

Horizon Medical Associates, P.C.

Patient portal guide

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Why do I need a patient portal account?

Your patient portal account provides a fast and easy way for office staff to upload labs, documents and records that you can download on your phone or print from home and share with family members.

Viewing your records on the portal also helps to maintain accurate medication and allergy lists that helps Horizon Medical Associates staff provide safe and effective care, while reducing time during your visit.

What is required to have a portal account?

A valid email account is required. If you do not have an email account, it is possible to use the email of a family member or authorized representative with their consent.

If you elect to use the email address of an authorized representative, the Horizon Medical Associates staff can add that individual to your HIPAA approved contacts list.

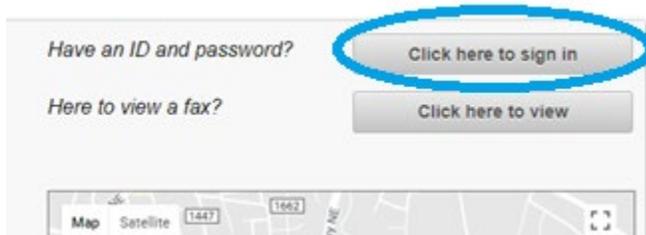
When will my portal account be enabled?

Patient portal accounts are created/updated when your email is added or updated in the office record.

How do I log in to the portal?

When your portal account is first created, you will receive an email contains your initial username and password: Note that the email may look slightly different depending on which email provider you use. ***Be sure to check your spam folder if you do not see the email within a few minutes.***

This email provides a link to the practice's patient portal as well as your login information. Once the portal page loads, click the button that says "Click here to sign in"



You will then enter your username and password that you received in the welcome email to the form shown below. Note: **the username and password fields are case-sensitive.**

The password should be entered exactly as it appears in the email. Because many phones capitalize the first letters when typing, we **recommend using copy + paste** from your email to ensure your password is entered properly. You will be able to change your password later if you wish.

A screenshot of a "Signin" form. On the left, there is a blue padlock icon. The form has two input fields: "Username" and "Password". Below the fields, there is a blue information box with the following text: "Your Username is usually the email address that Horizon Medical Associates has on record. If Horizon Medical Associates has an old email address, use that old email address here. If Horizon Medical Associates does not have an email address, your username is a random number. If your Username is an email address, you should have received your password via email. If your username is not an email address, Horizon Medical Associates should have provided your password to you." At the bottom, there are three buttons: "Sign In", "Cancel", and "Forgot password?".

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What happens the first time I sign in to the portal?

When you log in to your portal for the first time, you may be asked to confirm your birth date as a form of identification.



Verify your Account

For your protection, you must verify your account in order to gain access the entire portal.

Please enter your date of birth.

Date of birth

<input type="text" value="06"/>	<input type="text" value="20"/>	<input type="text" value="1930"/>	<input type="button" value="Verify"/>
<small>Month</small>	<small>Day</small>	<small>Year (4 digits)</small>	

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You will also be provided an opportunity to change your password, if desired. If you wish to keep your password, you may copy + paste the same password in both fields.

Password needs to be updated after reset



Choose Password

Reenter Password

Your password needs to be changed after a password reset, on first portal login, or when it does not meet the complexity requirement. Please reset your password according to the below guide.

Passwords must contain:

- 1 or more uppercase letters
- 1 or more lowercase letters
- 1 or more numbers OR special characters
- Between 8 and 30 valid characters

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What can I do once I am logged in to the portal?

There will be two options once logged in: **Records** and **Messages**.

Records

The records portion of the portal is an important part of helping Horizon Medical Associates keep your medications and allergy lists up to date. To view the list of medications and allergies we have on file, click on Records, then click on View as shown below:

1930-06-20, 1212612)
My Profile | Sign Out

Home Messages **Records**

My Records

Select date range to filter records

05/16/2018 To 06/15/2018

Records

Date	Message from your doctor
2018-06-08 6:07:41 pm	A care summary has been provided to your portal account.
2018-06-08 6:00:25 pm	A care summary has been provided to your portal account.
2018-06-08 4:24:00 pm	A care summary has been provided to your portal account.
2018-06-08 4:19:47 pm	A care summary has been provided to your portal account.

View Download text Download data Transmit ⓘ

Messages

The Messages tab, shown below, will allow you to see lab results, documents and other information uploaded by Horizon Medical Associates staff. You will be able to click on these files to download or print for your personal records.

