

Unable to Logging (Forgot Password)

This QRG will walk you through the process of logging into a Renvio product if you are unable to remember your password. You can reset your password by answering your security questions or by receiving an email that contains a Password Reset Code.

Unable to Login - Reset Password Using Security Questions

1. Click I need help logging in (Forgot Password).

Sign in

Username

Password

Log In

I am a New User. I want to Set up my account

I need help logging in (Forgot Password)

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2. Select I have a problem with my password. I want to reset my password. Click Next.

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How can we help you?

I have a problem with my password. I want to reset my password (I can answer my 3 security questions).

E-mail me a password reset code.

I have a password reset code.

Cancel Next

3. Fill out the User Name, First Name, Last Name and Account Recovery Code. Click Next

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Reset User Password

User Name: tNurse

First Name: Nurse

Last Name: Testing

Account Recovery Code (Last 4 of your SSN): 1234

Cancel Next

4. Fill out the answers to your security questions and click Next.

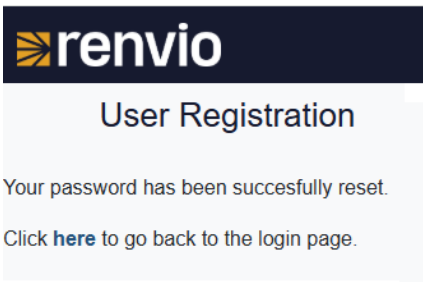
The screenshot shows the Renvio logo at the top left. Below it, the text 'Reset User Password' is displayed. There are three text input fields for security questions: 'What is your hobby?' with the answer 'Reading', 'What is your favorite movie?' with the answer 'Rocky', and 'What was the name of your childhood best friend?' with the answer 'Michael'. At the bottom right of the form are two buttons: 'Cancel' and 'Next'.

Note: If you do not recall your PIN or security questions, please contact your facility administrator.

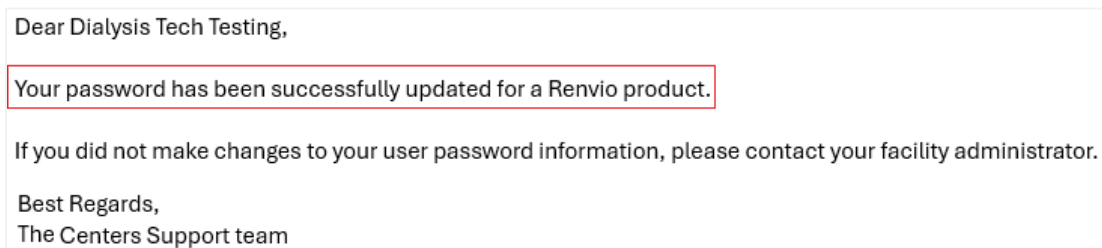
5. Type in what you want your new password to be in the Type Your New Password box. Make sure it is meeting the requirements listed. Then retype the new password in the Retype Your New Password box and click Reset Password.

The screenshot shows the Renvio logo at the top left. Below it, the text 'Reset User Password' is displayed. There are two text input fields for password entry: 'Type Your New Password' and 'Retype Your New Password', both containing masked characters (dots). At the bottom right of the form are two buttons: 'Cancel' and 'Reset Password', with the 'Reset Password' button highlighted by a red rectangular border.

6. You will then receive a User Registration message.



7. You will receive an email stating that your password was successfully reset.



Note: If you continue having problems for logging, please contact your facility administrator or support team at help@gorenvio.com or +1 (833) 736-0636

Unable to Login - Reset Password via Email

1. Click I need help logging in (Forgot Password).

Sign in

Username

Password


Log In

I am a New User. I want to Set up my account

I need help logging in (Forgot Password)

[Terms & Conditions](#) [Contact Us](#) ?

2. Select E-mail me a password reset code. Click Next.

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How can we help you?


I have a problem with my password. I want to reset my password (I can answer my 3 security questions).

E-mail me a password reset code.

I have a password reset code.

Cancel Next

3. Fill out the User Name, First Name, Last Name and Account Recovery Code. Click Next

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Reset User Password

User Name: tNurse


First Name: Nurse

Last Name: Testing

Account Recovery Code (Last 4 of your SSN): 1234

Cancel Next

4. You will then receive a Recovery Password message.

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Recovery Password

An email was sent to the address: cmu***@vis****.*** with a code to reset the password. Click [here](#) to go back to the login page.

5. You will receive an email with a reset code and the instructions for resetting your password.

Dear Nurse P. Testing,
Your Reset Password Code is the following:

9KMG7M

Instructions:

1. Go to Login page
2. Click the link "**I need help logging in (Forgot Password)**"
3. Select "**I have a password reset code**"
4. Click "Next"
5. Enter in User Name and Password Reset Code
6. Click "Next"
7. Enter in New Password
8. Click "Reset Password"

Note:

Your **Reset Password Code** will expire on 06/04/2025 14:29:19

Please remember to complete the reset password code process before this date or you will need to contact the clinic to receive a new code.

Best Regards,
The Centers Support team

Note: Consider the reset password code will have an expiration date.

