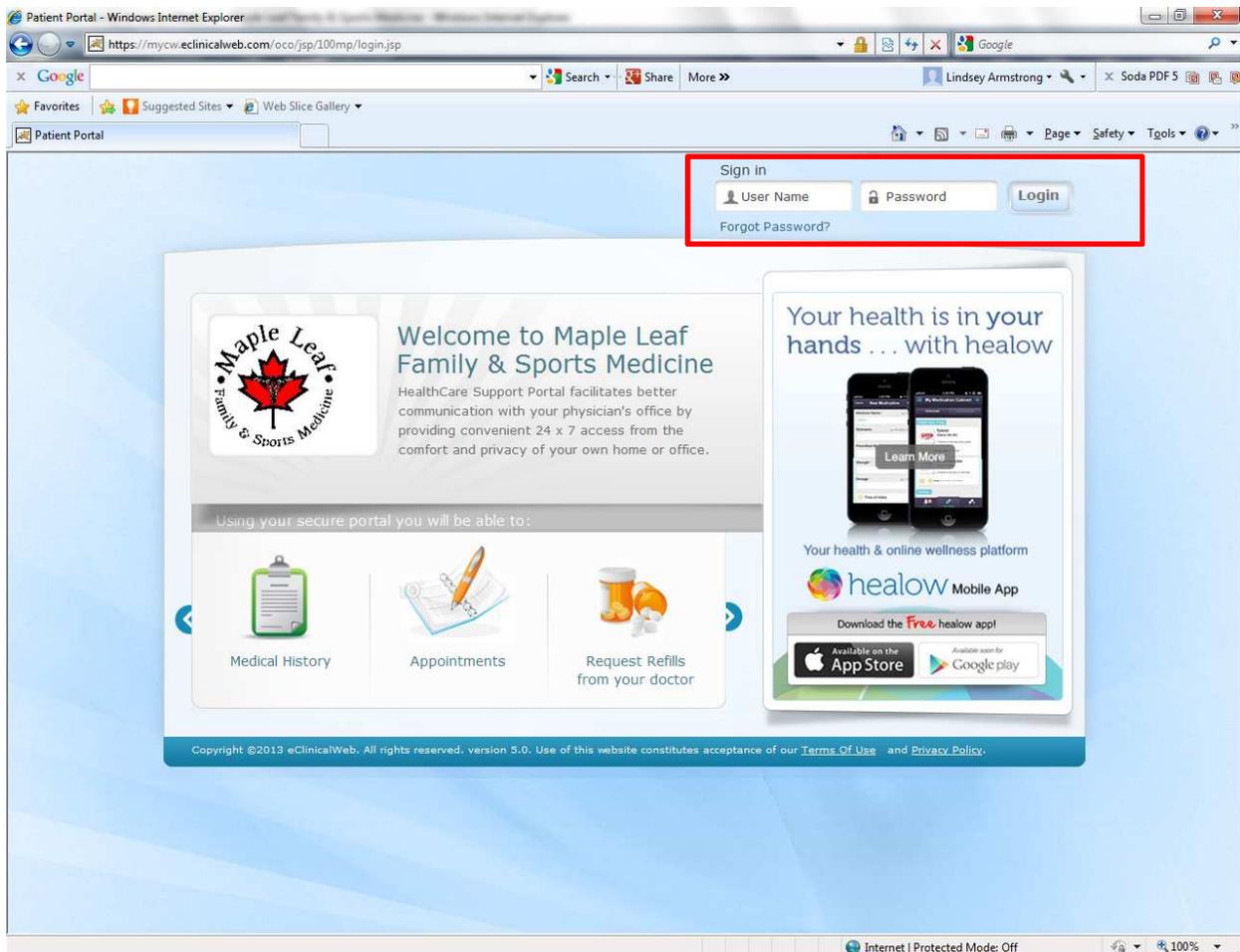# Maple Leaf Family & Sports Medicine Patient Portal

Initial Login

Please go to www.mapleleafmed.com 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:

User Validation

Welcome Bob,
As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number   Ext

Submit   Cancel

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:

Reset Password

Congratulations, you have authenticated yourself.

Please select your new password.
Refer Password Guidelines to create secure passwords.

Customize your security question.

