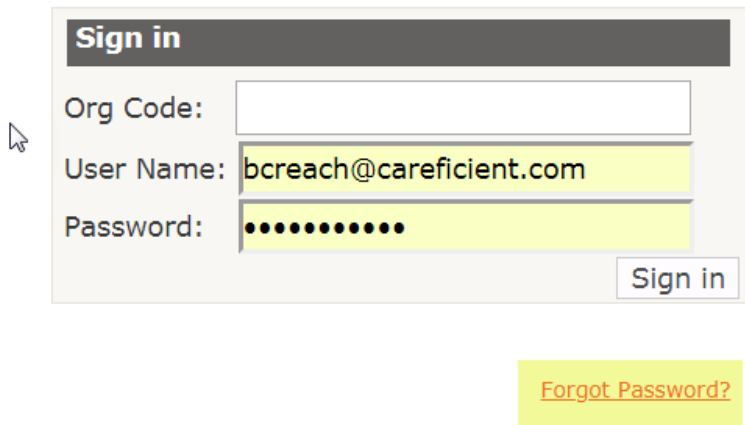


Forgot Password

If you do not have a link on your screen for "forgot password?", get with your system administrator (possibly your Director of Nursing or Administrator) to set this up. **Careficient is not your system administrator.**

Clicking on the "Forgot Password" Link will take you to the "Password Recovery Screen".




The screenshot shows a "Sign in" form with three input fields: "Org Code:", "User Name:", and "Password:". The "User Name" field contains the email address "bcreach@careficient.com" and the "Password" field is masked with dots. A "Sign in" button is located at the bottom right of the form. Below the form, there is a yellow button labeled "Forgot Password?".

Trouble Accessing Your Account?

Please note that passwords are case-sensitive. If you are having any difficulties signing-in to the website, please contact your facility administrator. If you need additional assistance, please [submit a customer service request](#).

This website is optimized for a resolution of 1024x768 or higher.

WARNING! This website may only be accessed by authorized users. Unauthorized use of this system is strictly prohibited and may be subject to criminal prosecution or civil proceedings. All activity is monitored by your facility and there should be no expectation of individual privacy. [View HIPAA Compliance Statement](#) 

Enter the Organization Code and User Name provided to you by your agency administrator and click on the Submit Button. **Careficient does not provide you with your ORG code or User Name.**

You should receive an email with a new password in your email. If you do not, please check your SPAM folder for the email. In the event that you do not receive your password reset via email and after you have checked your spam folder, please get with your agency administrator that the email in your associate file is the correct email. If after this, you do not receive the email, you may log a ticket with Careficient regarding the problem.

Please do not send "Password change request" in a "customer service request". **PLEASE CONTACT YOUR FACILITY OR SYSTEM ADMINISTRATOR** (possibly your Director of Nursing or Administrator) for assistance. Careficient is not your system administrator. If the facility or system administrator is not able to assist you with this matter, they will need to file a support request for additional training for setting up user access.