

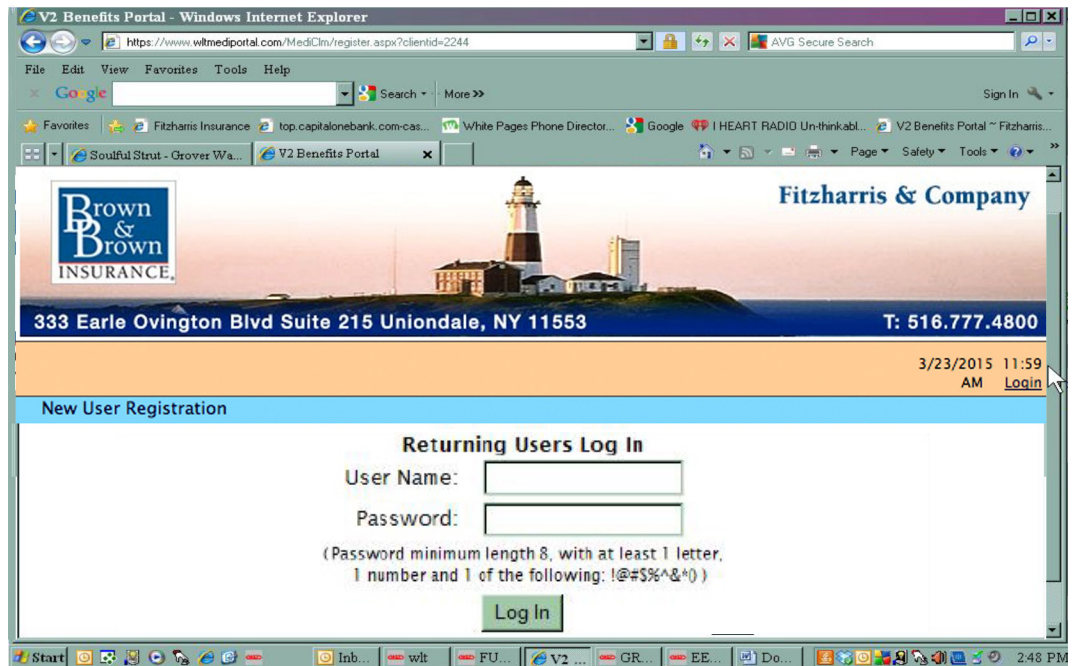
# MediPortal Reset Instructions

INSTRUCTION TO RESET YOUR PASSWORD ON THE MEDIportal From Brown & Brown of New York Inc. dba Fitzharris & Company

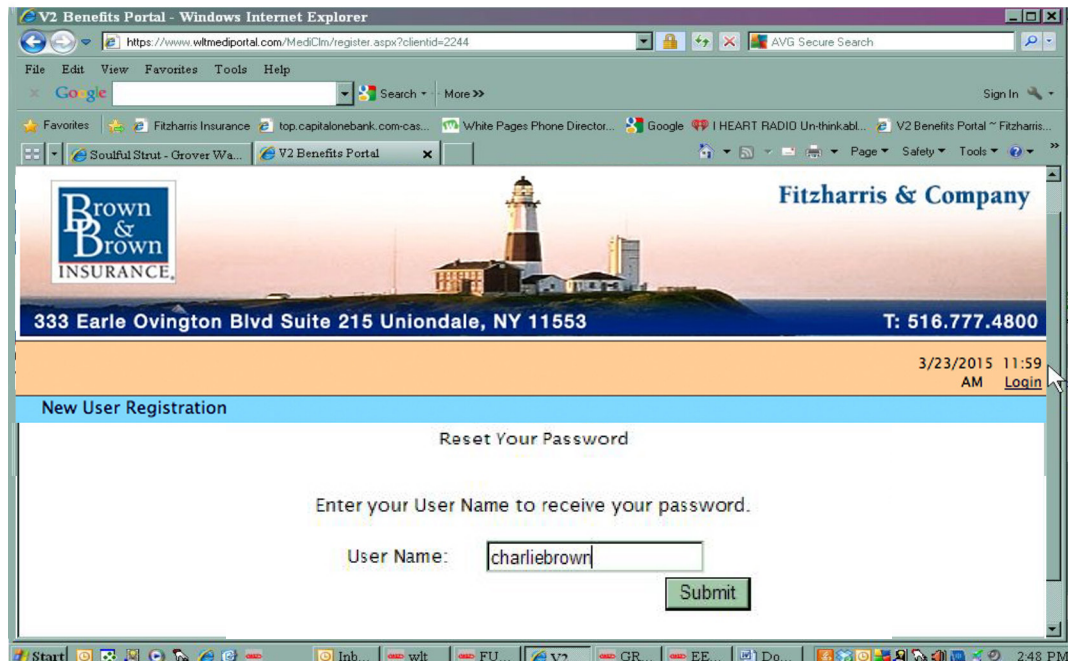
<https://www.wltmediportal.com/MediCln/Login.aspx?clientid=2244>

