



CMaRS Guide

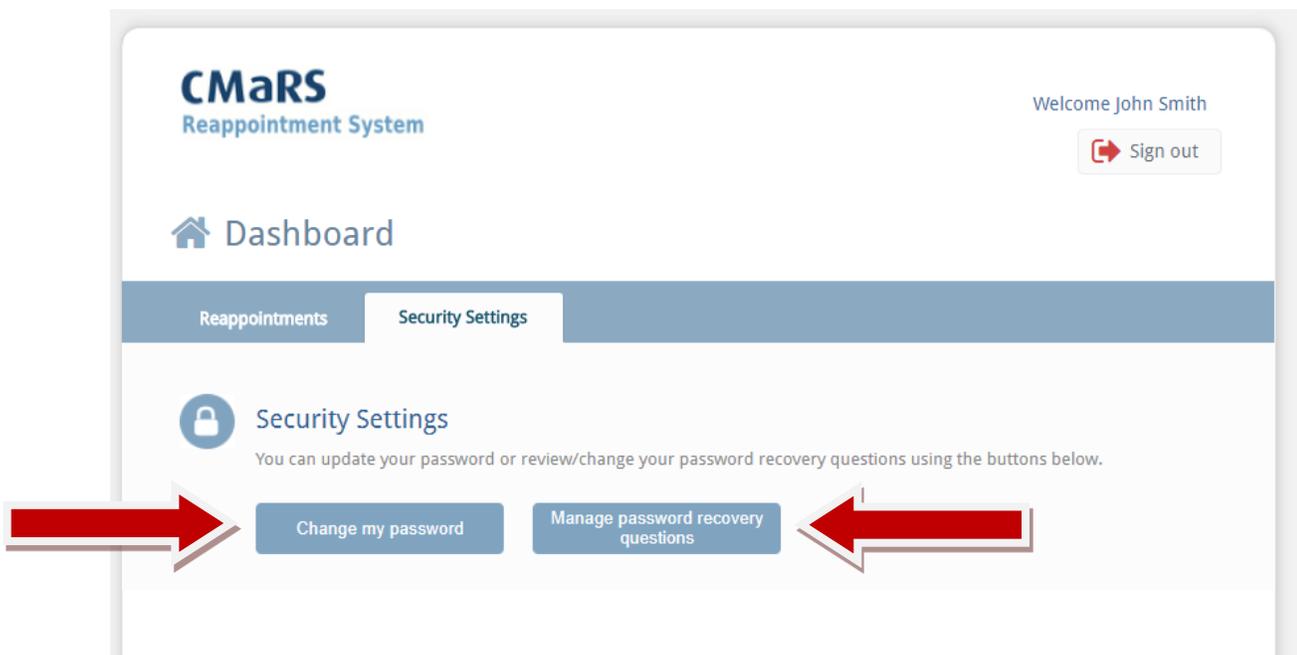
How to Change and/or Recover Password
(for physician)

CMaRS Guide

How to Change and/or Recover Password

Physician

When the physician is logged into their CMaRS account, they can update their password or security questions at any time on their dashboard, under the “Security Settings” tab:



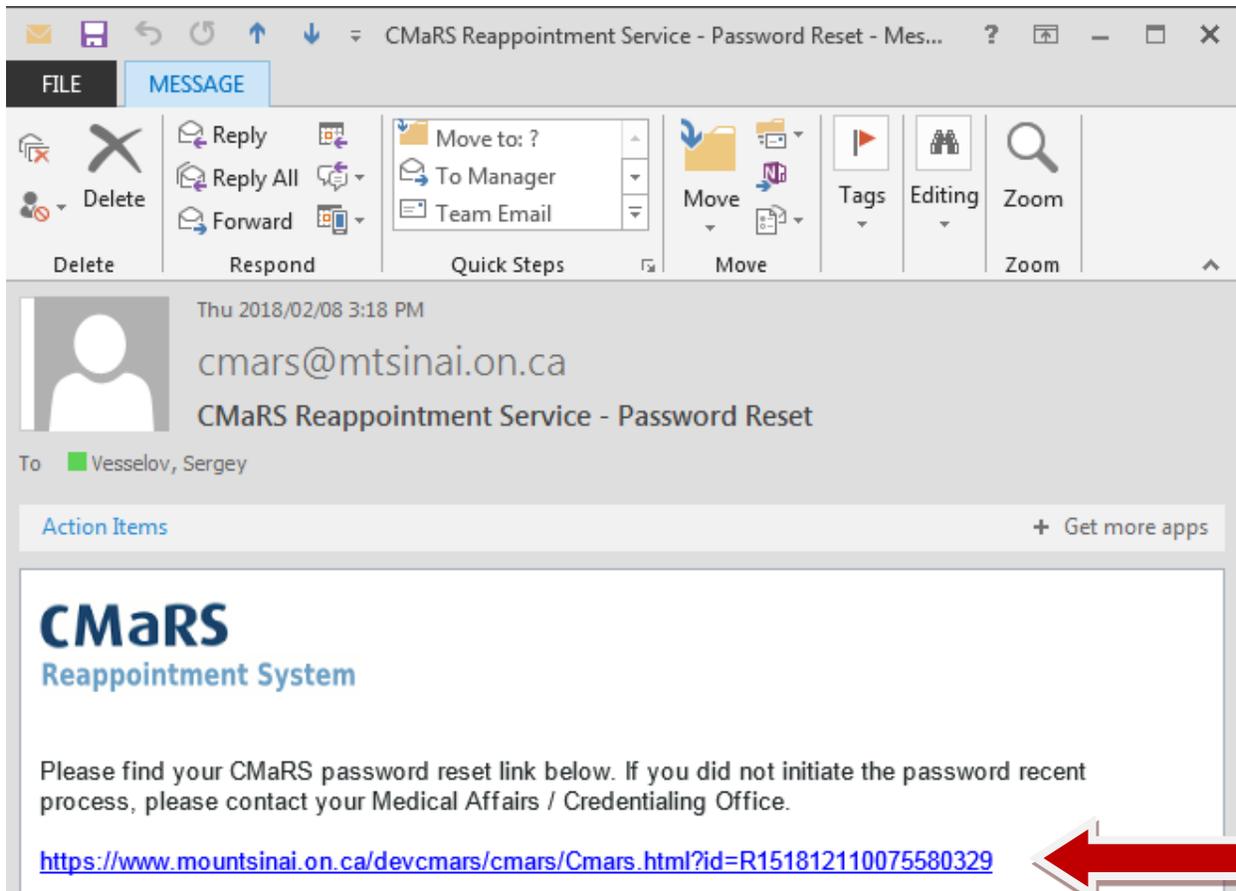
PHYSICIAN FORGOT PASSWORD?

