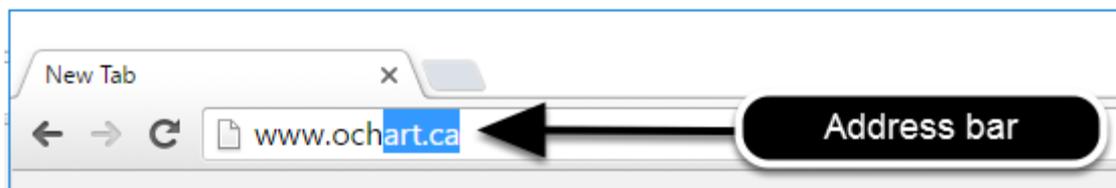# How to Reset Your Password

This document will show you what to do if you forget or loose your password and need a new one.

Open a new internet window.

Type "www.ochart.ca" into the address bar. Press "ENTER".

You will see the screen below. Click the "START" button on the right side.

Ontario Community HIV/AIDS Reporting Tool
(Please make a selection)

Click Here to view your agency's historical OCHART data, including the October to March 2015/16 reporting period. Do not enter any new data here, this system is for reference only.
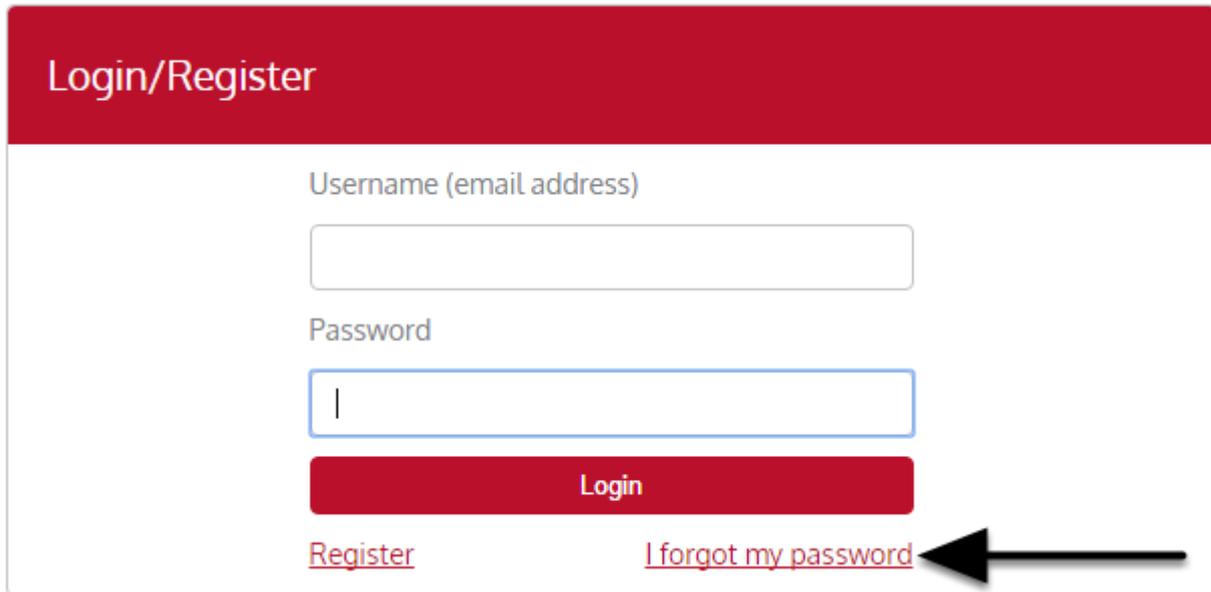
Start

Click here to access the active OCHART portal, including tracking tools and the OCHART reporting system. You should use this system for tracking and reporting going forward.

Start

Please note that you need to register to the new OCHART to use the system. Credentials that you have for the old system won't work in the new one.
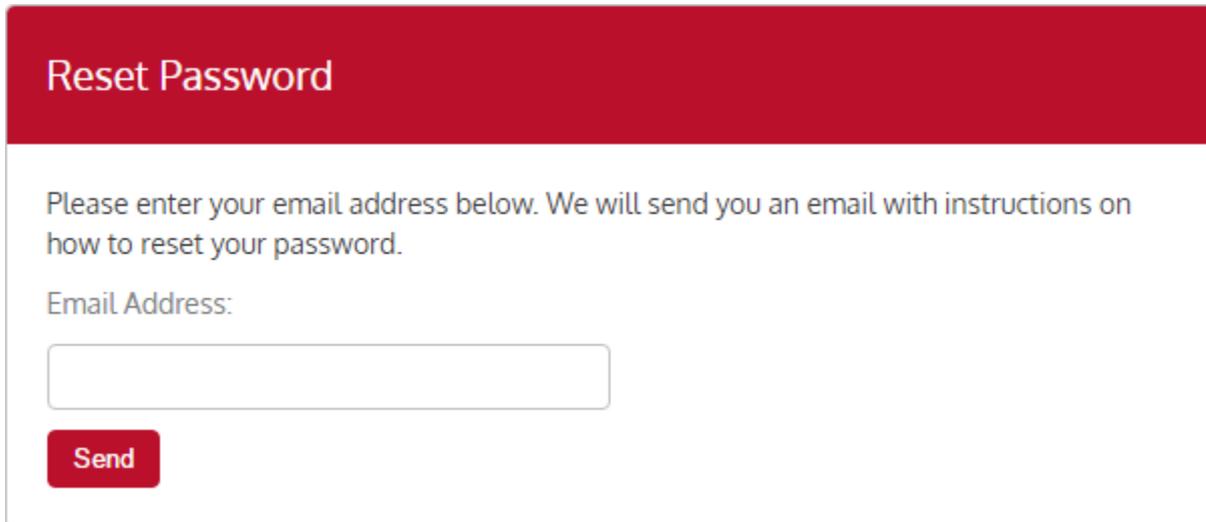
Clicking the start button on the left side will take you to the old OCHART system. If you click this accidentally, please click the back button on your internet browser. Next, click the start button on the right.

Click "I forgot my password".

Enter your email address in the space provided.

You will see a message notifying you that you have been sent an email with instructions on how to reset your password.

Email Sent

An email with instructions on how to reset your password has been sent to the address that was provided when you registered for an OCHART account. If you do not receive this email within 5 minutes, please check your SPAM folder. Should the email not arrive please contact us at ochart@ohtn.on.ca or 416-642-6486 ext 2303

Check your spam folder if you do not see the email within five minutes. If you do not receive the email, please contact us: ochart@ohtn.on.ca or 416-642-6486 ext. 2303

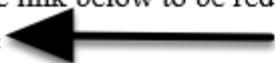## Open the email from OCHART. Click "Reset Password".

Reply   Reply All   Forward

OCHART | Ashley Menard

Reset your OCHART password

Action Items

Please select the link below to be redirected to the OCHART password reset page.

Reset Password

Reset your password by entering a new password in the space provided. Confirm you password by re-entering your new password in space provided. Click "Save".

Reset Passsword

Please select a new password for your OCHART account. The password must be a minimum of 8 characters in length and contain 1 Upper case letter, one number, and one special character (e.g. $)

Password:

1

Confirm Password:

2

3

Save

Your new password must have a minimum of 8 characters, contain 1 upper case letter, one number and one special character (e.g., ! or *).

Click "Back to Login".

Email Sent

Your password has been successfully updated. Please return to the login page.

Back to Login

Log in using your email address (Username) and your new password.