HOW DID YOU RECEIVE YOUR PATIENT PORTAL REGISTRATION PIN?

EMAIL

BEFORE GETTING STARTED

*- If you already have a portal account, **do not follow the steps below**. Instead, log into your account, and click the pending registration tile on your homepage. Refer to the email you received for the PIN that you will be prompted to enter for the child/dependent.*
*- If this is the first time you're setting up an account and you received emails for multiple patients, complete the steps below from **one** of the emails that **invites you to register**. When you log into the portal, click the pending registration tile on your homepage to complete the other registrations. Only use the other emails to obtain the PIN(s) for additional children/dependents.*

1 ≫ From the email, make note of the email address and PIN, and click the URL to launch the portal.

2 ≫ On the Child/Dependent screen, enter the information for the patient whose first name is already displayed, and click **CONTINUE**.

3 ≫ On the Parent/Guardian screen, your email is already displayed. Enter the rest of your information.

4 ≫ Create a **Password** for your account, select a **Security Question**, and enter the **Answer**.

5 ≫ Review and agree to the **Terms & Conditions** by selecting the checkbox.

6 ≫ Click **CREATE MY ACCOUNT**.

PAPER

BEFORE GETTING STARTED

*- If you already have a portal account that you created for another patient, **do not follow the steps below**. Instead, log into your account, go to **Settings > Add Child /Dependent,** and enter the **PIN(s)** for the additional patient(s).*
*- Complete the steps below If this is the first time you're setting up a portal account.*
- If your printout contains PINs for multiple patients, you'll enter them in step 3.

1 ≫ Go the Patient Portal URL that is displayed at the top of the PIN printout, and click **LET'S GET STARTED**.

2 ≫ Click **Yes** because you have a PIN and click **Child or Dependent** (unless you are the patient and you're registering yourself for the portal.)

3 ≫ If you picked Myself in the previous step, proceed by entering your info. Otherwise, enter the child's or dependent's **birthday** and **PIN** from the printout. If you have PINs for additional patients, click **+Add another child or dependent** and complete their information. Click **CONTINUE** when you're done.

4 ≫ Complete all of the fields with your information, select a **Security Question**, and provide the **Answer**. Then, review the **Terms & Conditions** and confirm that you did so by selecting the checkbox. Click **CREATE MY ACCOUNT** when you're done.

ACCOUNT TOGGLES

These toggles drive whose info is displayed. The parent/guardian toggle button is first followed by toggles for each linked patient. Be sure to select the correct toggle when viewing patient info.
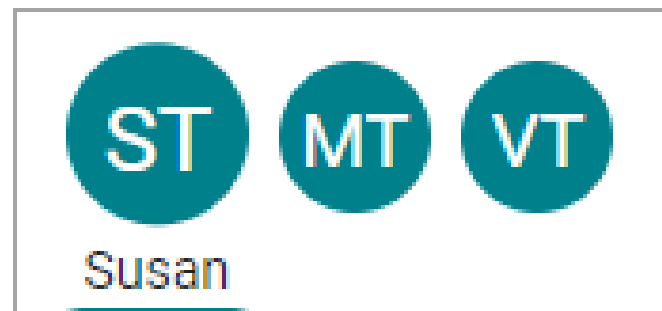
SUGGESTION TILES

