Tip Sheet: Password Related Issues for eMedical Users

This tip sheet has been developed to assist users who are having trouble accessing eMedical, particularly where they have forgotten their password, they are "locked out" or they are unable to reset their password.

> **Note:** Separate instructions are available for Clinic Administrators who can fix most password related issues for users in your clinic, without you being required to contact the U.S. Department of State (DOS).

What do I need to know about passwords in eMedical?

All eMedical users are required to logon to the system using a User ID and a password. This password needs to be reset every 90 days.

eMedical is designed with a 'Forgotten password' self-service functionality so that you can reset your own password. To do this, you will need to use the secret questions and answers that you set up when you activated your eMedical account. It is important to remember that **these answers are "case sensitive"** – e.g. if you answered 'dog' originally, you must type in 'dog' not 'DOG' or 'Dog', when trying to reset your password.

What if I have forgotten my password?

Step 1.   Press the **Forgotten Password** link on the logon screen
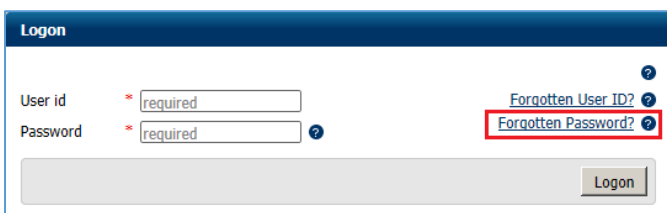
The **Forgotten Password** screen will display.

Step 2.   Enter your **User Id** as requested

Step 3.   Type the **characters** you see in the **Type in the character you see or hear** field

> **Note:** The characters are not case sensitive. If they are not clear enough for you to read, you can reset them by clicking on the <u>Get another CAPTCHA</u> link

Step 4.   Press the **Ok** button
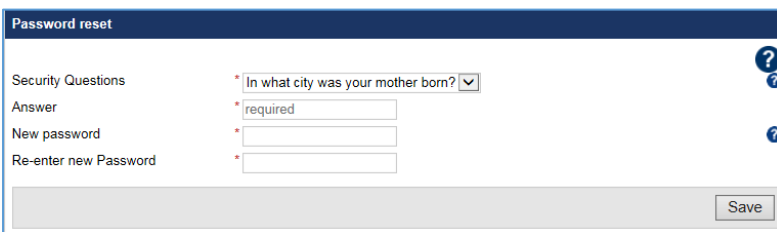
A success message displays
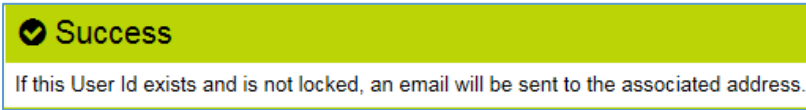
An email titled 'eMedical Password reset request' will be sent to your eMedical registered email address.

You will have five days to reactivate your password after receiving the email.

Step 5.   When the email arrives, press the link provided within the email

The eMedical **Password reset** window displays.

> **Note:** You may select an alternate question of the two **Security questions** from the drop down list

Step 6.   Enter the **Answer** to the security question

Step 7.   Enter a **New password**

Step 8.   **Re-enter the new password**

> **Note:** Your password must be a minimum of 9 characters. It must consist of at least one character from the following four groups:
> - Lower case letters (a – z)
> - Upper case letters (A – Z)
> - Digits (0 – 9)
> - Punctuation and special characters ~ ` ! @ # $ % ^ & * ( ) _ + = - { } \ , . ? /
> **Note:** The last five passwords that have been used cannot be reused.

Step 9.   Press the **Ok** button

The eMedical application will now open.

What if I wish to change my password because I think my account has been compromised?

