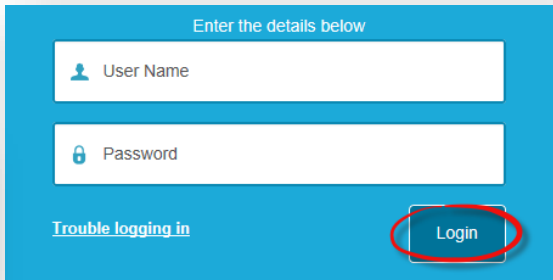


Patient Portal Access Instructions

These instructions are intended for users who are completely new to the Patient Portal. Use a PC, Laptop, or Tablet for the initial setup.

- Community Health Centers will send you an e-mail.
 - NOTE: If you do not receive your email within 24 hours of your appointment, please check your SPAM or JUNK MAIL folder.*
- Click on the Patient Portal URL link within the email. **Use the Username and Password found within the email** to login for the first time.
 - NOTE: The patient portal will only work using Internet Explorer 8 and above.*

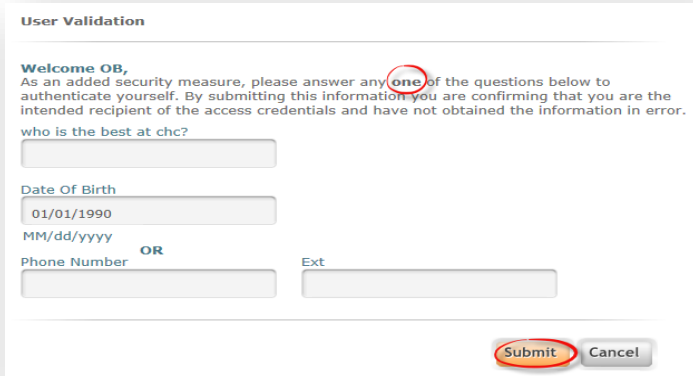
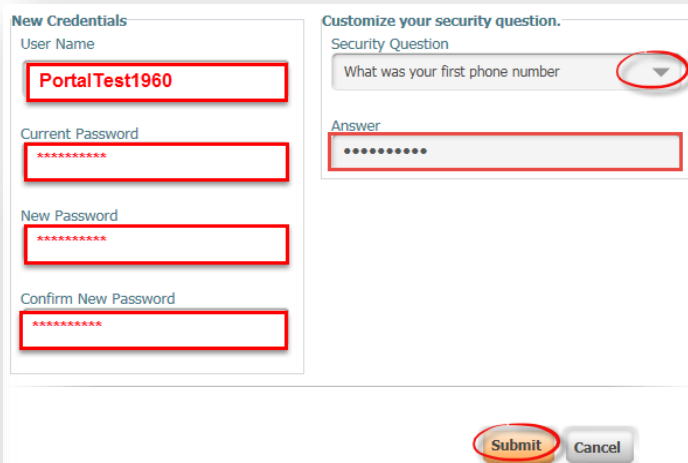


Patient Portal URL: <https://health.healow.com/chcfl> or use [Portal Link](#)

Username: OBTest1990

Password: BWY06SZ2

- Once you've logged in using the generic password, you will be asked several questions to verify your identity.
- After **User Validation** you will be asked to create a new password. **It is VERY important that you remember this password** as it will be the one you will use from this point forward to access your information.
- Congratulations, you're now able to begin using the Patient Portal.

Patient Portal Password Recovery

These instructions are intended for users who have already setup their account, but have forgotten their password.

- Click the "Trouble logging in" link where you would normally login.
- Enter your User Name given to you by Community Health Centers and click "Submit".
- Check your E-Mail for the password recovery email. Follow the instructions listed within this email.
 - NOTE: If you're still having trouble accessing the Patient Portal, contact technical support and leave a voice message at 407-614-5432.*

