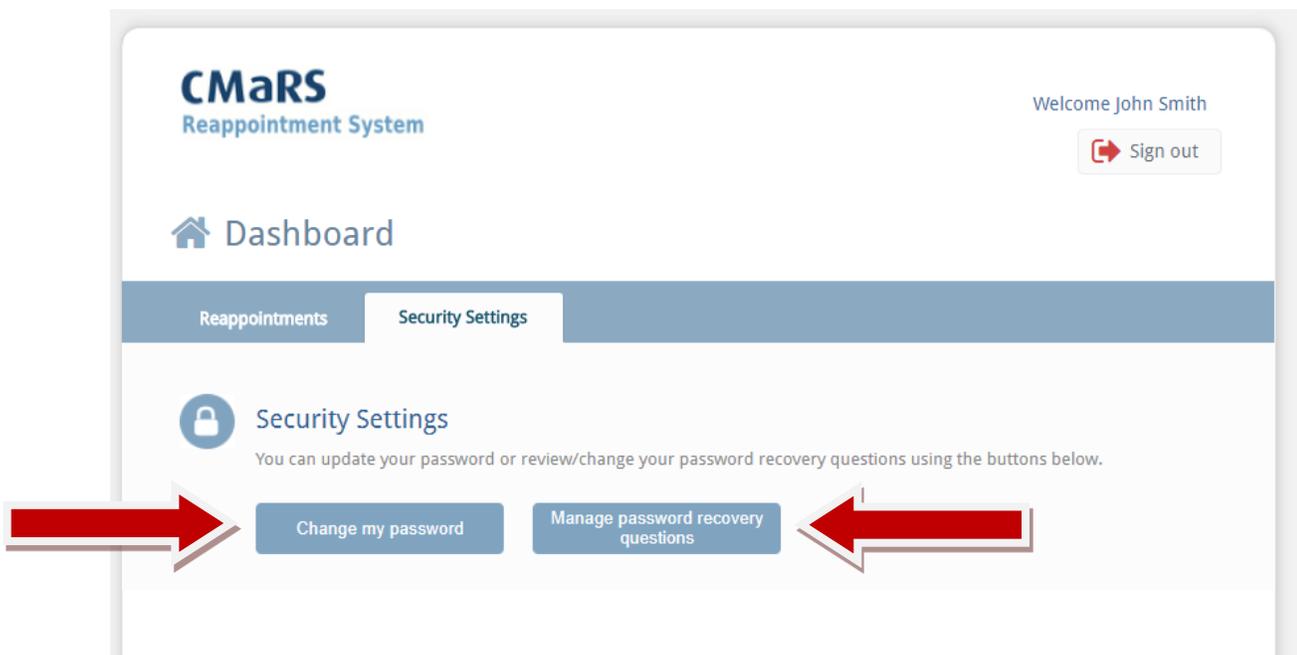# CMaRS Guide
How to Change and/or Recover Password (for physician)

CMaRS Guide
How to Change and/or Recover Password

Physician

When the physician is logged into their CMaRS account, they can update their password or security questions at any time on their dashboard, under the "Security Settings" tab:

PHYSICIAN FORGOT PASSWORD?

After the initial login process, the physician will use the password that they created for all future logins. They will have 10 attempts to enter the correct password before being locked out of CMaRS for 10 minutes. If the physician has forgotten their password, they can follow these steps for password recovery:

