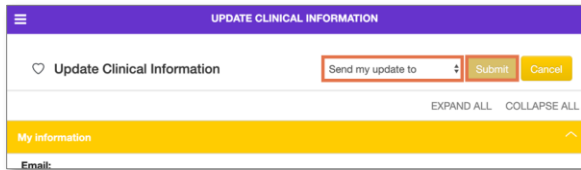


In this document you will learn how a patient can use the Patient Portal to send and receive messages, access documents and health information, and pay their bill online.

## Log into the Patient Portal

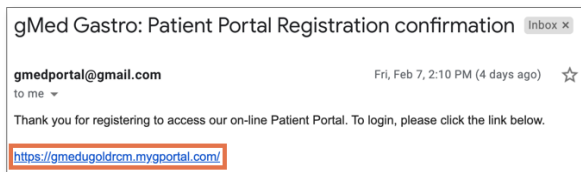
- Once registered, the *Update Clinical Information* screen displays. Complete all sections, select the location in the **Send my update to** field, and click **Submit**.



## Log into the Patient Portal

The patient may log into the portal after receiving an email from the practice indicating new activity on the account.

- Click the link provided in the email.

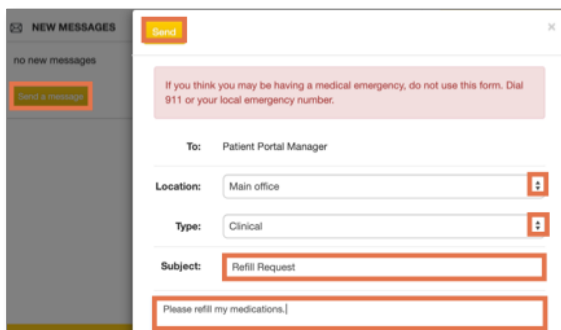


- Enter the username and password on the portal home page and click **Sign In**.

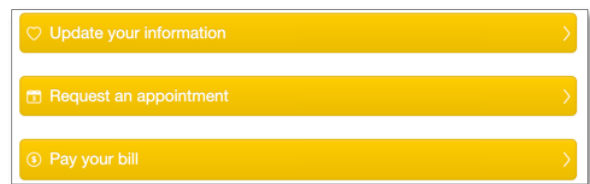
## Patient Portal Home Page

Once the patient logs in to the portal website, the *Home Page* appears.

- New Messages:** Any new messages sent by the practice are displayed on the home page.
  - To send a message to the practice, click **Send a message**.
  - Choose the **Location** and **Type** from the drop-down arrows, then free-text the **Subject** and **Message**.
  - Click **Send**.

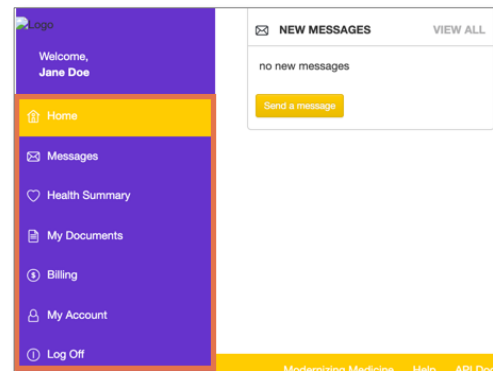


- Update your information:** Click to update demographic information and medical history.
- Request an appointment:** Opens a portal message that is defaulted to an "appointment" type message.
  - Select the **Location** and **Message type** by clicking on the drop-down arrows, then free text in the **Subject** and **Message** fields.
  - Click **Send**.
- Pay your bill:** Click to access Online Bill Pay. *\*gPM only*

