

# How to Reset Your Password for the Downtown Women OB/GYN Patient Portal

If you have forgotten your Patient Portal username, you may have it sent to your email. If you have forgotten your password, you may reset it yourself.

On the Patient Portal login page, choose *Login To Patient Portal*, then click [Trouble logging in?](#)

## Welcome to Downtown Women OB/GYN

Our Patient Portal facilitates better communication with your physician's office by providing convenient 24/7 access from the comfort and privacy of your own home or office.

**Login To Patient Portal** →  
Access your health record

**Book an appointment** >  
Connect with a doctor in minutes

**Join a Televisit** >  
Join a booked consultation

**Pay your bill** >  
View and settle your statements

**Login To Patient Portal**

User Credentials  Using Mobile Phone

User Name

Password

**Login** [Trouble logging in?](#)

If you forgot your username, select the *Forgot Username ?* option, enter your name and date of birth and click *Submit*.

← **Trouble logging in ?**

**Forgot Username ?**  Forgot Password ?

First Name

Last Name

mm/dd/yyyy

**Submit**

A password reset email will be sent to the email address on your patient chart.

-  **Login To Patient Portal** →  
Access your health record
-  **Book an appointment** >  
Connect with a doctor in minutes
-  **Join a Televisit** >  
Join a booked consultation
-  **Pay your bill** >  
View and settle your statements

← Trouble logging in ?



We have sent an email to assist you with resetting your Patient Portal UserName to email address **your.email.address@email.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 username.

**Done**

You will receive an email displaying your username and a link to the Patient Portal. Use that username to log in.

Downtown Women OB/GYN

Dear **Name**,

**This e-mail was sent in response to a request to recover your username.**



**Recover your username**  
Your username is: **your.email.address@email.com**  
To sign in, please click on the link below:  
<https://mycw50.eclinicalweb.com/portal5742/jsp/login.jsp>.

Take an active role in managing your health care today.

Thanks,  
Downtown Women OB/GYN

If you forgot your password, select the *Forgot Password ?* option, enter your username and click *Submit*.

The screenshot shows a patient portal interface. On the left, there are four main menu items: 'Login To Patient Portal' (highlighted in light blue), 'Book an appointment', 'Join a Televisit', and 'Pay your bill'. On the right, under the heading 'Trouble logging in?', there are two radio button options: 'Forgot Username?' and 'Forgot Password?'. The 'Forgot Password?' option is selected and highlighted with a red box. Below the options is a text input field labeled 'User Name'. At the bottom of the right-hand section is a dark blue 'Submit' button, also highlighted with a red box.

If prompted, enter the Captcha and click *Submit*.

This screenshot shows the same patient portal interface as the previous one, but with a captcha challenge. The 'Forgot Password?' option remains selected. Below the 'User Name' field, a captcha image is displayed showing the number '73176'. Below the image is a text input field labeled 'Write captcha here'. A red warning triangle icon is next to the text 'Please enter captcha'. At the bottom of the right-hand section is a dark blue 'Submit' button, highlighted with a red box.

A password reset email will be sent to the email address on your patient chart.

 **Login To Patient Portal** →  
Access your health record

 **Book an appointment** >  
Connect with a doctor in minutes

 **Join a Televisit** >  
Join a booked consultation

 **Pay your bill** >  
View and settle your statements

← Trouble logging in ?



Instructions regarding resetting your password have been sent to your email address. If you do not receive an email please check that the submitted address is correct or contact the practice. Please Login after you recover your password.

**Done**

Click the [Reset My Password](#) link in the email.

Downtown Women OB/GYN

Dear **Name** ,

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

 [Recover your password](#)

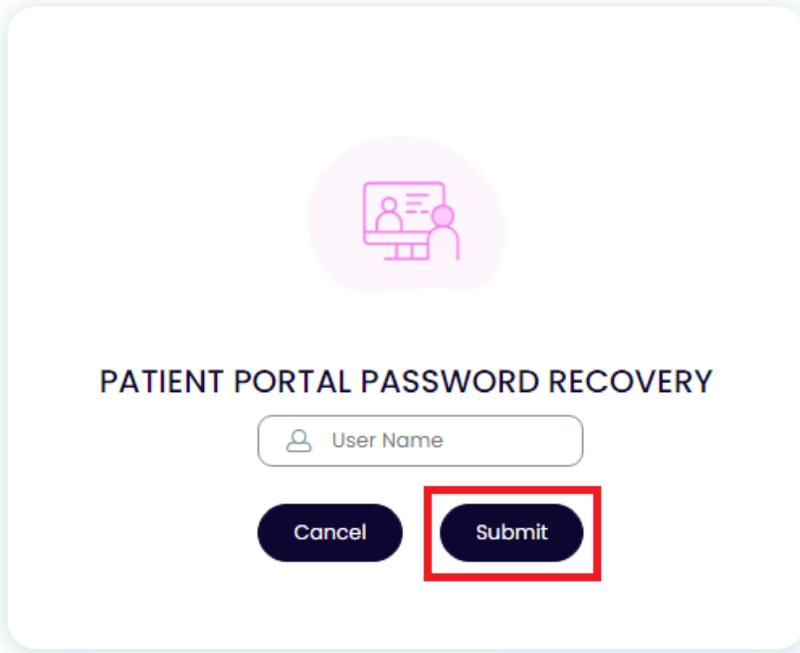
To recover your password, please click this link [Reset My Password](#).