1. The login page will look like this. Physician should click on "forgot password" button

2. The password recovery e-mail will send a unique link that the physician will use to reset their password. *important for them to close all CMaRS windows before opening the link*
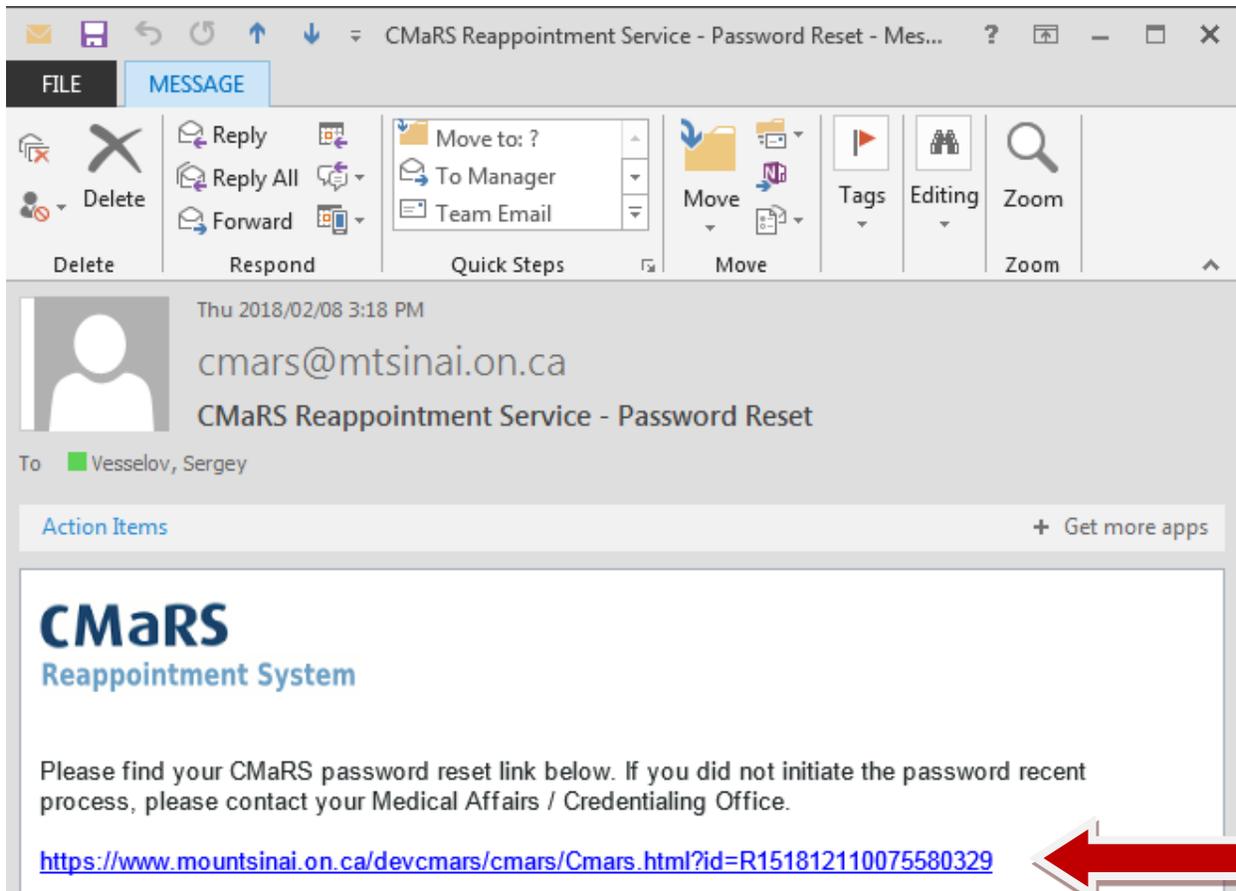
3. One or more verification questions will be asked. The physician has 10 attempts to enter the correct answer before being locked out for 10 minutes. The answers are case/space sensitive. Examples:

    a. What is your high school:
        i. "St. Mary's" is not the same as "St. Mary's high" which is not the same as "St. Mary's High school"
    b. Mother's Maiden Name
        i. "Smith" is not the same as "smith"

CMaRS
Reappointment System

🔒 Password Reset: Validate security questions

Please provide the answer to your password recovery question to continue to the password reset step.

Who is your favorite actor, musician, or artist?

