Patient forgot OLS User Name or Password

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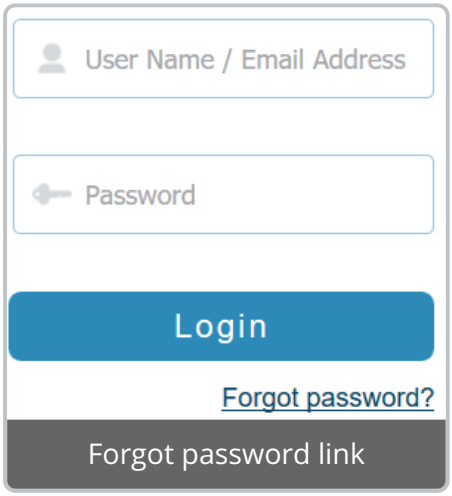
How can a patient retrieve their User Name and/or password for the OLS?

If a patient has forgotten their user name or password, he/she may may click on the **Forgot password?** link and enter the required information used at the time of registration. This will open the site and allow scheduling an appointment.



All fields will need to be completed exactly the same as it was at the time of registration.

If your patient calls the practice and asks for the user name and password, viewing the patient's Patient Details will show the user name at the top left of the screen and allow you to change the password. The current password is not visible.