

How Do I Access my Patient Portal?



- Visit us at www.northfultoninternalmedicine.com
 - Click on the  **Patient Portal** tab in the top right-hand corner.
 - Scroll and click on the  **Access Patient Portal** tab.
 - Next, click on **“View Your Health Record”**
 - You have 2 options to sign in, using your credentials (username/password) OR using your First/Last name and date of birth. Simply check the **“Using Mobile Phone”** option and you will be sent a one-time verification code (OTP) to your mobile phone to authenticate your identity.
- ** You can use this option on a computer, tablet and mobile phone ****

The image shows a patient portal interface. On the left, there are three service tiles: 'View your health record' (with a document icon and a right arrow), 'Join a Televisit' (with a video camera icon and a right arrow), and 'Pay your bill' (with a dollar sign icon and a right arrow). Each tile has a brief description below the title. On the right, there is a 'Login to view your health record' section. It has two radio buttons: 'User Credentials' (selected) and 'Using Mobile Phone'. Below these are two input fields: 'User Name' and 'Password'. A 'Login' button is at the bottom left of the login section, and a 'Trouble logging in?' link is at the bottom right.

Welcome to your Patient Portal

The image shows a patient portal dashboard for a user named Carl. The top navigation bar includes links for Home, Welcome Carl, Cambie a Español, Practice Details, and Sign Out. Below the navigation bar, there is a welcome message and a note about flu season. The main content area is divided into three columns: 'MESSAGES' (showing 5 unread messages), 'CURRENT MEDICATION' (showing 2 medications: Advil 200 MG and Lisinopril 40 MG), and 'MEDICAL RECORDS' (showing a button to request a PHR). A sidebar on the left contains links to Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education.

- Are you having trouble logging in? Click on the link: **“Trouble Logging In”**

The second account window opens, specific to your selection of Forgot Username or Forgot Password.

- **Forgot Username:** (no longer required if you use the “Using Mobile Phone” option)
 - Type in First/Last Name and Date of Birth to identify yourself to the system. Click SUBMIT.
 - After you have submitted the above, a window will display a confirmation message and indicates that an e-mail message has been sent to your email inbox.
 - The email sent to your inbox provides the requested Username.
 - Click the link in the email to return to the Patient Portal Login website.
- **Forgot Password:** (no longer required if you use the “Using Mobile Phone” option)
 - Type in Username to identify yourself to the system. Click SUBMIT.
 - Once submitted, a window will display a confirmation message and indicates that an e-mail has been sent to your e-mail inbox.
 - A confirmation e-mail with a **“Reset My Password”** recovery link is sent to the e-mail address associated with your account.
 - Click the **“Reset My Password”** recovery link received in the e-mail.
 - Once the link is clicked, you will be able to type in your Username and Date of Birth or Phone Number, Click SUBMIT.
 - The **“Reset Password”** window opens.
 - You can then type in a new password, then re-enter the new password to confirm. Click SUBMIT.

If you have further questions regarding your Portal, please give our office a call at 770-442-1112. ****Please Note****

Communication through the Portal is for NON-urgent issues. If you think you are having a life-threatening emergency, please call 911. If there is an urgent matter, please call our office directly at 770-442-1112.