Unable to Login - Reset Password Code

1. Click I need help logging in (Forgot Password).

Sign in


Username

Password


Log In

I am a New User. I want to Set up my account

I need help logging in (Forgot Password)

[Terms & Conditions](#) [Contact Us](#) 

2. Select I have a password reset code. Click Next.

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How can we help you?

I have a problem with my password. I want to reset my password (I can answer my 3 security questions).

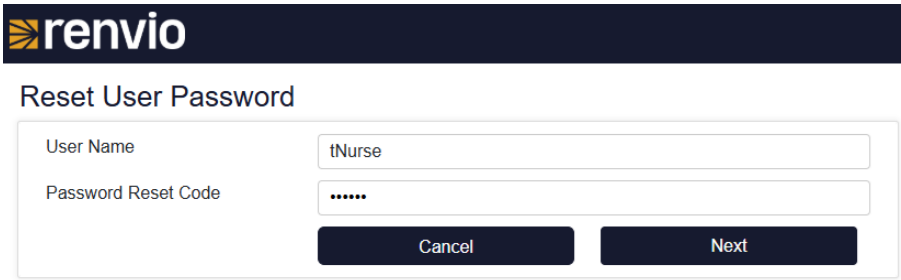
E-mail me a password reset code.

I have a password reset code

Cancel Next



3. Enter your User Name and Password Reset Code. Click Next.



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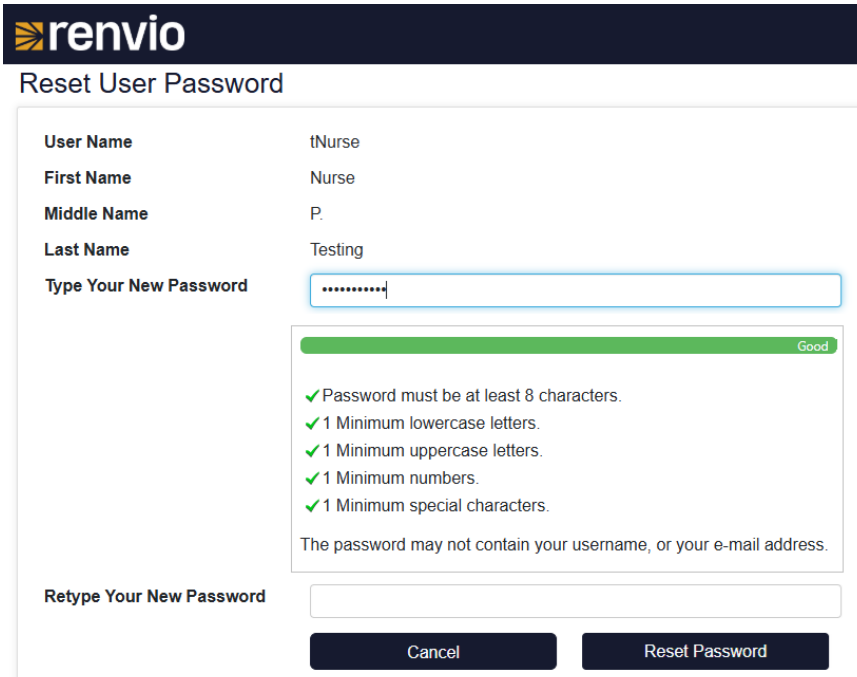
Reset User Password

User Name: tNurse

Password Reset Code:

Cancel Next

4. Reset your password by typing a password into Type Your New Password, then retyping the password into Retype Your New Password. Click Next.



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Reset User Password

User Name: tNurse

First Name: Nurse

Middle Name: P.

Last Name: Testing

Type Your New Password:

Good

- ✓ Password must be at least 8 characters.
- ✓ 1 Minimum lowercase letters.
- ✓ 1 Minimum uppercase letters.
- ✓ 1 Minimum numbers.
- ✓ 1 Minimum special characters.

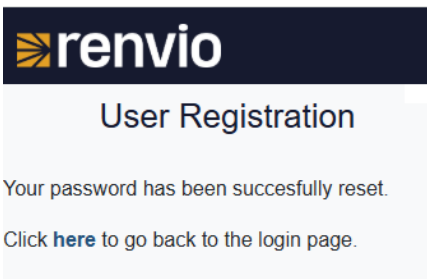
The password may not contain your username, or your e-mail address.

Retype Your New Password: _____

Cancel Reset Password

Note: Passwords cannot be the same as the last 4 passwords you have used, must be at least 8 characters long, and they must contain a capital letter, a lowercase letter, a number, and a special character.

5. You will then receive a User Registration message.



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User Registration

Your password has been successfully reset.

Click [here](#) to go back to the login page.

6. You will receive an email stating that your password was successfully reset.

Dear Dialysis Tech Testing,

Your password has been successfully updated for a Renvio product.

If you did not make changes to your user password information, please contact your facility administrator.

Best Regards,
The Centers Support team

Note: *If you continue having problems for logging, please contact your facility administrator or support team at help@gorenvio.com or +1 (833) 736-0636*