

## Retrieve your AppCentral ID, password or account access

### QUICK USER GUIDE

#### How to access your AppCentral account if you forgot your ID, password or both.

This guide shows you how to regain access to your AppCentral account in these scenarios:

- I forgot my AppCentral ID
- I forgot my AppCentral password
- I forgot *both* my AppCentral ID and password and I no longer have access to the email on this account

**TIP: Have you forgotten both your password and your AppCentral ID?**  
**Retrieve your AppCentral ID first – you'll need it to reset your password.**

#### For all scenarios, start with these 2 steps:

1. Go to the AppCentral home screen and select:  
**Having trouble accessing your account.**

BCMQI  
BC Medical Quality Initiative  
INTERIOR HEALTH AUTHORITY

**New to AppCentral?**  
If this is your first time you must create an account specific to AppCentral.  
[Sign Up](#)

**Returning to AppCentral?**  
AppCentral ID:  
Password:  
[Sign In](#)

Having trouble accessing your account? [Click here.](#)

2. Select the box that describes your situation and then continue.

**Why can't you sign into AppCentral?**  
Please select one of the following options:

I forgot my password.

I forgot my AppCentral ID.

I forgot my AppCentral ID and password and no longer have access to the email associated with my AppCentral account.

[Back](#) [Continue](#)

Example: Forgot your AppCentral ID? Select this box and continue.

### If you forgot your AppCentral ID

3. Enter the email and last name on your AppCentral account.

4. A confirmation page will show that a message has been sent to the email address linked to your account.

5. Go to your email for a message with the subject line: *AppCentral – Your ID*.

Your ID will be in the email.

### If you forgot your AppCentral password

3. Enter your AppCentral account details.

NOTE –  
You will need your name and AppCentral ID.

4. A confirmation page will show that a message has been sent to the email address linked to your account.

5. Go to your email for a message with the subject line: *AppCentral – create my new password*.

Follow instructions to reset your password.

If you forgot *both* your AppCentral ID and password, and you can no longer access the email associated with your account.

**3. Enter your AppCentral account details.**

You'll be asked to enter:

- First and last name
- 3 possibilities for what you may have used as an AppCentral ID

**Restore access to my account**

No longer have access to your email?

1. Enter the user name for the account

First Name: \*  
Last Name: \*

2. Enter up to 3 AppCentral IDs possibly associated with the account

AppCentral ID (1): \*  
AppCentral ID (2): \*  
AppCentral ID (3): \*

If you used your email address as your account ID when you created your account, you may enter it as your AppCentral ID.

**4. Correctly answer the challenge question.**

This is a question you selected when you created the account.

**Restore access to my account**

No longer have access to your email?

We have locked your account. Supply the answer to at least (1) question you had previously selected when you created your account.

Question: What is the first name of your maternal GRANDMOTHER?

Answer: \*

Back Continue

\*Required

**5. The last step is to verify your email address and create a new password before signing in to AppCentral.**

**Restore access to my account**

Your AppCentral account has been located.

You will now need to verify your e-mail address and create your new password before you can sign in.

Your current AppCentral ID:  
Demo.Provider

Your current email Address:  
bcmqi@phsa.ca

Update and confirm your new email address.

Personal email: \* support@bcmqi.ca  
Confirm personal email: \*

Enter and confirm your new password.

New Password: \*  
Confirm Password: \*

Weak Medium Strong

Your password must:  
1) Be between 10-15 characters in length  
2) Have one or more digits

**6. A confirmation screen will show that you have regained access to your account.**

**Restore access to my account**

Congratulations! You have regained access to your account

Sign In

**Still can't access your AppCentral account?**  
Contact your local medical affairs office for help: [bcmqi.ca/contact-us/](http://bcmqi.ca/contact-us/)