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

Take an active role in managing your health care today.

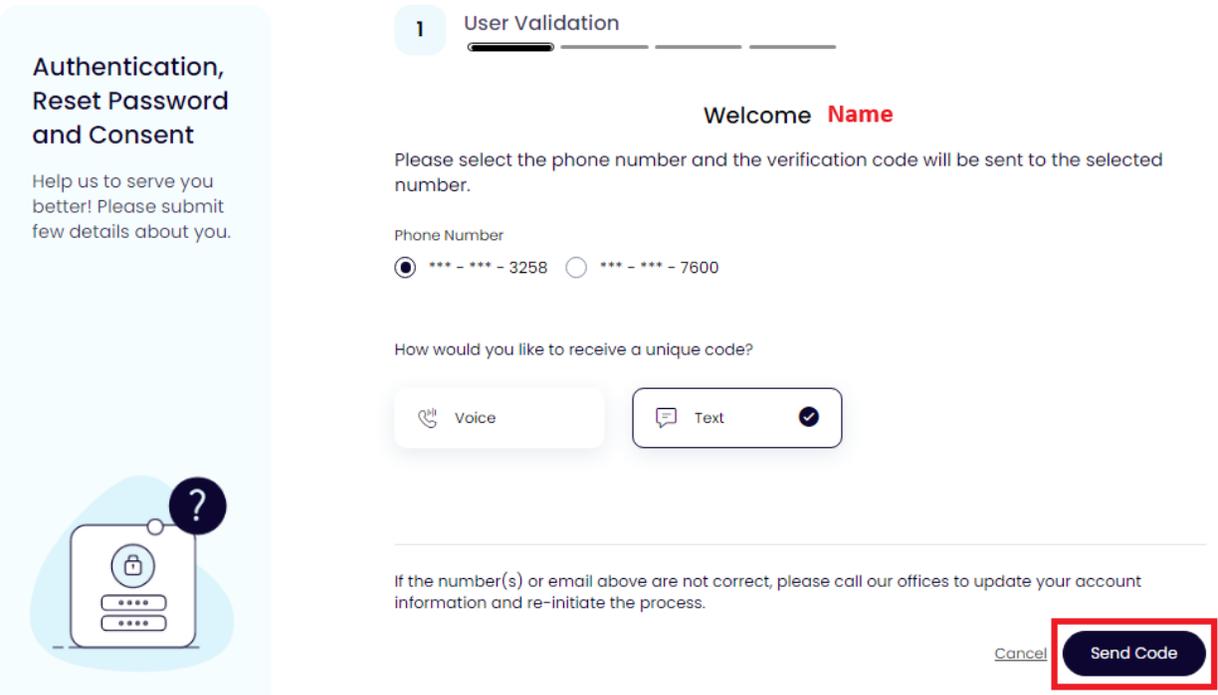
Thanks,  
Downtown Women OB/GYN

A web browser will open to the Patient Portal Password Recovery page. Enter your username and click *Submit*.



The image shows a web form titled "PATIENT PORTAL PASSWORD RECOVERY". At the top center is a purple icon of a person at a computer. Below the icon is the title "PATIENT PORTAL PASSWORD RECOVERY". Underneath the title is a text input field with a person icon and the placeholder text "User Name". Below the input field are two dark blue buttons: "Cancel" on the left and "Submit" on the right. The "Submit" button is highlighted with a red rectangular border.

The User Validation page will open. Any phone numbers listed on your patient chart will display. Select a phone number, select *Voice* or *Text* and click *Send Code*.



The image shows a "User Validation" page. On the left is a light blue sidebar with the heading "Authentication, Reset Password and Consent" and the text "Help us to serve you better! Please submit few details about you." Below the text is an icon of a smartphone with a question mark. The main content area has a progress indicator at the top with "1 User Validation" and a horizontal line. Below this is the text "Welcome Name" where "Name" is in red. The next line says "Please select the phone number and the verification code will be sent to the selected number." Underneath is a "Phone Number" section with two radio buttons: the first is selected and labeled "\*\*\* - \*\*\* - 3258", the second is labeled "\*\*\* - \*\*\* - 7600". Below that is the question "How would you like to receive a unique code?" with two buttons: "Voice" (with a phone handset icon) and "Text" (with a speech bubble icon and a checkmark). At the bottom, there is a horizontal line and the text "If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process." At the bottom right are two buttons: "Cancel" and "Send Code". The "Send Code" button is highlighted with a red rectangular border.

Enter the verification code and click *Verify*.

**Authentication,  
Reset Password  
and Consent**

Help us to serve you better! Please submit few details about you.



**2** Verification Code

Please enter the verification code you received.

[Resend Code](#)

Code is valid for 5 minutes or 6 attempts

[Cancel](#)

Enter a new password twice and click *Next*.

**Authentication,  
Reset Password  
and Consent**

Help us to serve you better! Please submit few details about you.



**3** Reset Password

Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.

New Password

[Cancel](#)

The Patient Portal homepage will open.