Answer   [   ]

Next Step

If the wrong answer is provided, they should see the following screen:

If the correct answer is provided, they will be directed to create a new password:

4. A confirmation of the password reset will appear and the physician will be directed back to the login page where they can enter their updated password.

If the Physician cannot remember their security answers or cannot successfully reset their own password, the Medical Affairs staff has the ability to send physicians a password reset link. This is different than the physician resetting their own password because this link will bypass the need to answer security questions and will allow physicians to create a new password immediately.

1. Please advise the physician to close down all CMaRS e-mails and browsers completely before proceeding.

2. Please refer to the blue "Actions" button on the physician's dashboard. Select "Password Reset" as the e-mail option. Click "send":
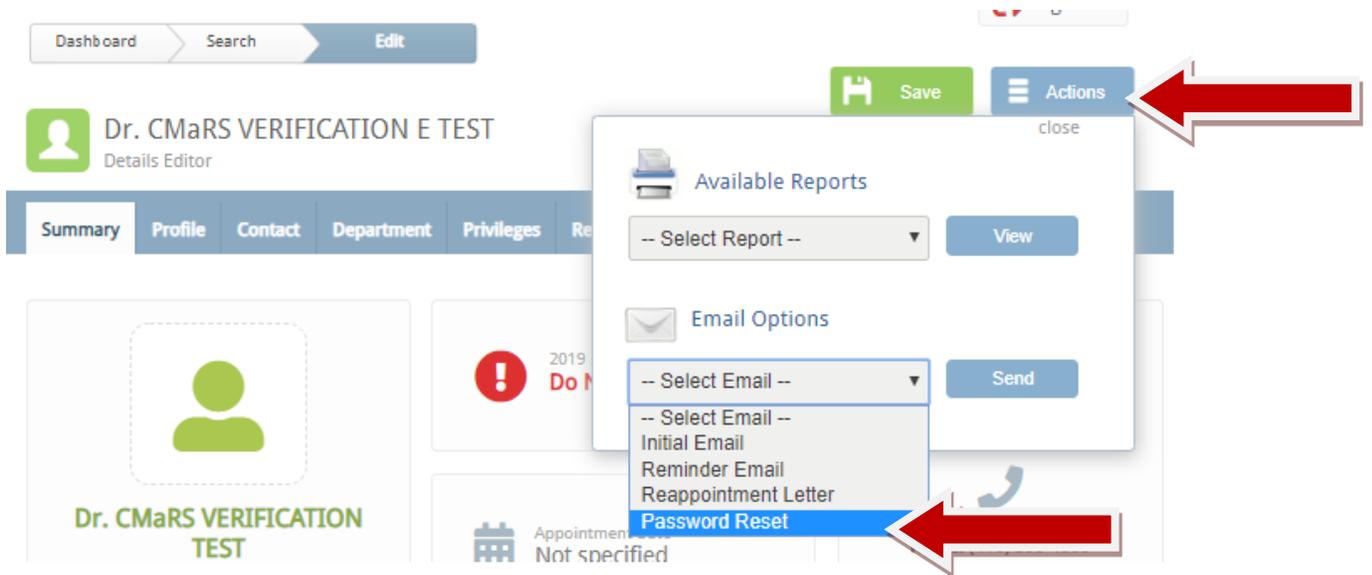
3. The physician will receive the following e-mail that will contain a temporary password:

4. When the physician clicks the link, they will be asked to enter the new password that was provided in the e-mail in order to login.

5. Lastly, they can create a brand new password and will be directed to their dashboard where they can complete their reappointment.

Set up your own password

- You will be asked to provide this password on all subsequent logins to the CMaRS service.
- Once set up this password will replace the 9 digit PIN number you have received in your reappointment invitation email
- You will be able to change this password at any time once logged in.
- In the event you forget your password, you will be able to use the "Forgot password?" button on the login page to receive a password-reset email.
- Your password should have a minimum length of 8 characters.
- Your password must contain at least three of the following: lower case letter, upper case letter, number, special character.

Password

Re-Type Password

Save