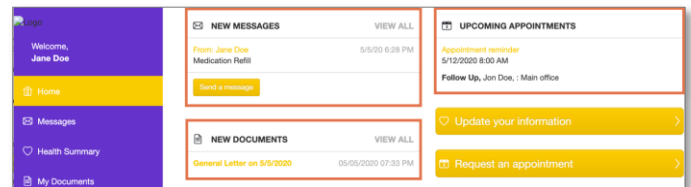


## Portal Navigation Panel

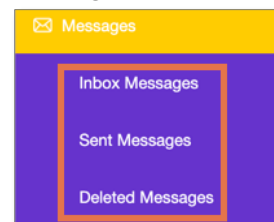
On the left-hand side of the *Home Page*, seven icons are displayed:



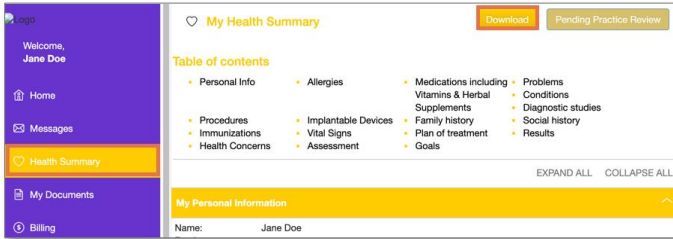
- Home:** Displays alerts for New Messages, Upcoming Appointments and New Documents.



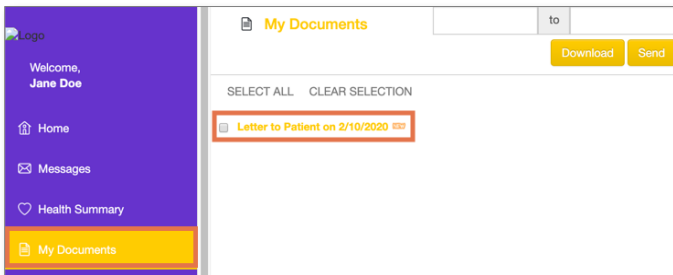
- Messages:** Displays Inbox Messages, Sent Messages and Deleted Messages.



- **Health Summary:** Click to view the Health Summary. Click **Download** to save the document.



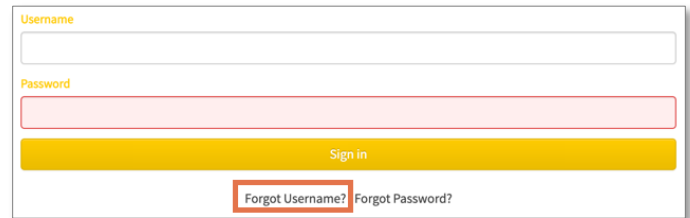
- **My Documents:** Click to view all documents sent by the practice. Unread documents have a *New* icon appearing immediately after the document title. An email is sent to the patient with the subject line: “[Practice Name]: New patient portal activity.” when documents are published to their portal account.



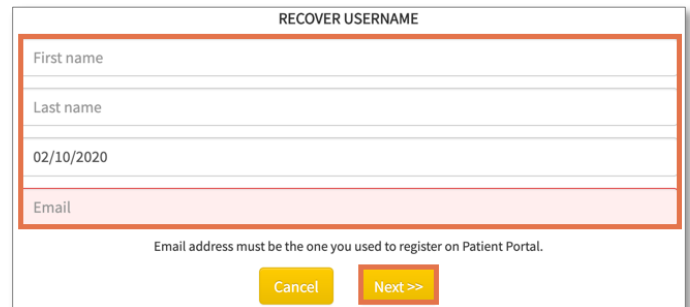
- **Billing:** Click to access Online Bill Pay. *\*gPM Only*
- **My Account:** Click to change the portal username, password, grant access to a family member or caregiver, or view the history of the portal account.
- **Log Off:** Click to log out of the patient portal session and return to the login page.

## Forgot Username

1. Access the *Patient Portal* login page.
2. Click **Forgot Username?**.



3. Enter your **First Name, Last Name, Date of Birth,** and **Email** into the provided fields and click **Next**.



4. Enter the answer to your security question and click **Submit**.