1930-06-20, 1212612)
My Profile | Sign Out

Home **Messages** Records

Inbox Sent Delete Forward Print Open as PDF

651
Jun 8, 2018 5:59:38 PM

New Message
Jun 8, 2018 5:57:53 PM

New Message

Upload Portal on 06/08/2018 05:57 PM UTC

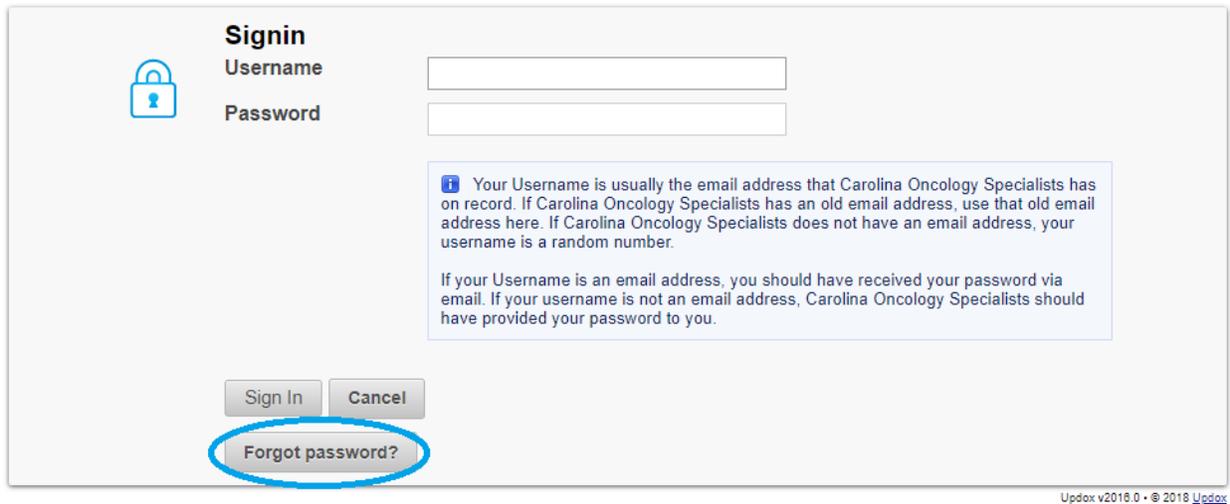
A new message has been sent to your inbox.

[Lab_Result_666736.html](#) [Lab_Result_661028.html](#) [document_312622_3.html](#)
[document_206514_3.html](#)

How can I reset my password?

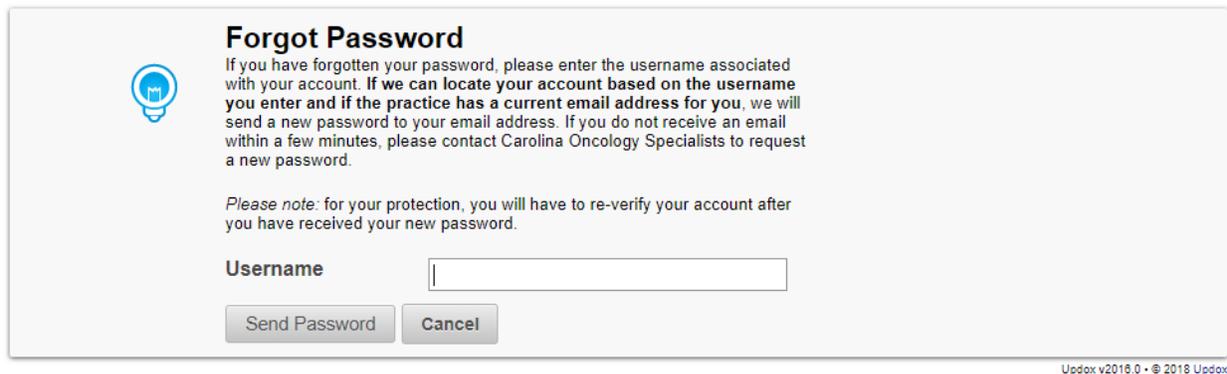
There are two ways to reset your password.

1. Reset password link in the portal



The screenshot shows a 'Signin' form with a lock icon on the left. It has two input fields: 'Username' and 'Password'. Below the fields is a blue information box with the following text: 'Your Username is usually the email address that Carolina Oncology Specialists has on record. If Carolina Oncology Specialists has an old email address, use that old email address here. If Carolina Oncology Specialists does not have an email address, your username is a random number. If your Username is an email address, you should have received your password via email. If your username is not an email address, Carolina Oncology Specialists should have provided your password to you.' At the bottom of the form are three buttons: 'Sign In', 'Cancel', and 'Forgot password?'. The 'Forgot password?' button is circled in blue. In the bottom right corner, there is a small footer: 'Updox v2016.0 • © 2018 Updox'.

You will be asked to enter the email address you provided to Carolina Oncology Specialists



The screenshot shows a 'Forgot Password' page with a lightbulb icon on the left. The text reads: 'If you have forgotten your password, please enter the username associated with your account. If we can locate your account based on the username you enter and if the practice has a current email address for you, we will send a new password to your email address. If you do not receive an email within a few minutes, please contact Carolina Oncology Specialists to request a new password.' Below this is a 'Please note' section: 'Please note: for your protection, you will have to re-verify your account after you have received your new password.' There is a 'Username' input field. At the bottom are two buttons: 'Send Password' and 'Cancel'. In the bottom right corner, there is a small footer: 'Updox v2016.0 • © 2018 Updox'.

2. Ask a staff member to issue you a password reset

You may ask a staff member during your visit to issue a password reset email.

Password reset email

When your password is reset, you will receive an email that Provides a link to reset your password:

Follow the link and you will be able to use your new password to log in to the portal. You will be asked to confirm your birth date after a password reset. You will also be asked to create a new password. You may use the same password from the password reset if you wish.