



To: All WRS Users  
From: WRS Development Team  
Date: 12/14/12  
Re: System Update to Waiting Room Solutions

The WRS Development Team will be performing a software update to the Waiting Room Solutions System on or about December 14, 2012. This release will include the following:

**RESETTING OF USER PASSWORDS**  [\(Click to View Video Release Note 1\)](#)

Effective immediately, all users will be prompted to update their **User Information** at login. The user will then be asked to enter an **Email Address**, **Date of Birth** and **Current WRS Password** to complete the setup process. It is important to note that this information is being collected on a one-time basis. The entry of this data will enable functionality that will allow users to securely reset their own passwords at any future point in time.

**Entry of Setup Information** – Note that if this has been previously entered into WRS under **Administration>Resource Management>Resource Setup** it will be displayed at login. If this information has not been previously entered into WRS, the user will be prompted to enter this information and it will be stored in the system.

### Update Account Login

Please update the email associated with your account. All account password recovery and reset notifications will be sent to this email address.

Email\*:

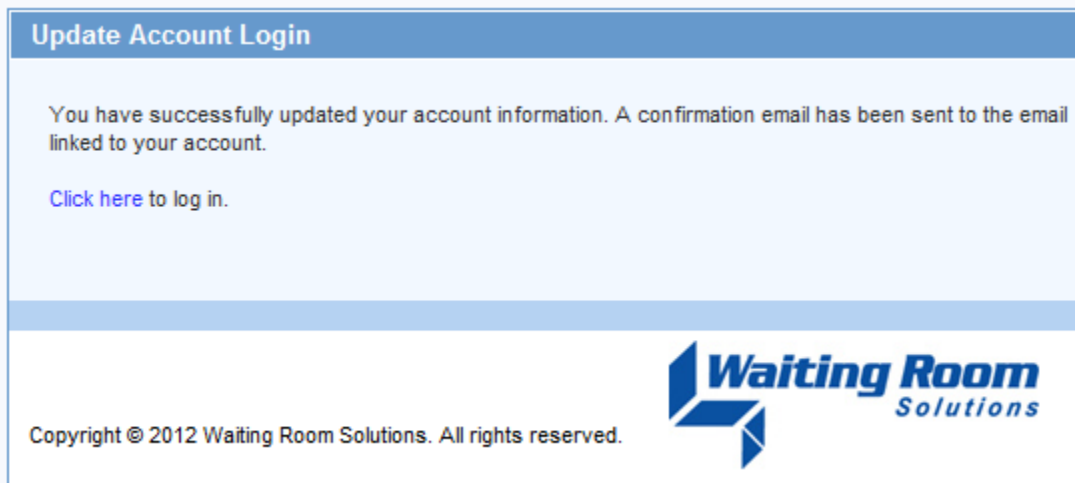
Date of Birth:  /  /

Please enter your Waiting Room Solutions password to confirm your identify.

WRS Password\*:

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Once this step is complete the user will be prompted to reset their password:



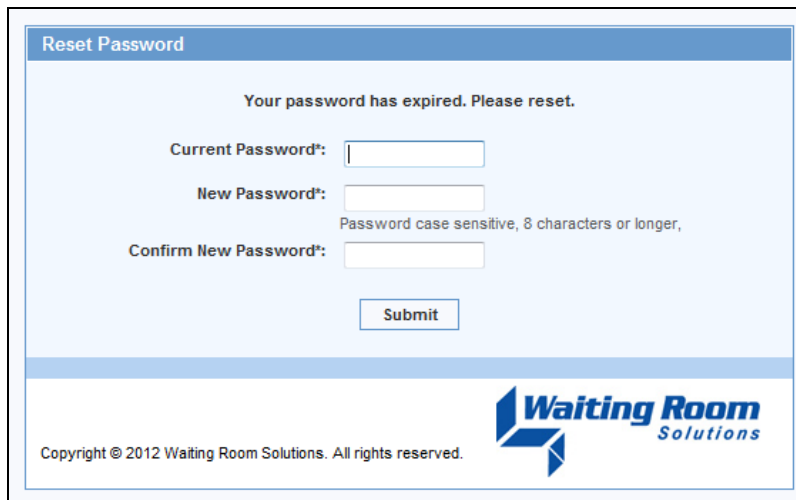
**Update Account Login**

You have successfully updated your account information. A confirmation email has been sent to the email linked to your account.

