Complete Your Patient Portal Registration with a PIN

You have a Patient Portal PIN. Now what?

Follow the steps below to complete your portal registration. The steps you will take depend on how you received your PIN.

If you received a PIN in a Welcome email…

❶ IMPORTANT: If you received multiple Welcome emails from InteliChart for multiple children, follow these steps from **one of the emails**. The other emails will only be used to copy the other children's PIN numbers. See step 5 below.

① From the Welcome email, click the Patient Portal URL.

② Enter **your (the parent/guardian's) information**. You'll enter your child's information in Step 4.

③ Select the checkbox to accept the Terms & Conditions, and click **Continue**.

④ Complete the information for the patient whose name and PIN are already displayed.

⑤ *Optional*: If you received PINs for additional children, click **I'd like to add another child**, and enter the PIN and information for the next child. Repeat this step until all children have been added.

> 💡 **TIP**: This is when you will refer back to the remaining email(s) you received to copy the PIN(s) for additional children.

⑥ Click **Create My Account**.

If you were not sent a Welcome email…

① Navigate to the practice's Patient Portal URL, and click **Let's Get Started**.

② Enter **your (the parent/guardian's)** email address, create a password, and click **Continue**.

③ Enter **your (the parent/guardian's)** birthday. You'll enter your child's information in a little bit.

④ Select a security question, and provide the answer.

⑤ Click the button for who was issued the PIN and complete the registration.

👤 Myself	Click **Myself** if you (the parent/guardian) are *also the patient* and were issued a PIN for yourself. You'll enter your PIN, accept the Terms & Conditions, and click **Create My Account**.

or

👥 A child	Click **A child** if you are the parent/guardian of a patient of the practice. You'll enter **your (the parent/guardian's) information**, accept the Terms & Conditions, and click **Continue**. You'll then enter the patient's birthday and PIN. If you have PINs for additional children, click **I'd like to add another child**, and enter the PIN and information for the next child. Repeat this until all children have been added. When done, click **Create My Account**.

You're all set!

Welcome to the Patient Portal! Let's take a look around.

What you'll see on the homepage

Some options may not be available.

Portal Account Toggles

These toggles drive whose info is displayed. Your button is first, followed by one for each child you've linked by PIN. Be sure to select the correct toggle when viewing patient info.

Suggestion Tiles

These tiles provide quick access to some of the most commonly used portal actions. When sending a message, be sure to send it **on behalf of the patient**.

Messages / Items that Need Attention

Shortcuts replace the Suggestion Tiles for new messages, such as when a Survey has to be completed, or when other items require attention, such as Lab Results.
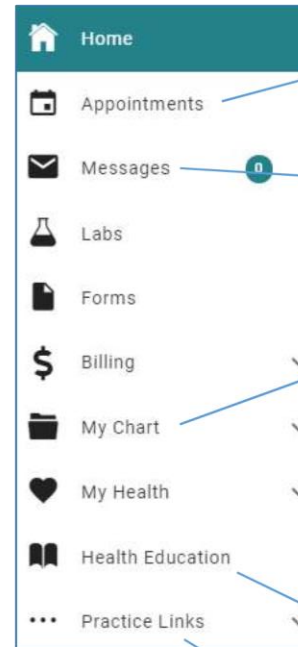
Upcoming Appointments / Messages from Your Care Team
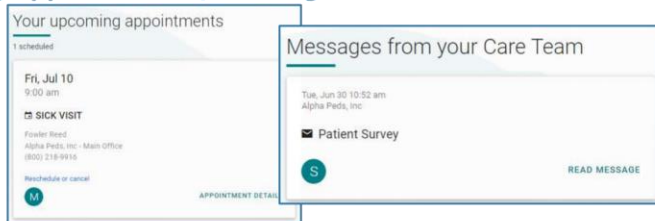
These are displayed on the homepage below the greeting. Use the included links to access more information about the Appointment or Message.

Using the Navigation Panel

Use the Navigation Panel to access more info for the **selected portal account**.

Lists upcoming appointments and provides the options to **request a new appointment** or **request a referral**.

Displays the patient's message inbox, sent items, and deleted messages. Also offers the option to **compose a new message**.

Expands to list the different chart sections made available by the practice. Here are some key points:
- **Summary:** displays the entire chart at-a-glance and includes tabs to access the other available chart sections.
- **Documents:** provides the option to **request a document** from the practice and displays documents that have been shared by the practice for you to view. When you receive a message that you have a Document to Review, this is where you will go to review it.

Displays Patient Education handouts that have been shared with you by the practice.

Access to important links the practice has made available.

If you have any questions as you are navigating around your portal account, please contact the practice.