See your provider anytime, anywhere
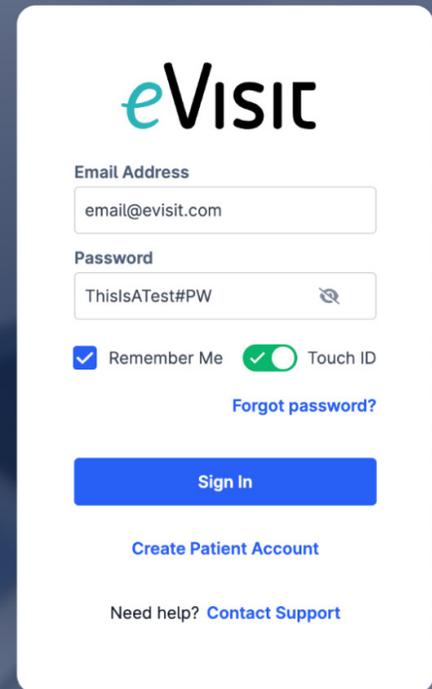
Login Page Redesign

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Summary

The login page allows patients to create an account and allows both patients and providers to sign in. This also includes our forgotten password and account lock flows in the event these are needed. The login page has been redesigned for an elevated and even more seamless user experience. The functionality of the login page has not changed.

How does it work?

Create Account and Password:

The ability to create an account rides solely with patients. To do so, they will need to type in a valid email address, create and confirm a password, as well as agree to terms.

As the patient starts typing in the 'Create Password' field, criteria will populate informing them what aspects are needed in order to create a valid password. Patients can choose to show their password to ensure they are typing it in correctly. They also have the option to check the

'Remember Me' checkbox or on mobile enable biometrics such as Touch or Face ID for quicker and easier future sign-ins. Once all required fields and checkboxes are met, the 'Create Patient Account' button will become available and they can create their eVisit account.
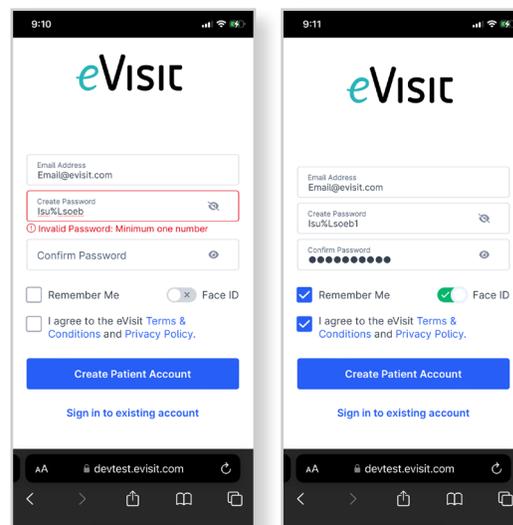
Forgot Password

In the event any user forgets their password, they can select the 'Forgot Password' option on the Sign In modal to go through the necessary steps to reset their password.

To do so, users will be asked to type in their eVisit email address. They will receive an email informing them that someone has requested a link to change their password and will be provided a link to reset their password within the email. This will bring the patient back to eVisit asking them to type in a new password as well as confirm the new password. Once required fields are met the 'Update Password' button will become available and the user will receive a success banner alerting them their password was successfully updated.
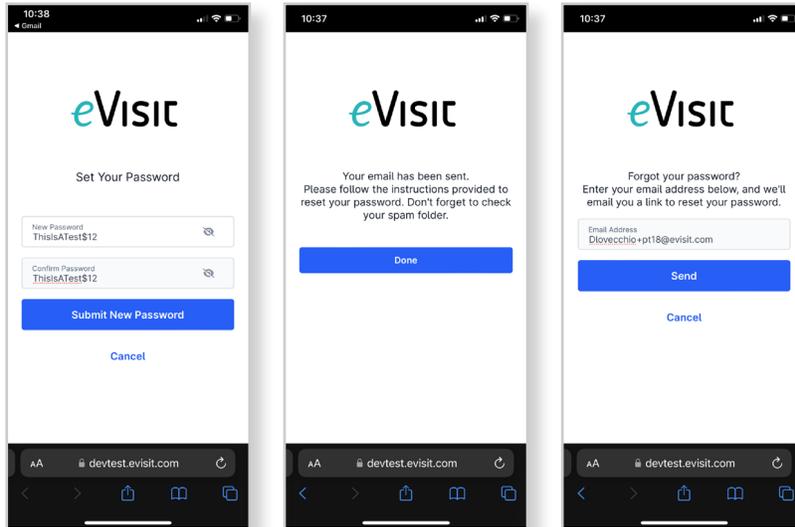
Account Lock

In the event any user gets their account locked by attempting to login with incorrect credentials, they will be prompted to follow the necessary steps to unlock their account. Users will have 4 total attempts to login with correct credentials before their account is locked.

To unlock an eVisit account, users will click on the 'Reset Password' button on the modal that informs them their account has been locked. Next, they will be asked to click the 'Send Code' button as long as the last four of their mobile phone number is listed correctly. If it is not, the user will want to reach out to eVisit's support team for assistance. eVisit's system will then send an authentication code via SMS and the user will need to type that code into the field and click 'Verify'. At this point, the user's account has now been unlocked and they can either try logging in again or go through the forgot password flow.