User Name

BobHaand1972

Security Question

What is your library card number
What is your license number
What was your first phone number
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

••••••••••••

Strong password
Confirm New Password

••••••••••••

New Password and Confirm Password
should be identical

Submit   Cancel

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:

Guidelines for creating secure passwords
The first step in protecting your online privacy is creating a **strong password**. To help you choose a secure password, we have added password strength meter that lets you know visually how safe your password is as soon as you create it.

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, etc.)
Don't use keyboard patterns (qwerty) or sequential numbers (1234).
Don't make your password all numbers, uppercase letters or lowercase letters.
Don't use repeating characters (aaaazzzz).
Tips for keeping your password secure:
Never tell your password to anyone.
Never write your password down.
Never send your password by email.
Periodically change your password.

Close

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

Reset Password

Congratulations, you have authenticated yourself.

Please select your new password.
Refer Password Guidelines to create secure passwords.

Customize your security question.

User Name

BobHaand1972

Security Question

What is your father's middle name

New Password

••••••••••••

Strong password

Answer

••••••

Confirm New Password

••••••••••••

Submit   Cancel

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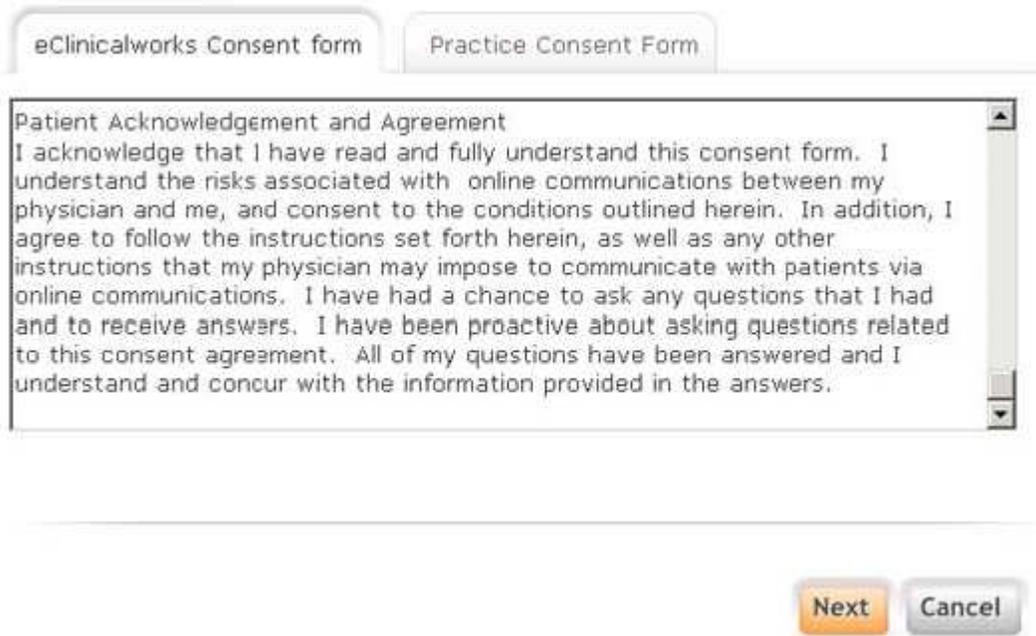
The Practice Consent Form tab opens, displaying your practice's consent form.

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:

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:

   The first Password Recovery Help window displays.

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

Password Recovery Help

Please enter Patient Portal username you received from the practice.
Information to reset your portal password will be sent to email address associated with your account.

User Name

AnnHaand1972

Submit   Cancel

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 e-mail address associated with the patient's account.

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

Subject: Password Retrieval Help

Dear **Ann** ,

This e-mail was sent automatically in response to a request to recover your Password.

To recover your password, please click on the link below:

Reset My Password

Please note that this is one time only link which is valid for only 48 hours.

Thank you,
Patient Portal Support.

Powered By eClinicalWorks

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:

Patient 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:

Reset Password

Congratulations, you have authenticated yourself.
Please select your new password.
Refer Password Guidelines to create secure passwords.

Customize your security question.

User Name

EllaHaand1948

Security Question

What was your mother's maiden name

New Password

Answer

•••••••••

Confirm New Password

Submit   Cancel

The patient's Portal home page displays.