# **INTERNAL DOCUMENTATION ONLY**

# **NOT FOR PATIENTS USE**

**-------------------------------------------------------------------------------**

# **If Your Patients are Unable**
# **to Sign In to their Portal:**

☐ Find out what the patient's UserID and Password are.  Does it match the **UserID** and **Password** that you gave them on the "MU Portal User IDs" screen?

☐ <u>If they have changed their password</u>, you can reset it to the default by going to the "MU Portal User IDs" screen and clicking the top toolbar "EFWS Portal Interface" and then "*Change User Portal Password*"

☐ To test the patient's sign-in, ***<u>you must go to a computer outside your office network</u>,*** such as a home computer.  Go to the same portal website you gave the patient, usually something like https://patients.drsmith.com, and try to sign in with the same patient userID/password.

☐ If all of the above fails, please call us or **your hardware technician**.