RAO PASSWORD RESET PORTAL

Need Help? Contact the RAO IT Help Desk at:
352-401-3242 or **it@RAOcala.com**

RADIOLOGY ASSOCIATES OF OCALA

This quick guide provides steps to enroll and use RAO's **Password Reset Portal** which will allow you to *change your password, unlock your account, update your contact information, and receive email notifications* from RAO such as upcoming password expirations and other important notices.

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account
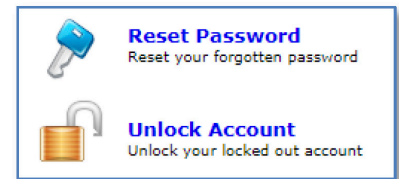
To Enroll For First-Time Use

1. Launch the Password Reset portal in any browser: https://passwordreset.raocala.com

2. Login with the username format of **firstname.lastname** using the same RAO password you currently use.

3. Upon login, you will be prompted to **"Click Here"** to begin enrollment (or click the **Enrollment** tab).

4. On the Security Questions tab, enter and confirm answers to the 3 security questions *(don't click Enroll yet...)*

5. On the Verification Code tab, enter your email address and now click **Enroll**.

> **NOTE:** You can enter more than one email address to use as a backup by clicking the **+** sign.

You are now enrolled and ready to use the RAO Password Reset portal! You will now receive email notifications when passwords are set to expire 3 weeks, 1 week, and 1 day in advance.

To Reset Your Password

If you know your password & would like to change it:

1. Login to the password reset portal (using steps 1 & 2 above) and click on the **Change Password** tab.

2. Enter your existing password and type a new password (using the requirements as listed on screen) and click **Change Password**.

If you do not know your password & need to reset it:

1. At the login screen, click the **Reset Password** icon.

2. Type your username in the format of **firstname.lastname** and then click **Continue**.

3. Choose to either *"use my security answer to verify my identity"* or *"send verification code to my email"*.

4. Type the captcha characters you see in the picture on screen and click **Continue**.

5. Follow the prompts to navigate to the Reset Password screen to change your password.

To Unlock Your Account

1. At the login screen, click the **Unlock Account** icon.

2. Type your username in the format of **firstname.lastname** and then click **Continue**.

3. Choose to either *"use my security answer to verify my identity"* or *"send verification code to my email"*.

4. Type the captcha characters you see in the picture on screen and click **Continue**.

5. To unlock your account, enter the next set of captcha characters on screen and click **Unlock Account** to unlock your account.

To Update Your Contact Information

1. Login to the password reset portal (using steps 1 & 2 in enrollment section) and click on the **My Info** tab.

2. Update any information needed (i.e. address, phone number, email, etc.) and click **Update**.

> **IMPORTANT:** Please enter your email address here to allow RAO to send electronic communications to you.