

# PATIENT PORTAL FAQs

## Administrative FAQs

### **What should I do before each visit?**

1. Sign on to your Portal account.
2. Under My Account there is an option for Personal Information, to enter your address, phone number, and emergency contact information.
3. Under My Account there is an option for Additional information, to enter your pharmacy and additional contacts.
4. Under Questionnaires there are options for Surgical and Allergies and Medical History. Please enter your patient history.

### **I did not receive an e-mail with my username and password.**

Allow up to 24 hours to receive your e-mail. The timing is based on volume and server load. Inform your provider's office if it's been more than 24 hours, so someone may help you.

### **How do I obtain a username and password?**

Contact your provider's office to establish a Patient Portal account.

### **I'm having trouble signing on. What can I do?**

1. Confirm that your username is correct. Your username can be found in an e-mail with the subject Portal Login Information.

**OR**

Click *Forgot Password* and follow the prompts.

2. Be sure you are typing your password correctly. Your password is case-sensitive (the username is not).
3. If you are still having trouble, click the *Forgot Password* link. You must know your username. You will receive an e-mail with a link to reset the password.
4. If you are still having trouble, please contact your provider's office so they may help you.

### **How do I change my username?**

The username is assigned by your provider's office. Please contact them if you want to change your username.

### **How do I change my password?**

Sign on to the Portal with your existing password, then click the *Reset Password* option under My Account.

### **I forgot my password.**

Click the *Trouble Logging In* on the Login page.

**How can I update my address or phone number?**

Sign on to the Portal, then click the *Personal Information* option under My Account.

**How can I update my emergency contacts or pharmacy?**

Sign on to the Portal, then click the *Additional Information* option under My Account.

**How can I send a message or an e-mail to the practice?**

Sign on to the Portal, then click either the *Message the Practice* or *Ask the Doctor* option under My Account.

Contact the office directly by phone if you are having problems or need an appointment.

**How can I cancel or request to re-schedule an appointment?**

Call the practice to cancel or reschedule an appointment.