

## How to Login Into the Patient Portal for the First Time

1. To log in to the Patient Portal, click the link provided in the Portal welcome email. The Patient Portal will launch.
2. Enter your User Name and the Temporary Password provided in the welcome email.
3. You will be prompted to enter a new password. Click Save.

**NOTE:** Passwords are case-sensitive and you must meet the requirements listed on screen. As you meet them, they will be crossed out and a checkmark will display next to each requirement.

**You Must Change your Password**

- ~~A number is required~~ ✓
- ~~A letter is required~~ ✓
- ~~A special character is required~~ ✓
- ~~Minimum password length - 8~~ ✓
- ~~Passwords must match~~ ✓

.....

.....

Save Cancel

4. The **My Profile** page will display with a message indicating that your password was changed successfully. Your First and Last Name and Email Address will display. Enter a Security Question and Answer and click Save.

**My Profile**

DWAYNE

JOHNSON

.....

Security Question

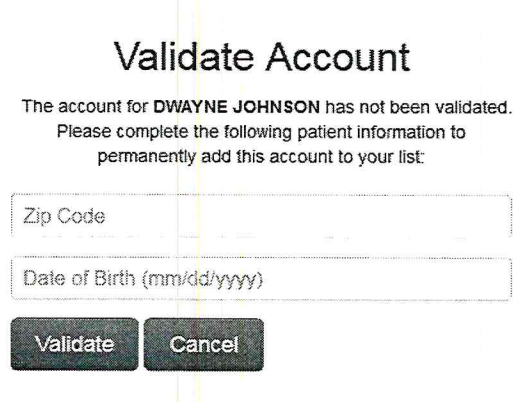
Answer

Save Cancel

5. The **Patient Accounts** page displays. Select the appropriate patient account.

6. The **Validate Account** page displays. Enter your Zip Code and Date of Birth and click Validate.

**NOTE:** The *Validate Account* page only displays the first time that a portal user logs into the Portal. Also, the zip code must match your clinic's record. If you're not able to verify your account with this information, please contact your clinic to have them verify your information.



**Validate Account**

The account for **DWAYNE JOHNSON** has not been validated.  
Please complete the following patient information to permanently add this account to your list:

Zip Code

Date of Birth (mm/dd/yyyy)

Validate Cancel

7. You will be asked to select your patient account again.

8. The Patient Privacy Information will display. Read over the notice then select (check) "I acknowledge the receipt of the Patient Privacy Information" and then click Continue.

9. The **Patient Registration** page displays.

## How to Request Your Password be Reset

1. From the Patient Portal Login screen, select the "I Forgot My Password" button.



**Please Sign In**

Username

Password

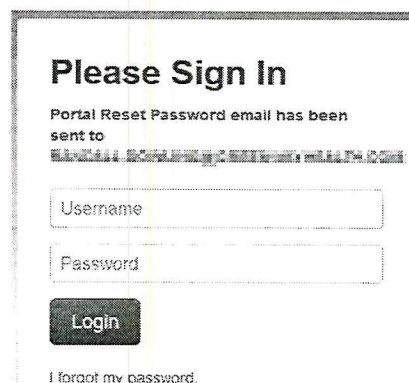
Login

[I forgot my password](#)

2. You will be prompted to enter your User Name and Email Address. Click Next.

3. Your Security Question will display. Enter in the Answer to your Security Question and click Submit.

4. The Login screen will display, along with a message stating that a Portal Reset Password email has been sent to the email address you supplied.



**Please Sign In**

Portal Reset Password email has been sent to [redacted email address]

Username

Password

Login

[I forgot my password](#)