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.

1. 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.

2. 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.

3. Once you’ve logged in using the generic password, you will be asked several questions to verify your identity.

4. **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.

5. 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.

6. Click the “Trouble logging in” link where you would normally login.

7. Enter your User Name given to you by Community Health Centers and click “Submit”.

8. 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.