After the initial login process, the physician will use the password that they created for all future logins. They will have 10 attempts to enter the correct password before being locked out of CMaRS for 10 minutes. If the physician has forgotten their password, they can follow these steps for password recovery:

1. The login page will look like this. Physician should click on “forgot password” button

The screenshot displays the CMaRS Reappointment System login interface. At the top left, the logo reads 'CMaRS Reappointment System'. Below it is a 'Login to CMaRS' section with a lock icon. The main content area is titled 'Welcome Dr. John Smith' and includes the instruction: 'Please enter your password below. You can use the "Forgot Password" button if you need to recover your password.' A 'Password' input field is present. Below the input field is a scrollable 'NOTICE OF COLLECTION AND CONSENT TO RELEASE OF INFORMATION IN CMaRS' box. At the bottom of the page, there are two buttons: 'Login' and 'Forgot password?'. A large red arrow points to the 'Forgot password?' button.

2. The password recovery e-mail will send a unique link that the physician will use to reset their password. *important for them to close all CMaRS windows before opening the link*



3. One or more verification questions will be asked. The physician has 10 attempts to enter the correct answer before being locked out for 10 minutes. The answers are case/space sensitive. Examples:
 - a. What is your high school:
 - i. “St. Mary’s” is not the same as “St. Mary’s high” which is not the same as “St. Mary’s High school”
 - b. Mother’s Maiden Name
 - i. “Smith” is not the same as “smith”

CMaRS Reappointment System



Password Reset: Validate security questions

Please provide the answer to your password recovery question to continue to the password reset step.

Who is your favorite actor, musician, or artist?

Answer

Next Step

If the wrong answer is provided, they should see the following screen:

The screenshot shows the CMaRS Reappointment System interface. At the top left is the logo "CMaRS Reappointment System". Below it is a section titled "Password Reset: Validate security questions" with a lock icon. A sub-header reads "Who is your favorite actor, musician, or artist?". Below this is a text input field labeled "Answer" containing the text "Tom Hanks". A dashed horizontal line separates this from a yellow error message box that says: "The answer you entered doesn't match what you set up in the Password Recovery Questions. Please try again." At the bottom of the form is a blue button labeled "Next Step".

If the correct answer is provided, they will be directed to create a new password:

