

# 03 Forgot Password — Mockups

Five-step reset flow for ticket O3-2264. Each page below shows one screen of the proposed clinical-direction flow, anchored to the real O3 login chrome.

## Step 01

### LOGIN

## Login with “Forgot password?” link

The standard O3 login screen, with a new *Forgot password?* link added below the Continue button so it's available before the user enters credentials.

#### Route

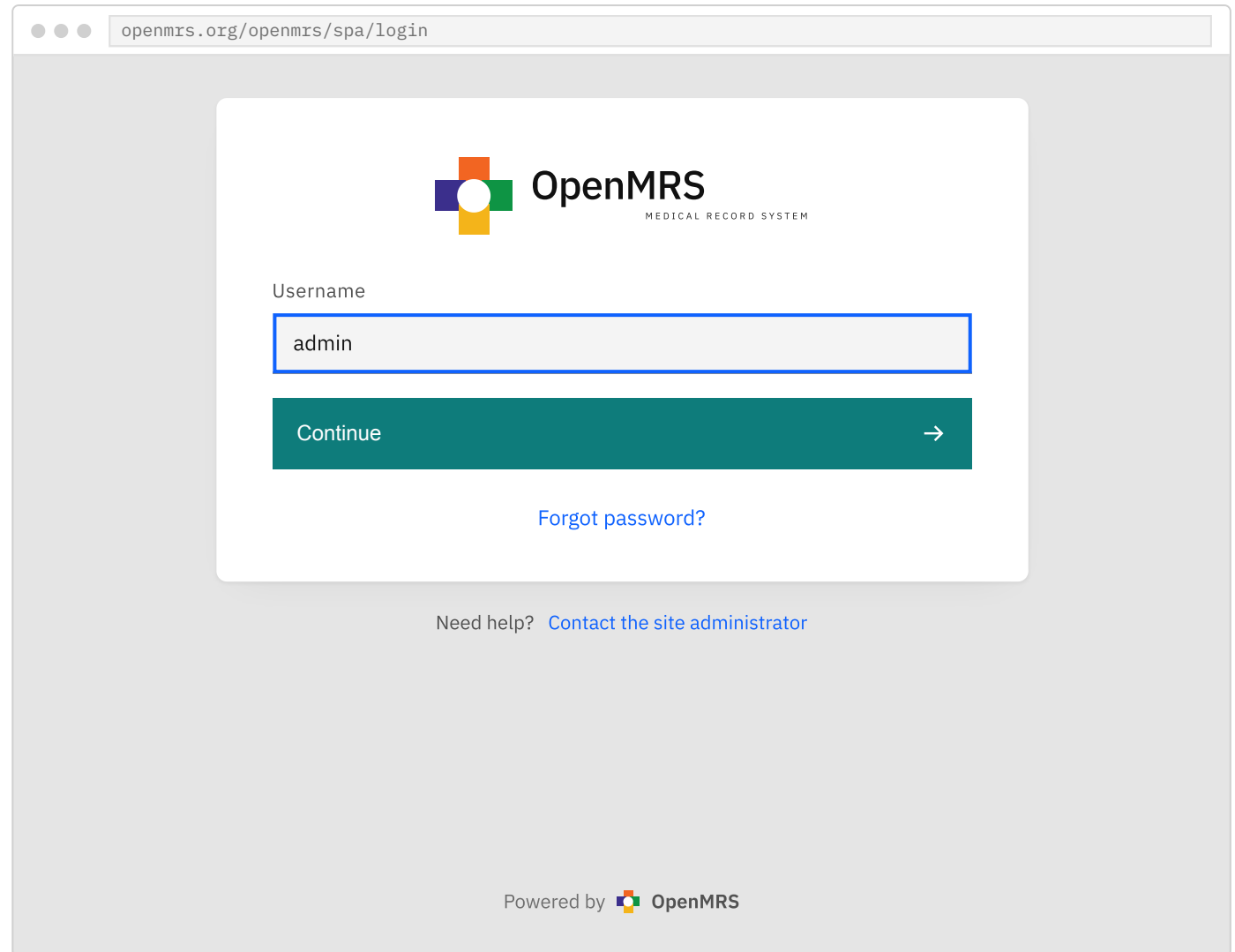
/openmrs/spa/login

#### Identifier

Username (or email — configurable)

#### Pattern

Two-step (username → password)



The screenshot shows a web browser window with the address bar containing `openmrs.org/openmrs/spa/login`. The main content area features the OpenMRS logo (a cross with colored squares) and the text "OpenMRS MEDICAL RECORD SYSTEM". Below the logo is a "Username" label and a text input field containing the text "admin". Underneath the input field is a dark teal "Continue" button with a white right-pointing arrow. Below the button is a blue link labeled "Forgot password?". At the bottom of the page, there is a footer that reads "Powered by" followed by the OpenMRS logo and the text "OpenMRS".

## Step 02

### REQUEST RESET

## Reset your password

User lands here after clicking *Forgot password?*.  
Single field accepts username or email; help text below clarifies which is acceptable.

#### Route

/openmrs/spa/login/reset


#### Field

Username or email

#### Submit

POST to reset endpoint, then advance regardless of match (don't leak which accounts exist)

openmrs.org/openmrs/spa/login/reset

 **OpenMRS**  
MEDICAL RECORD SYSTEM

[← Back to log in](#)

## Reset your password


Enter your account details below. We'll email password reset instructions to the address on file.

Username or email

Enter the username or email associated with your OpenMRS account.

[Continue](#) →

Need help? [Contact the site administrator](#)

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### Step 03

EMAIL SENT

## Check your email

Confirmation that, if a matching account exists, a reset link has been sent. Phrasing is intentionally non-committal to avoid leaking which accounts are real.

