athenahealth

If you are experiencing a medical emergency please dial 911.

PORTAL GUIDE

For visual learners you may access these guides at:
https://www.athenahealth.com/videos/patient-portal-welcome

https://www.athenahealth.com/videos/web-scheduling

To access your portal please go to:
https://clarinet.athenahealth.com/ClientPortal/Current/dashboard/account/login?ReturnUrl=%2fclientportal%2fcurrent%2fdashboard

Logging in

Why am I logging in with athenahealth?

We're using athenahealth to help you access, manage, and protect your online health information using a single email and password. You can use this email and password anywhere you see the "Log in with athenahealth" button, including patient portals you may use at other healthcare providers.

What if this is my first time logging in with athenahealth?

Just enter the same email and password you've used previously to access the patient portal and you'll be walked through upgrading your existing account to an athenahealth account. This upgrade process includes setting up either a recovery phone number or security question to better protect your health information - you can learn more in the section for **"Choosing your security option"**. Once you finish your account upgrade you'll be taken into your patient portal.

If you have an urgent question regarding appointments, billing, prescriptions, or lab results, please contact your provider directly.

I forgot my password. How do I reset it?

To begin password reset, click the "Forgot password?" link at the bottom of your screen and enter the email address you normally use to log in to your patient portal. You'll be asked to

confirm access to this email address in addition to confirming the security option you set up previously for your account (either entering a code sent to your recovery phone number or answering a security question) before setting your new password. If this is your first time logging in and you have questions on how to set up your security option, please see the section for **"Choosing your security option"**. For more instructions on completing password reset, please see the section for **"Resetting your password if you forgot it"**.

Can I change the email address I use to log in?

Since your email address is how we recognize your account across the different patient portals you may use, you cannot change the email address associated with your account. However if you no longer have access to this email or would like to use a different one, you can register a new account under your preferred email address. To do so, please contact your provider to have them update your email address on file and send you a new invitation to the patient portal.

Creating a new account with athenahealth

What is an athenahealth account?

An athenahealth account lets you access, manage, and protect your online health information using a single email and password. You can use this email and password anywhere you see the "Log in with athenahealth" button, including patient portals you may use at other healthcare providers.

Where can I view my health information (or the information for an account I manage)?

After you log in and set up your athenahealth account, you'll be taken into your patient portal where you can view your health information. If you have an urgent question regarding appointments, billing, prescriptions, or lab results, please contact your provider directly.

Why can't I change the email address I log in with?

Since your email address is how we recognize your account across the different patient portals you may use, you cannot change the email address associated with your account. However if you no longer have access to this email or would like to use a different one, you can register a new account under your preferred email address. To do so, please contact your provider to have them update your email address on file and send you a new invitation to the patient portal.

Choosing your security option

Why do I need to choose a security option?

To better protect your health information, we require you to set up a security option to help ensure **only you and those you authorize** can access your athenahealth account. The security option you choose determines how you'll confirm access to your account if you forget your password:

- Choose "Text me" to receive a text message with a code at your recovery phone number
- Choose "Call me" to receive a phone call with a code at your recovery phone number
- Choose "Security Question" to answer a security question of your choosing

Please note that setting up your security option is a one-time process. The next time you log in, you'll only be asked for your email and password to enter your patient portal. You will only need to confirm your security option if you are resetting your password.

What is a recovery phone number?

A recovery phone number is an extra level of security used to confirm your identity and "recover" your account if you forget your password. Therefore, this should be a phone number that:

- only you (or an approved family member or caregiver) have access to
- you use regularly and can have nearby when accessing the patient portal

You can use either a mobile phone or a home phone as your recovery phone. Please note you'll need to select "Call me" as your security option if your recovery phone is a landline, since you won't be able to receive text messages at that number.

What is a security question?

A security question is a question you must answer correctly to confirm access to your account. To set up your security question, you must pick a question from the dropdown list and enter your answer. The question you choose is the question you'll be given if you forget your password, and you'll need to provide the same answer you enter here to gain access to your account. Therefore, you should pick a security question that:

- you can remember easily or tend to give the same answer each time
- only you (or an approved family member or caregiver) would know the correct answer

When providing your answer, you can disregard capitalization since answers are not case-sensitive. However, **you do need to remember any punctuation or spaces you use in your answer**, since you'll need to include these when entering this same answer in the future (e.g. if you forget your password).

Do I need to set up a security option every time I log in?

No, you will only need to set up your security option the first time you upgrade or register your account. You'll only be prompted to confirm the security option you set up during this step if you forget your password.

Entering your security code

I still haven't gotten my security code. What should I do?

If you haven't received your code within 5 minutes, make sure that the phone number you're checking matches the phone number entered on your screen before clicking the "Resend code" button. If you're using a mobile phone, try restarting your phone and make sure you have cellular reception before resending the code.

The code has expired. What should I do?

If the code has expired, you can receive a new security code by clicking the "Resend code" button.

Do I need to enter a verification code every time I log in?

No. Once you have verified access to your phone number you will not be asked for it again unless you forget your password.

Can I set my recovery phone as a home phone (landline) number?

Yes. To do so, you'll need to have selected the "Call me" option when setting up your recovery phone, since you won't be able to receive text messages at a landline number. If you previously selected the "Text me" option (indicated by a blue speech bubble with "SMS" on your screen), just click "Choose a different security option" at the bottom of your screen - you'll be shown your security options again and can choose "Call me" to set up a phone call for account recovery.

If you're trying to reset your password and have already set a recovery phone, you won't see the button to choose a different security option (since you already confirmed your security option previously). For help with this scenario, please see the section for **"Resetting your password if you forgot it"**.

Verifying access to your health information

Why do I need to do this?

