

“HOW TO” PATIENT PORTAL

To create a new Patient Portal account

1. Click the link from the Patient Portal email invitation to find the **Verify Your Identity** page.
2. Select **Email, Call or Text** to enter your email address, phone number or mobile phone number to verify your identity.
Click “Continue.”
3. You will receive a temporary password from the phone call, email, or text message you specified on the Verify Your Identity page. Retrieve and enter the **temporary password** on the Verify Your Identity page.
Click “Continue.”
4. Next, the **Set Password** page appears. Enter a “new password” that meets the requirements and “confirm new password” by re-entering the new password.
5. Check the **“I accept the Terms and Conditions and Privacy Policy”** box.
Click Continue .
6. The Patient Portal Welcome page appears. Congratulations, you’re account is ready!



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To update your password, security questions, or ResultsCall PIN

1. Log on to the **Patient Portal**.
2. Click "**My Profile**" and then "**Test Results PIN**" to set or change your PIN to retrieve test results via phone. Enter a "new PIN" (5 to 13 digits) and to "confirm PIN" re-enter the PIN.
Click Save.
3. Click "**Security Settings**" to change your password or security settings:
 - **Change your password** by entering your current password, enter your new password, re-enter your new password. *Click "Update."*
 - **Change your security questions** by clicking edit, selecting new questions and entering the answers. *Click "Save."*

To reset your forgotten password

1. Display the **Patient Portal login** page.
2. Click "**Forgot your password?.**"
3. Enter the **email address** that you use to log on to the Patient Portal. *Click "Email Me."*
4. Check your email for a message. Click the **password reset link** in the message.
5. On the **Reset Password** page, choose how to verify your identity: By call or answer one of your predefined security questions.
Click Continue.
6. Enter a new password that meets the requirements. Re-enter the password to confirm it.
Click "Continue."
7. Your password change is complete and you may log on to the Patient Portal.



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