Token expiry

30 minutes


Resend

Available, with throttle on backend

Address shown


Masked when user typed a username

openmrs.org/openmrs/spa/login/reset/sent

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MEDICAL RECORD SYSTEM


### Check your email

If an account matches the details you entered, we've sent a password reset link to the email on file. The link expires in 30 minutes.

 SENT TO jsmith@hospital.org

[Resend email](#) →

[Back to log in](#)

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## Step 04

### SET NEW PASSWORD

## Set a new password

Reached via the link in the email. Live strength meter and rule list update as the user types; submit is disabled until 3+ rules pass and confirm matches.

#### Rules

≥8 chars, uppercase, number, symbol


#### Confirm

Must match exactly

#### On submit

Sign user in and redirect to home

openmrs.org/openmrs/spa/login/reset/confirm?t=...

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### Set a new password

Your new password must be at least 8 characters and include letters, numbers, and a symbol.

New password

.....

- ✓ At least 8 characters
- ✓ One uppercase letter
- ✓ One number
- One symbol (e.g. !@\$)

Confirm password

Reset password →

Step 05

COMPLETE

## Password reset

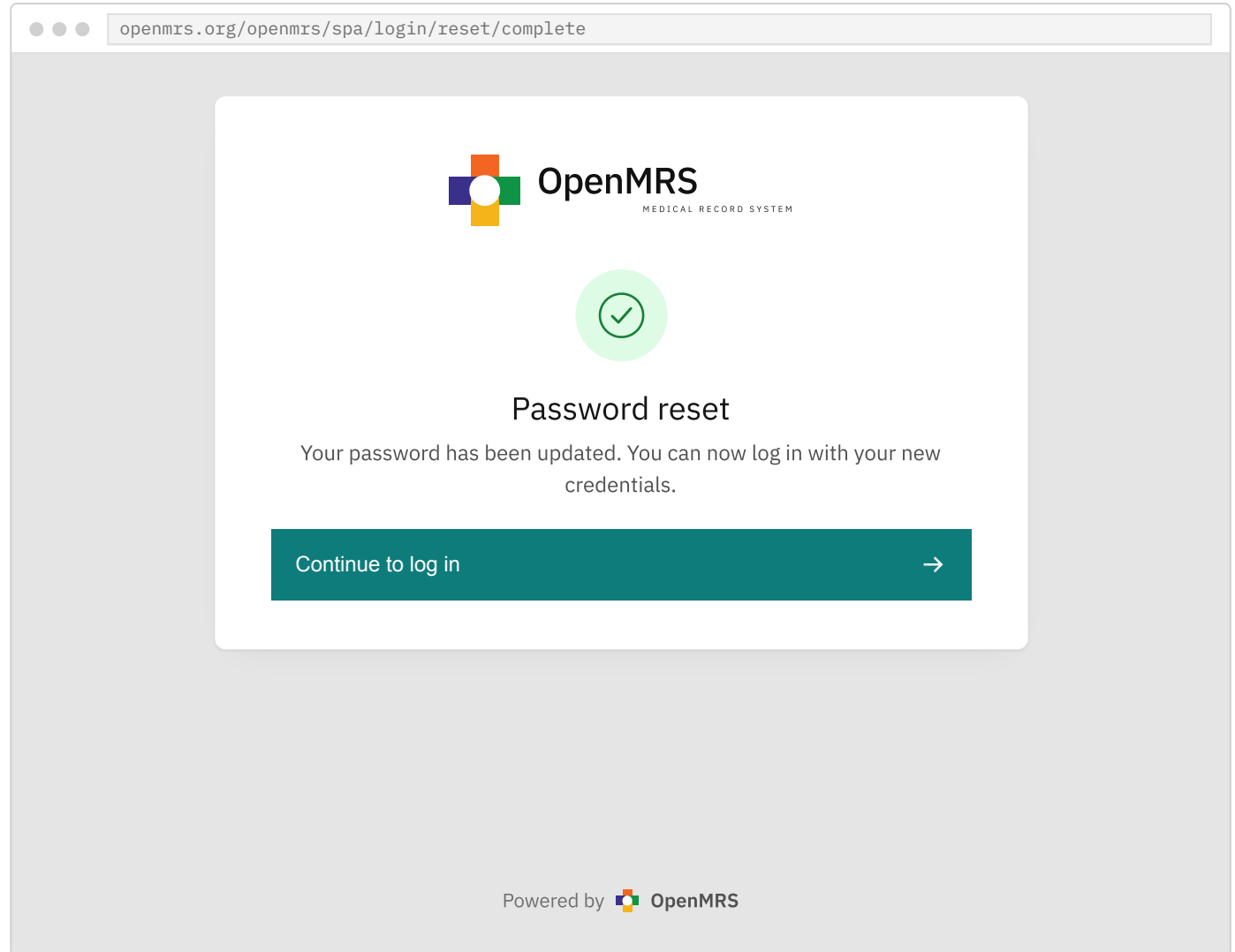
Confirmation that the password has been changed. Single CTA returns to the login screen.

Side effect

Invalidate all existing sessions for this user

CTA

Continue to log in



## Edge cases

### ERROR STATES

# Account not found & no email on file


Two surfaced error states for the request step. Both render a dark toast above the card and persist the form so the user can correct or contact admin.

#### Decision

Show a generic "if a match exists" message on success rather than confirming the account, but DO show explicit errors when the account exists but lacks an email.

openmrs.org/openmrs/spa/login/reset

**Account not found**  
We couldn't find an account matching the details you entered.

 **OpenMRS**


### Reset your password

Username or email

**Continue** →

openmrs.org/openmrs/spa/login/reset

**No email on file**  
Contact your site administrator to reset your password.

 **OpenMRS**

### Reset your password

Username or email

**Continue** →

[Contact site administrator](#)