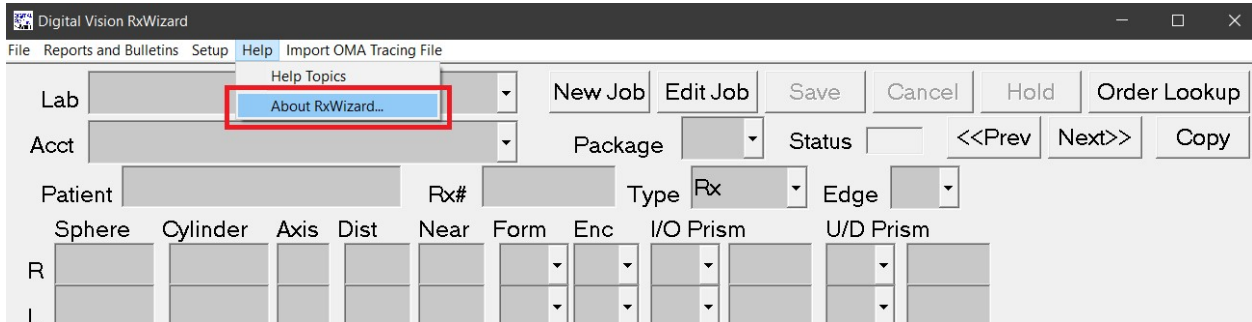


Recovering a Username or Password with RxWizard

DVI's RxWizard™ offers the eyecare practitioner a convenient way to recover account information by entering basic lab-supplied information. This method is **fast, easy, and secure**.

First, it is important to check that the latest version of the RxWizard™ is installed. The current version being run on the RxWizard™ is displayed under Help → About RxWizard.



Make sure that the program is running version 6.18.



If the program is not running the latest version, the download can be accessed at thedvi.com → customers → RxWizard™.



RxWizard™ Download Page

Click [here](#) to install the latest release of RxWizard™ (version 6.x).

To preview RxWizard™ 6.18 (BETA), click [here](#).

- About DVI
- Contact
- Customers
- Employment
- Gallery

RxWizard 6.18 Release Hilights

- Password and username recovery

RxWizard 6.15 Release Hilights



After successfully launching the RxWizard™, navigate to Setup → Accounts. Press the “Add” button at the bottom of the page, and then click “Fetch or Change Password”.



Setup Account

Account Name

Web ID# Password

Rec# Username

Fetch or Change Password

OK Cancel

Fill out the “Lab #1” fields with your account number with a lab, a recent invoice number, and the lab’s zip code. If you have recently sent work to more than one lab group, fill out the “Lab #2” fields using information from one of the other labs.

Recover Username and Password

Enter your account number with a lab, the lab's zipcode and a recent invoice
If you've recently sent work to multiple lab groups the second form must also filled out for a different lab

Lab #1

Account# Invoice# Zipcode

Lab #2

Account# Invoice# Zipcode

Account Info:

New

Cancel Get Username/Password Change Password

Once the information is adequately filled out, if you want to retrieve a username or password, click “Get Username/Password.”

Cancel Get Username/Password Change Password

Otherwise, if you want to change the existing password, make sure the lab fields are adequately filled out (Lab #1, and Lab #2 only if applicable), then fill out the “New” field (2) with a new password and click “Change Password” (3) to set the new password.

Recover Username and Password

Enter your account number with a lab, the lab's zipcode and a recent invoice
If you've recently sent work to multiple lab groups the second form must also be filled out for a different lab

Lab #1

1 Account# Invoice# Zipcode

Lab #2

Account# Invoice# Zipcode

Account Info:

2 New

3 Cancel Get Username/Password Change Password

IMPORTANT: After resetting an account’s password on one computer, it may be necessary to update the password on all other machines running the RxWizard™. To do this, navigate to Setup → Accounts, double-click an account name, type in the updated password into the password field, and hit “OK.” (See Below)

Web#	Account	UserName
------	---------	----------

Setup Account

Account Name

Web ID# Password

Rec# Username

Fetch or Change Password

OK Cancel

Set Default Add Modify Delete OK