[Click here](#) to log in.

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The user then selects **Click here** and will be taken to the **Reset Password** screen:



**Reset Password**


Your password has expired. Please reset.

Current Password\*:

New Password\*:

Confirm New Password\*:

Submit

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A **New Password** is now entered and confirmed. The user will then be presented with additional verification screen that shows their password has been successfully been reset:



**Reset Password**


You have successfully reset your password.

[Click here](#) to log in using your new password.

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Pressing **Click here** will then take the user to the **WRS Login Screen**. The user's login has now been reset and the user can proceed with login, as usual.

Welcome to Practice Management -- Please Log In




Username:

Password:

[Forgot password?](#)

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### Troubleshooting the Password Reset Process

If the user enters a **WRS Password** that is invalid they system will prompt the user to then enter an **Email Address** in order to verify their identity and reset their password:

Update Account Login

**The password you entered does not match our record.**

Please update the email associated with your account. All account password recovery and reset notifications will be sent to this email address.


Email\*:

Date of Birth:  /  /

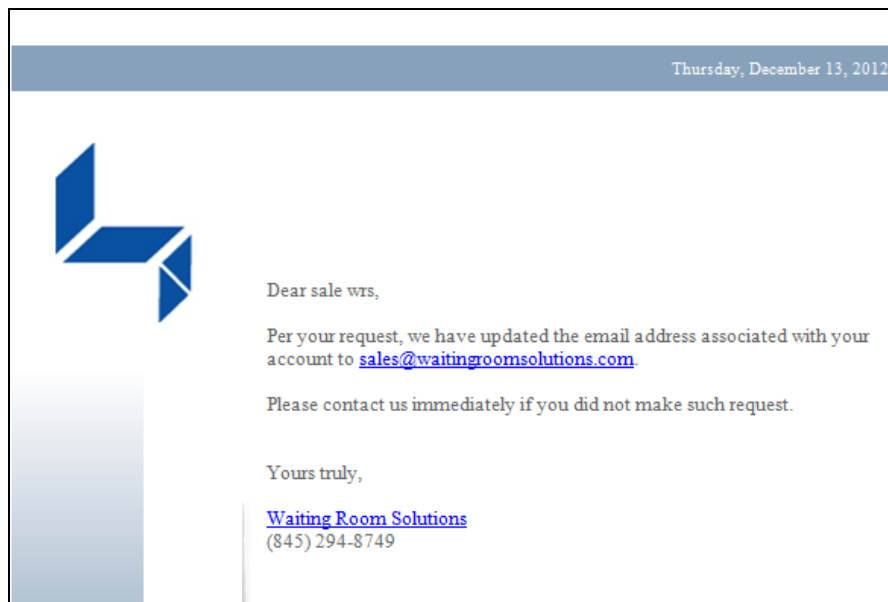
Please enter your Waiting Room Solutions password to confirm your identify.

WRS Password\*:

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A verification email will be sent to that email address as a notice of the update:



Please note that the user must have their current **WRS password** and/or have an **Email Address** previously entered in WRS (**Administration>Resource Management>Resource Setup**) in order to perform this **User Information Update**. If the user does not have this information they should contact their practice manager/administrator to reset their password manually.

#### **Future “Forgot Password” User Password Self Resets**

Once the above steps have been completed the user will be able to employ the **Forgot Password** at any point in the future. This function will allow the user to self-reset their password. Note that selecting **Forgot Password** is not a required step in the above setup process.

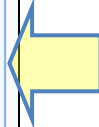
Welcome to Practice Management -- Please Log In



Username:

Password:

[Forgot password?](#)



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