

What do I do if...

- **I don't receive a registration email?** Be patient. The e-mails may take a few minutes to deliver. You may also check your junk mail or spam folders to see if the email was routed there by mistake. If necessary, you can call the office to re-send the registration e-mail.

Also, failure to register your portal account within thirty days will inactivate your registration. If this happens, please contact the office to send you a new registration.

- **I forgot my password?** After you attempt to login with a username and password, click on the link that says, "Forgot Password," and follow the additional instructions. If you still need help, contact the office to reset your account.
- **I have an urgent issue or an emergency?** Do **NOT** use the Patient Portal. Call the office you need to speak with a staff member immediately. If you are experiencing an emergency, call 911 or go to the nearest emergency room.