

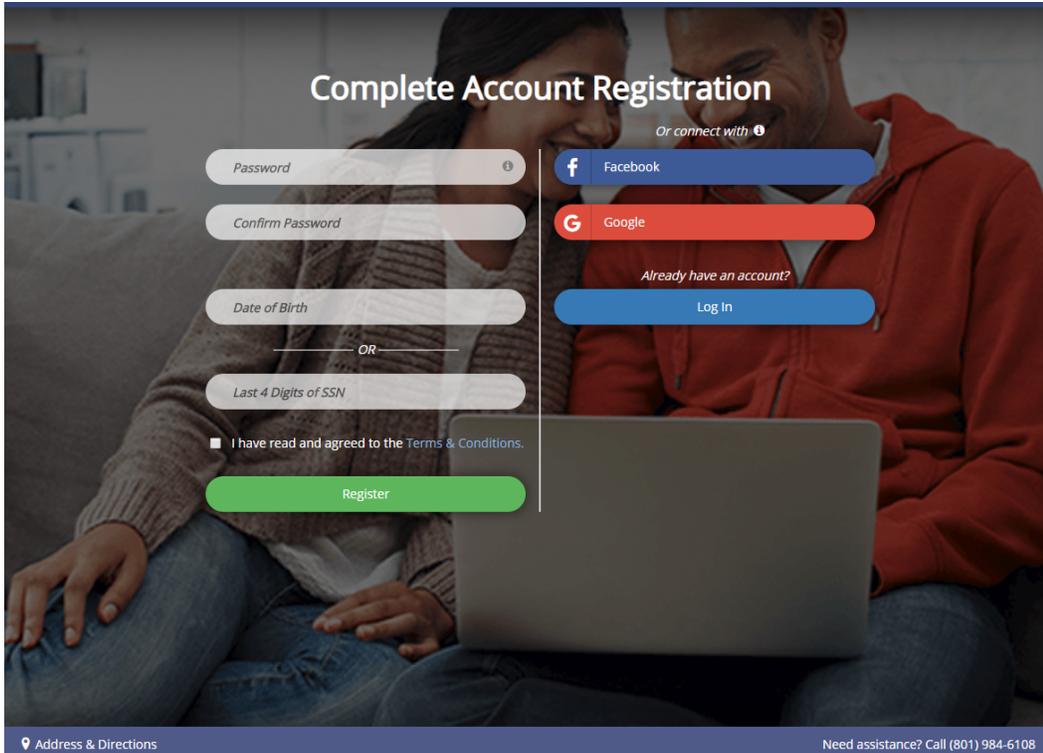
# Patient Portal Registration

Your experience with the patient portal begins with an email invitation from your doctor's office.

You will receive a **Patient Portal Account Notification** email after your doctor's office has added your account to the patient portal. Click the link included in the notification email to access the patient portal.

## Register for the Patient Portal

When you first enter the patient portal, you must register and activate your account.



The screenshot shows a registration form titled "Complete Account Registration" overlaid on a background image of a man and a woman looking at a laptop. The form includes the following fields and options:

- Input fields for "Password", "Confirm Password", "Date of Birth", and "Last 4 Digits of SSN".
- A checkbox labeled "I have read and agreed to the Terms & Conditions." with a small square icon.
- A green "Register" button.
- Options to "Or connect with" Facebook and Google.
- An "Already have an account?" section with a blue "Log In" button.
- A footer with "Address & Directions" on the left and "Need assistance? Call (801) 984-6108" on the right.

The following information must be entered to register and activate a portal account:

- New Password

**Note:** Passwords must contain a minimum of eight characters and include one upper case letter, one lowercase letter, one number, and one special character.

- And at least one of the following identifiers, if required by the practice:
  - Birth Date – MM/DD/YYYY
  - SSN – last four digits
- Read and agree to the **Terms & Conditions**
- Click **Register**

Once the account is registered and activated, you are automatically logged in to the patient portal.