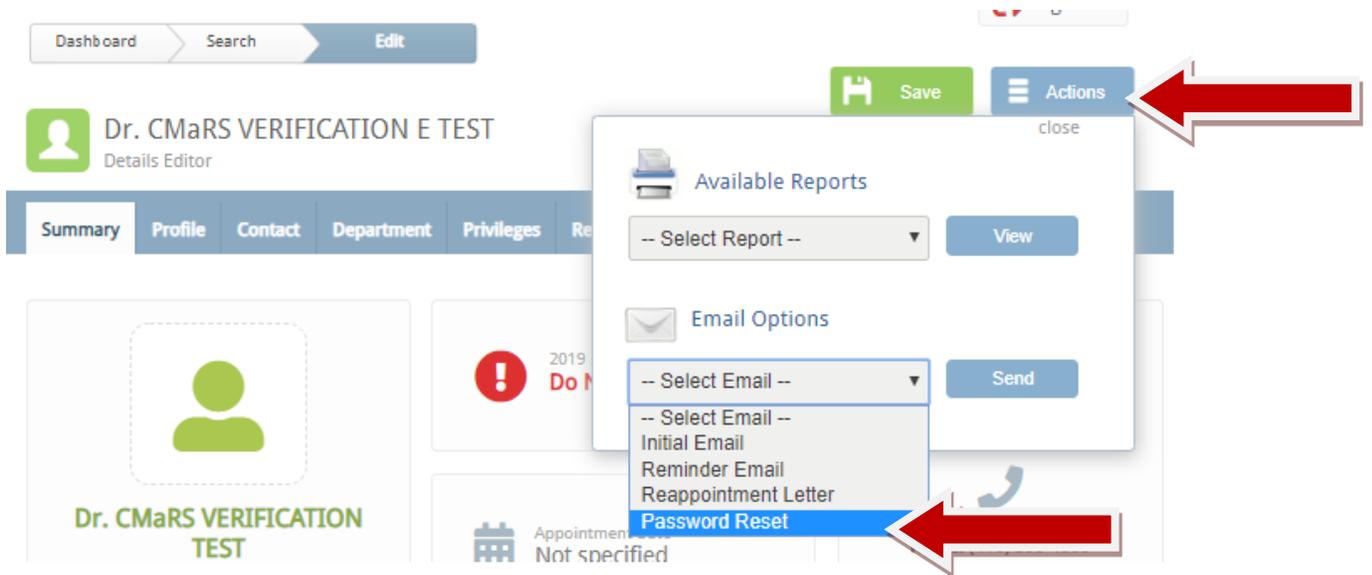
The screenshot shows the CMaRS Reappointment System interface. At the top left is the logo "CMaRS Reappointment System". Below it is a section titled "Update your password" with a lock icon. A sub-header reads "Update your password". Below this is a text input field labeled "Password" and another labeled "Re-Type Password". At the bottom of the form is a blue button labeled "Next Step".

4. A confirmation of the password reset will appear and the physician will be directed back to the login page where they can enter their updated password.

The screenshot shows the CMaRS Reappointment System login interface. At the top left, the logo reads "CMaRS Reappointment System". Below it is a "Login to CMaRS" button with a lock icon. The main content area is titled "Welcome Dr. John Smith" and includes the instruction: "Please enter your password below. You can use the 'Forgot Password' button if you need to recover your password." A "Password" label is followed by an empty input field. Below the input field is a scrollable "NOTICE OF COLLECTION AND CONSENT TO RELEASE OF INFORMATION IN CMaRS" box. The notice text states: "The personal information collected by the CMaRS service on behalf of participating hospitals ('the CMaRS Hospitals') is collected pursuant to the Public Hospitals Act for the purposes of professional staff credentialing and reappointment processes at the CMaRS Hospitals ('the Purposes'). The information CMaRS collects for the Purposes may also include personal health information, as defined in the Personal Health Information Protection Act, 2004." Below the notice is a checkbox labeled "I have read and agree with the above". At the bottom of the form are two buttons: "Login" and "Forgot password?".

If the Physician cannot remember their security answers or cannot successfully reset their own password, the Medical Affairs staff has the ability to send physicians a password reset link. This is different than the physician resetting their own password because this link will bypass the need to answer security questions and will allow physicians to create a new password immediately.

1. Please advise the physician to close down all CMaRS e-mails and browsers completely before proceeding.
2. Please refer to the blue “Actions” button on the physician’s dashboard. Select “Password Reset” as the e-mail option. Click “send”:



3. The physician will receive the following e-mail that will contain a temporary password:

CMaRS Reappointment System

Your password was reset by an Administrator at your Medical Affairs / Credentialing Office. Please login using the information below, you will be asked to change your password once logged in.

<https://www.cmars.ca/login=8a40398c4df>

New password: a0899b8974

4. When the physician clicks the link, they will be asked to enter the new password that was provided in the e-mail in order to login.



Login to CMaRS

Ellie Test

Please enter your password below. You can use the "Forgot Password" button if you need to recover your password.

Password

NOTICE OF COLLECTION AND CONSENT TO RELEASE OF INFORMATION IN CMaRS

Professional Staff Credentialing and Reappointment The personal information collected by the CMaRS service on behalf of participating hospitals ("the CMaRS Hospitals") is collected pursuant to the Public Hospitals Act for the purposes of professional staff credentialing and reappointment processes at the CMaRS Hospitals ("the Purposes"). The information that you provide to CMaRS on this system may also include personal health information, as defined in the Personal Health Information Protection Act, 2004; CMaRS agrees to only use this information for the Purposes.

Relationship Disclosure and Attestation The personal information collected by the CMaRS service on behalf of participating hospitals ("the CMaRS Hospitals") is

I have read and agree with the above

Login

Forgot password?

5. Lastly, they can create a brand new password and will be directed to their dashboard where they can complete their reappointment.



Set up your own password

- You will be asked to provide this password on all subsequent logins to the CMaRS service.
- Once set up this password will replace the 9 digit PIN number you have received in your reappointment invitation email
- You will be able to change this password at any time once logged in.
- In the event you forget your password, you will be able to use the "Forgot password?" button on the login page to receive a password-reset email.
- Your password should have a minimum length of 8 characters.
- Your password must contain at least three of the following: lower case letter, upper case letter, number, special character.

Password

Re-Type Password

Save