How to Log in and Reset Password
Clinical and Practice Manager
ChartMaker® Cloud

1. From your desktop, double-click on the applicable icon
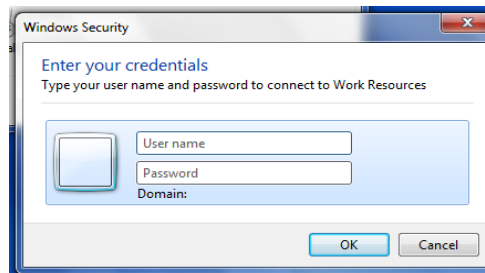
ChartMaker Cloud RDP   **Practice Manager**   **Clinical**

2. Log in with your Cloud username and password when prompted for your credentials

NOTE: Make sure to include the Domain ("chartmakercloud") followed by a backslash (\) prior to your username in the User Name field. **Also, you may be asked to enter your cloud username and password TWICE on certain computers, meaning that a similar credentials box may appear <u>twice</u>.**

Example:
User Name: chartmakercloud\msmith
Password: Password321

3. Once you are logged into the Cloud, you can then enter your ChartMaker® Clinical or Practice Manager username and password

Use the following table to document user information within your practice:

Cloud Username	Cloud Password (prompts change every 3 months)	Practice Manager / Clinical Username	Practice Manager / Clinical Password
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ChartMaker® Cloud Resources:

Frequently Asked Questions (FAQ)

1. Open a web browser and go to www.sticomputer.com
2. Click "Support"
3. Click "ChartMaker Cloud Support & FAQ"

   OR: Go directly to http://sticomputer.com/support/cloud-support/

Resetting a Cloud Password

   NOTE: You will receive a request to change your password every 90 days.

1. Open a web browser and go to https://password.chartmakercloud.com
2. Click "My Account (View your account details)"
3. Enter your Cloud credentials (Username only – it is not necessary to type the domain before the username)
4. Click the "Change Password" tab
5. Enter your old password and your new password (twice) and click "Change"

Video Resources:

YouTube Playlist: http://tinyurl.com/chartmakercloud

   If you need assistance with Cloud related issues, please contact STI Support at 1.800.487.9135. For remote support, click on the STI Support icon on your desktop or go to http://rs.sticomputer.com:8040.