HOW TO SIGN UP FOR YOUR PATIENT PORTAL

FROM AN INVITATION EMAIL

Open the Patient Portal email invitation, and click the link to create your account.
The Verify Your Identity page appears.

Verify your identity by doing one of the following:

- Select **Call**. Verify or enter your phone number and click Send Code.

- Select **Text**. Verify or enter your mobile phone number and click Send Code.

Retrieve the temporary password from the phone call or text message, and enter the password on the Verify Your Identity page.

Click Continue.
The Set Password page appears.

New password — Enter a password that meets the requirements. This password must be 8-20 characters long and must have at least one uppercase letter, one lowercase letter, and one number or symbol.

Confirm new password — Re-enter the password to confirm it.

Remember this computer to save time resetting your password — Check the box for the Patient Portal to remember the computer that you're using. **Note:** You should check this box only if you're using a private or personal computer. "Remembering the computer" makes recovering your password easier and quicker if you forget it. If you allow the Patient Portal to remember the computer, you will be prompted to answer only one security question, instead of three. (The Patient Portal considers detection of a remembered computer as one step in authentication.)

Check the **I accept the Terms and Conditions and Privacy Policy** box.

Click Continue.
The Patient Portal Welcome page appears.

If you do not see your child/ren in the top left corner within the drop down STOP and please send Medical Records a message from the portal so we can link the family members. (See below)

If you are having trouble please don't hesitate to send Medical Records a message via the portal.

Messages tab: Compose Message

Message type: My profile

Provider: Your primary care physician

Location: Home office

Subject: Portal

Message: Within this box please be as detailed as possible, and don't forget to list names and dates of birth of all children.