Step 1. Login with your User ID and current password

Step 2. Press the **Security details** link in the top right corner of the eMedical screen

Step 3. Enter your **Current password**

Step 4. Select the **Yes** radio button beside the "Change Password" statement

Step 5. Enter the **New password** in the appropriate field

> **Note:** Your password must be a minimum of 9 characters. It must consist of at least one character from the following four groups:
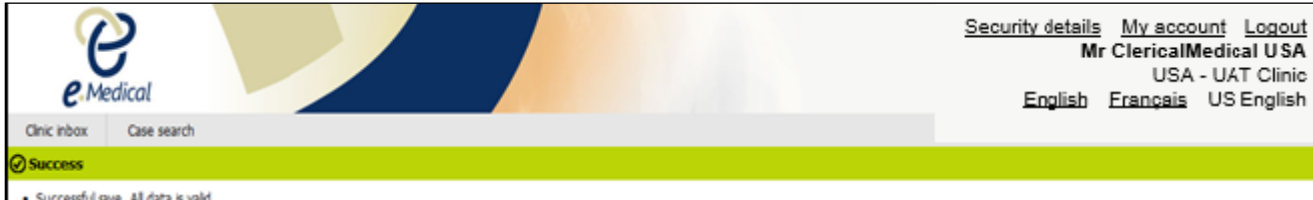
Step 6. Re-enter the **new password** in the appropriate field

Step 7. Press the **Confirm** button

The screen closes and the eMedical home screen displays, with a success message at the top.

An email titled 'eMedical Password reset' will also be sent to your Primary email address in eMedical to confirm that you have successfully reset your password.

What if I wish to change my security questions?

Step 1. Login with your User ID and current password

Step 2. Click on the Security details link in the top right corner of the eMedical screen

Step 3. Enter your **Current password**

Step 4. Select the **Yes** radio button beside the "Change security questions"

Step 5. Select a question for the Question 1 field and enter an answer

Step 6. Select a question for the Question 2 field and enter an answer

Step 7. Press the **Confirm** button

The screen closes and the eMedical home screen displays, with a success message at the top.
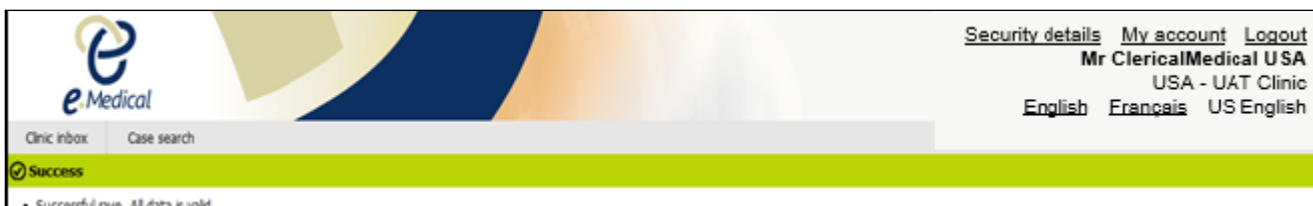
What if my account says it is locked?

You can either:

- wait 60 minutes for your account to unlock automatically, or

- contact the **Clinic Administrator** in your clinic and they can unlock it for you.

Note: You do not need to contact DOS to unlock your account.

Once your Clinic Administrator has unlocked your account, you will receive an email with a link to reset your password.

What if I still can't reset my password because I have forgotten the answers to my security questions?

Please contact the **Clinic Administrator** in your clinic and they will allocate a temporary password for you.

You will receive an email advising you that a temporary password has been set up; however, your Clinic Administrator will need to provide you with this password verbally.

> **Note:** You do not need to contact DOS for a temporary password.

What if my account has been suspended?

Please contact the **Clinic Administrator in your clinic** and they will resolve the issue for you.

> **Note:** You do not need to contact DOS to unsuspend your account.

What if my clinic administrator's account has also been locked out and hence they cannot assist me?

Please ask your clinic administrator to contact the Department of Home Affairs by using the Panel Member enquiry form at https://www.homeaffairs.gov.au/about/corporate/information/forms/online/panel-physician-enquiry-form

> **Note:** Please make sure they select the 1st option – i.e. What does your query relate to?
> You are already eMedical enabled and require access to eMedical (for example, the clinic administrator is unable to assist).
> **Note:** Please do **NOT** contact IT Support, as they cannot assist you with such queries.