Click on MediPortal

## 1 FORGOT YOUR PASSWORD: (Click on the link on the website)



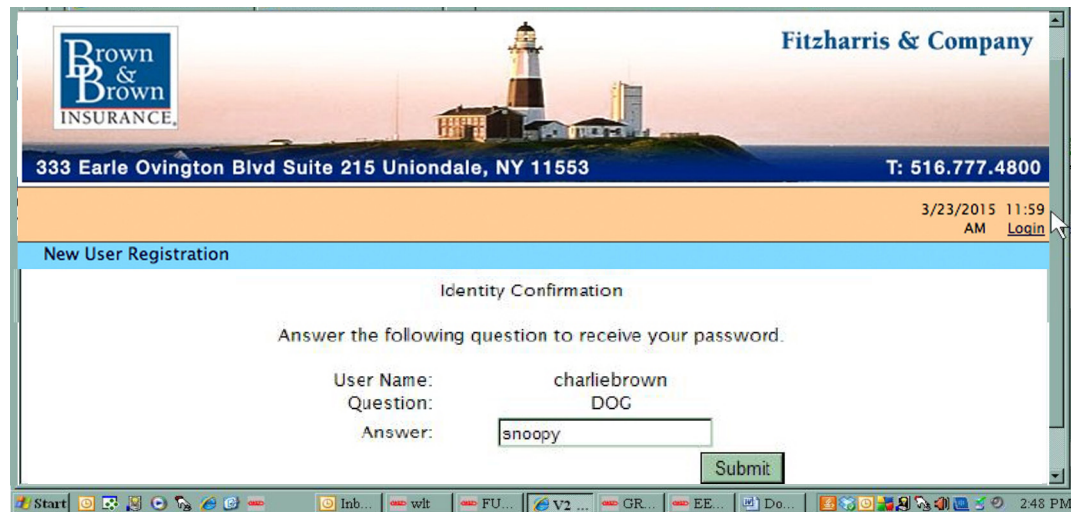
## 2nd - User Name (you must have this to reset your password)



# MediPortal Reset Instructions

**3rd** - You must know your security question/answer to have your password reset.

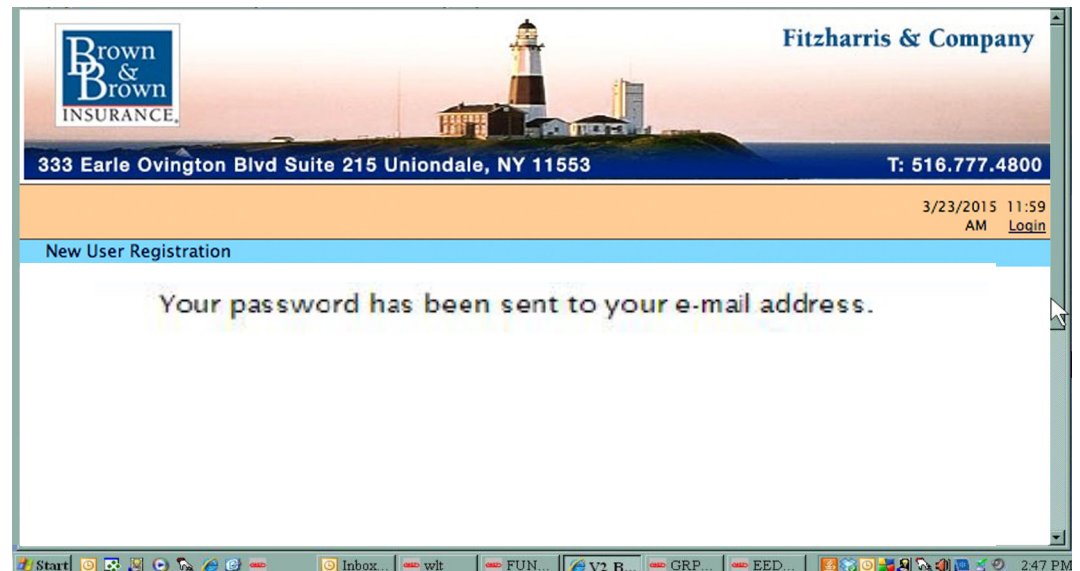
(If you do not know your question/answer – you will have to contact Fitzharris & Company direct at (516) 777 - 4800 to reset)



The screenshot shows the MediPortal website interface. At the top left is the Brown & Brown Insurance logo. At the top right is the Fitzharris & Company logo. Below the logos is a navigation bar with the address "333 Earle Ovington Blvd Suite 215 Uniondale, NY 11553" and the phone number "T: 516.777.4800". The date and time "3/23/2015 11:59 AM" and a "Login" link are displayed in the top right corner. The main content area is titled "New User Registration" and "Identity Confirmation". It prompts the user to "Answer the following question to receive your password." The form shows "User Name: chariebrown", "Question: DOG", and "Answer: snoopy" in a text input field. A "Submit" button is located at the bottom right of the form. The Windows taskbar is visible at the bottom of the screenshot.

**4th** - Once you completed the above steps your new password will be sent to your e-mail address that is on file with the MediPortal website.

If Fitzharris & Company had to reset your password, please go into your personal settings to change or reset your question/answer and save a copy for your record.



The screenshot shows the same MediPortal website interface as the previous screenshot. The main content area now displays the message "Your password has been sent to your e-mail address." The rest of the page layout, including the logos, navigation bar, and taskbar, remains the same.