Maple Leaf Family & Sports Medicine Patient Portal

Initial Login

Please go to <u>www.mapleleafmed.com</u> and click on patient portal as seen in the picture below:



You then will be taken to the Maple Leaf Family & Sports Medicine patient portal login page as seen in the picture below:



You will need to enter in your username & password that was provided to you and click on login.

When a Web-enabled patient logs in to the Portal for the first time, the patient is asked to authenticate his/her identity before proceeding. After the patient clicks the login button, the portal displays the User Validation window.

The patient enters either his/her birth date (**/**/****) or phone number, then clicks the Submit button:

Welcome Bob, As an added security measu authenticate yourself. By su intended recipient of the ac-	re, please answer any one bmitting this information y cess credentials and have	e of the questions below to you are confirming that you are the not obtained the information in err
Date Of Birth		
Phone Number	Ext	

The Reset Password window displays. Here, the patient enters a new password and a security question to ensure privacy and confidentiality. The example illustrates that the new password and its confirmation must be identical; and, the patient may select a security question or create his/her own:

Please select your new password Refer Password Guidelines to crea	Ite secure passwords.
	Customize your security question.
User Name	Security Question
BobHaand1972	•
New Password	What is your library card number What is your license number
******	What was your first phone number
Strong password Confirm New Password	 What was your favorite teacher's name What is your father's middle name What was your mother's maiden name
******	Create my own question
New Password and Confirm Password	

Password Guidelines

For information about creating a strong password, the patient clicks the Password Guidelines link.

The Portal displays a dialog presenting guidelines for a strong password:

The first step in protecting your online privacy is creating a strong passwort help you choose a secure password, we have added password strength met that lets you know visually how safe your password is as soon as you creat Tips for creating a secure password: Do not use words that can be found in the dictionary. Mix capital and lowercase letters. Include symbols like @, _ , # , * and/or numbers. Don't use a password that contains personal information (name, birth date, so Don't use keyboard patterns (qwerty) or sequential numbers (1234). Don't make your password all numbers, uppercase letters or lowercase letter Don't use repeating characters (aaaazzzz) Tips for keeping your password to anyone. Never tell your password to anyone.	first step in protecting your online privacy is creating a strong password. To you choose a secure password, we have added password strength meter lets you know visually how safe your password is as soon as you create it. for creating a secure password: not use words that can be found in the dictionary. capital and lowercase letters. de symbols like @, _ , # , * and/or numbers. t use a password that contains personal information (name, birth date, etc.) t use keyboard patterns (qwerty) or sequential numbers (1234). t make your password all numbers, uppercase letters or lowercase letters. t use repeating characters (aaaazzzz) for keeping your password secure: er tell your password to anyone. rr write your password down. er send your password by email. odically change your password.		
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Periodically change your password.		^p eriodically change your password.	
			Class

After entering and confirming a new password and selecting and answering a security question, the patient clicks the Submit button:

Congratulations, you have a	authenticated yourself.
Please select your new passw Refer Password Guidelines to c	ord. reate secure passwords.
	Customize your security question.
User Name	Security Question
BobHaand1972	What is your father's middle name 🛛 👻
New Password	Answer
******	*****
Strong password Confirm New Password	

The next window displays two tabs, one opens the eClinicalWorks consent form; the other, the practice's consent form. The eClinicalWorks consent form opens first by default. The patient should

use the scroll bar to read the entire consent form, then click the Next button:

Patient Acknowledgement and A I acknowledge that I have read understand the risks associated physician and me, and consent t agree to follow the instructions instructions that my physician m online communications. I have h and to receive answers. I have to this consent agreement. All o understand and concur with the	greement and fully understand this consent form. I with online communications between my to the conditions outlined herein. In addition, I set forth herein, as well as any other may impose to communicate with patients via had a chance to ask any questions that I had been proactive about asking questions related of my questions have been answered and I information provided in the answers.	
		2

The Practice Consent Form tab opens, displaying your practice's consent form.

The patient scrolls down to read the entire document, then selects the check box to indicate that "I have read the consent form and the above information." The patient then clicks the Agree button to accept the terms:



☑ I have read the consent form and the above information.

Agree	Disagree	

The Portal then displays an acknowledgement for the patient. The patient clicks OK, and the practice's Portal Home Page displays.

This acknowledgement of the consent forms occurs only once, on a patient's initial login to the Portal.

Forgot Password

When a Web-enabled patient forgets his/her login password, that password can be recovered using either the patient's e-mail address and security question or the patient's date of birth and phone number.

Web-enabled patients take the following steps to recover their password:

1. Click Forgot Password? on the login window:

Pre-Register	Forgot Password?	
L User Name	a	Login

The first Password Recovery Help window displays.

2. The patient enters the username and clicks the Submit button:

Password Recovery Help

formation to reset your portal passwor ith your account.	will be sent to email address	associated
ser Name AnnHaand1972		

The Portal displays a second Password Recovery Help window to confirm the patient's request and indicate that an e-mail has been sent to the patient's e-mail inbox. The patient clicks the Login link to display the Login window:

Password Recovery Help

We have sent an e-mail to assist you with resetting your Patient Portal password to e-mail address
j*****a@eclinicalworks.com.
If you do not have access to this account, please contact your doctor's office to update your record.
Please Login after you recover your password.

A confirmation e-mail with password recovery link named Reset My Password is sent to the email address associated with the patient's account.

3. The patient clicks the password recovery link received in the e-mail from Portal Support:



Note: The password recovery link is a one-time link and is valid for only 48 hours.

4. The patient enters the Username and answers the question associated with the Security Question, then clicks the Submit button:

atient Portal Password Recovery	
Please enter your username and answer your security question to authenticate yourself	
Username Security Question What was your mother's maiden name?	
Submit	

The New Password window opens.

5. The patient enters the new password then re-enters the new password to confirm it; and, if desired, the patient can change the Security Question and its Answer and click Submit.

If necessary, the patient can refer to the Password Guidelines on the window to create a secure password:

Congratulations, you have au	thenticated yourself.
Please select your new passwo	rd.
Refer Password Guidelines to c	reate secure passwords. Customize your security question.
User Name	Security Question
EllaHaand1948	What was your mother's maiden name 🛛 🛩
	••••••

Confirm New Password	

The patient's Portal home page displays.