## Register Without a Patient Portal Invite

You can also register a new portal account by navigating to your practice's patient portal Login page and clicking **Register**.

The following information must be entered to register a portal account and receive a **Patient Portal Account Notification** email:

- Account Holder First Name
- Account Holder Last Name
- Account Holder Email Address
- Read and agree to the **Terms & Conditions**
- Click **Register**

You will receive a **Patient Portal Account Notification** email with a link to the **Complete Account Registration** screen. Follow the instructions above to complete your patient portal account registration.

## Social Media Login

You can conveniently access your patient portal account using your Facebook® or Google® account login.



**Important Note:** *Privacy is important to us, and we will only use social media account information to validate your identity. We will never access your profile or post in your social media account.*

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## Register Using a Social Media Account

1. From the **Register** screen, click the **Facebook** or **Google** button to link your patient portal account to your social media account. If you are not currently logged in to your social media account, enter your credentials.

After the accounts have linked, the **Password** and **Confirm Password** fields are no longer required and will not display on the **Register** screen.

2. Enter at least one of the following identifiers to register and activate your portal account:
  - Birth Date – MM/DD/YYYY
  - SSN – last four digits
3. Read and agree to the **Terms & Conditions**.
4. Click **Register**.

Once the account is registered and activated, you are automatically logged in to the patient portal. You will be able to access your account using your social media login information.

## Link Your Social Media Account

1. On the patient portal home page, select **Profile | Update Profile Settings**.
2. Click the **Link Facebook Account** or **Link Google Account** button to link your patient portal account to your social media account. If you are not currently logged in to your social media account, enter your credentials.

A message displays when your accounts have successfully linked, and you will be able to log in to the patient portal using your social media login information.

## Unlink Your Social Media Account

1. On the patient portal home page, select **Profile | Update Profile Settings**.
2. Click the **Unlink Facebook from this account** or **Unlink Google from this account** button to unlink your patient portal account from your social media account. You will be redirected to the patient portal home page.

## Multi-factor Authentication

We have made your portal account even more secure by implementing multi-factor authentication (MFA) to ensure only authorized users are able to access your account. You will need to verify your identity by entering a code sent to your email.



*Log in to the Patient Portal.*

## Verify Email for MFA

The first time you log in to the patient portal or create a new account, you need to set up your email for MFA.

The screenshot shows a 'Patient Portal' interface with a 'Two-Factor Authentication' section. The text reads: 'To better protect your health information two-factor authentication is required'. Below this, a numbered list shows the steps: 1. Send email verification code, 2. Verify email code, and 3. Email verification completed. Under step 1, it says 'A verification code will be sent to your email address at: tm\*\*\*\*\*@email.com'. A red box highlights the 'Send Code' button. At the bottom, there is a link for 'Help Files'.

If the email address displayed on the screen looks correct, click **Send Code**. A verification code is sent to your patient portal account email address, and you can complete the MFA process.

## MFA at Login

After your email address is verified, you will automatically receive an email with a verification code when you log in to the patient portal or reset your password for the patient portal.

1. Enter the six-digit code from your validation email and click **Verify**.



### Notes:

- By default, the **Remember me for 24hrs** check box is selected. Clear the check box if you want to use MFA the next time you log in to the patient portal.
- The verification code expires after 15 minutes. You can resend a verification code as many times as you need. The **Resend** button is deactivated for 15 seconds after each attempt.



You can also copy and paste the code from your email.

2. Click **Continue** to access your patient portal account.



### Notes:

- If you enter an incorrect verification code five times, your account will be locked for 15 minutes.
- The MFA screen times out after 15 minutes of inactivity. You will need to log in again to complete the MFA process.
- If you do not receive a verification email, check your Spam folder. You can also confirm your patient portal account email address is accurate with your provider's office.

## Forgot Password

1. On the patient portal login screen, click the **Forgot Password** link.
2. Enter your email address.
3. Click **Send New Password**.
4. Click the link included in the new **Patient Portal Account Notification** email to reset your patient portal password.