

Forgot Username

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If you have forgotten your Anytime Telecare username, please follow the tips and tricks below to gain access to your Anytime Telecare account.

- An email address or phone number will be your username.
 - When a user is registered they will need to enter a valid email address or phone number to create an account
- Enter your email address or phone number in the username section and select “forgot password.”
 - If your username exists, you will receive a message that will allow you to reset your password and gain access to your account.
 - If your username does not belong to your account you will receive the following error message:
 - **We are unable to log you in with the supplied credentials.
Please check your username and password and try again.**
- Contact our customer support department for further assistance. Hours for support are Monday - Friday from 9 am to 6 pm eastern time. Support after these hours or during the weekend is by email only.
 - Please call our support line for direct communication with our team.
 - Our phone number is: 615-722-7201 ext #3
 - Submit a support [ticket](#) by sending an email to support@anytimetelecare.com

- Our support team will respond to your message in a prompt and timely manner.