Use these quick access buttons to initiate the most common portal actions. The tiles displayed depend on what the Practice has enabled. Note that when sending a message to the Practice, always select that it is being sent **on behalf of the patient**. Otherwise, it may not be received.
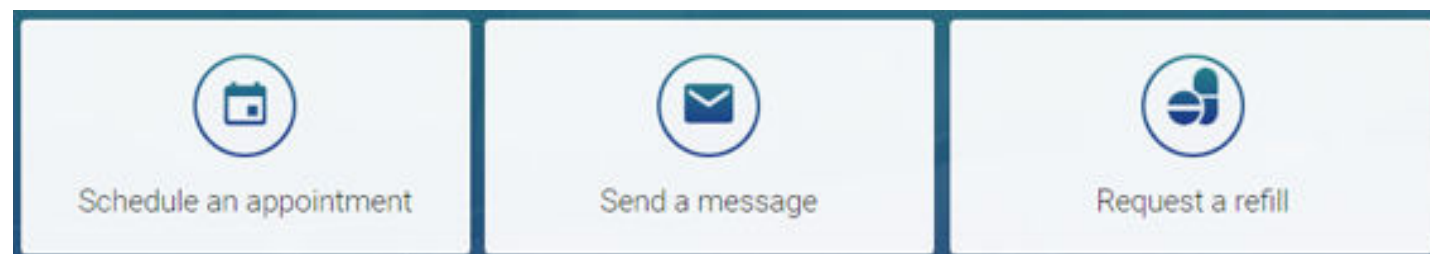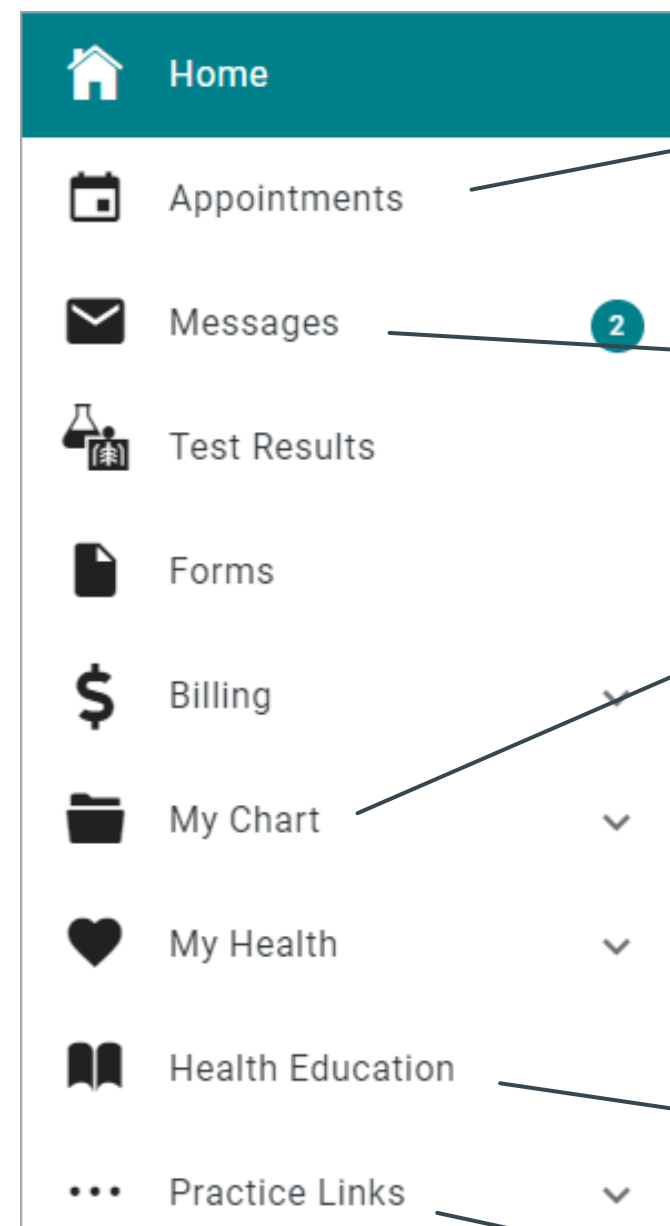
Shortcuts replace the Suggestion Tiles when you've received items that need attention, such as to read new messages or view lab results.

NAVIGATION PANEL

Use the Navigation Panel to access the patient's full portal information. Remember to select the correct toggle button first to make sure the information displayed is that of the intended patient.

Lists upcoming appointments and provides the options to **request a new appointment** or **request a referral** (if enabled by the Practice).

Displays the patient's message inbox, sent items, and deleted messages. You can also compose a message from here.

Expands to list the different chart sections. Here are some key points:
- **Summary** displays the entire chart at-a-glance and features tabs to move to specific chart sections.
- **Documents** provides the option to request a document (if enabled by the Practice). You can also see what has been shared by the Practice for you to review.

Displays Patient Education handouts shared by the patient's Care Team.

Easy access to important links provided by the Practice.

Note: Feature availability is determined by the Practice. If you have any trouble or questions as you're creating your portal account or navigating around, please contact the Practice.