The phone number on your screen is the phone number you have on file with your healthcare provider and must be verified before you can access your patient portal. You'll only be asked to verify this phone number if it's different from any numbers you've verified previously, such as your recovery phone number (see section for **"Choosing your security option")**.

How do I verify access to this phone number?

Click "Text me" to get a text message with your security code or "Call me" to get a phone call with your security code. Enter the code you receive in the provided field and click "Verify" to proceed into your patient portal.

Please note if you're using a home phone (landline), you'll need to select the "Call me" option since you can't receive text message at this phone number. If you've already clicked "Text me" and want to receive a phone call with your code instead, just click "Back to verify access" at the bottom of your screen and you'll be able to re-select your verification option.

I don't have access to the phone number on the screen. What should I do?

If the phone number on the screen isn't yours (or you no longer have access to it), please contact your provider to have them update the phone number associated with your patient portal account. You'll be asked to verify the new number next time you try logging into the patient portal (only if you haven't verified this number previously). Please note you may need to close your browser window and try logging into the patient portal again so your browser can process these changes.

I still haven't gotten my security code. What should I do?

If you haven't received your code within 5 minutes, make sure that the phone number you're checking matches the phone number entered on your screen before clicking the "Resend code" button. If you're using a mobile phone, try restarting your phone and make sure you have cellular reception before resending the code.

The code has expired. What should I do?

If the code has expired, you can receive a new security code by clicking the "Resend code" button.

Do I need to complete this step every time I log in?

No. After you verify your access to this health record, you do not need to complete this step again when accessing this healthcare provider's patient portal. If you also use your athenahealth account to access a patient portal at a different healthcare provider, you'll only be asked to verify your phone number on file with that provider if it's a number you haven't verified for your account previously.

Managing an account for someone else

Can I manage someone else's health information online?

Yes. athenahealth lets you log in and manage an account for someone else, such as a family member or a person you are taking care of.

Why are you asking for this information?

You're attempting to access a health record that is not currently associated with your athenahealth account, so we need to verify that you're either the patient or an approved family member (or other caregiver) for that patient.

Do I need to complete this step every time I log in?

No. After you set up your relationship, you do not need to complete this step again.

Confirming your personal details

Why can't I change the email address?

Since your email address is how we recognize your account across the different patient portals you may use, you cannot change the email address associated with your account. However if you no longer have access to this email or would like to use a different one, you can register a new account under your preferred email address. To do so, please contact your provider to have them update your email address on file and send you a new invitation to the patient portal.

I manage this patient portal for someone else. Whose personal information should I enter?

Please enter or confirm **your own** personal information, even if you're managing someone else's account as a family member or caregiver.

Do I need to confirm my profile details every time I log in?

No. After you set up your account, you won't need to enter your profile details again. These profile details will be saved to your athenahealth account.

I'm under 13 years old, can I access the portal?

To comply with the Children's Online Privacy Protection Act, we do not permit users under the age of 13. However, an approved family member or caregiver can access the patient portal for a patient under 13 by creating their own family access account. To set up family access for your patient portal, please contact your provider.

How can I edit these details in the future?

When you log in to your patient portal, look for the "athenahealth Profile" link. This will take you to your athenahealth account profile page, where you can edit your profile information.

Resetting your password if you forgot it

I forgot my password. How do I reset it?

Enter the email address you normally use to log in to your patient portal and click "Email me" - you'll receive a message at that email address containing a link to reset your password. **Please make sure that you correctly type in the email address associated with your portal account; you will not be able to complete the password reset unless the address you enter matches the email address on file with your provider.** If you think you've entered the wrong email address, click "Back to login" at the bottom of your screen and try again. If you no longer have access to the email address you previously used to log in, please contact your provider to update your email address on file and send you a new invitation to the patient portal.

Click the link in the email message to and follow the instructions to create your new password. To protect your online health information, you'll also be asked to confirm access to your account using the security option you set up previously (either by entering a code received by text message or voice call, or by answering your security question). If you haven't yet set up your security option, you'll be asked to do so before viewing your patient portal (see section for **"Choosing your security option"**). Enter the security code sent to your recovery phone or correctly answer your security question (whichever applies) to finish verifying your account access.

I no longer have access to my recovery phone number or I don't recognize the phone number on my screen. What should I do?

Without your recovery phone or the answer to your security question, you won't be able to confirm access to your account and will need to reset it. To protect your information, resetting your account returns it to a beginning state similar to when it was first registered. Therefore, you'll be asked to create a new password, set up a new security option, and may be asked to confirm that you have access to your phone number on file with your provider.

To reset your account, click the "Cannot verify? Reset your account" link at the bottom of your screen. Read the warning carefully and click "Reset my account" if you're ready to proceed (or click "Cancel" to go back).

I don't remember the answer to my security question. What should I do?

Same as above - click the "Cannot verify? Reset your account" link at the bottom of your screen and follow the steps in the workflow.

Do I always need to confirm my security option to access my account?

You'll only be asked to enter a verification code or security question answer if it's your first time logging in with athenahealth or if you forget your password. Every other time, you'll only need to enter your email and password to access your patient portal.

How can I change my password in the future?

If you know your current password but want to change it, log in to your patient portal and look for the "athenahealth Profile" tab. Click the link in this tab to access your account page, where you can update your password and other account information.

Creating your new password

What are your password requirements?

To create a secure athenahealth password, your password must:

- Be between 8 and 20 characters
- Have at least one uppercase letter
- Have at least one lowercase letter
- Have at least one number or symbol

Answering your security question

Why am I being asked this question?

You chose this question as your security question when creating your account. You'll need to enter the same answer you provided when setting up this security question in order to access to your account.

My answer should be correct but it's not working.

You need to enter your answer here the same way you did when you first set up this security question. Capitalization does not matter (your answer is not case-sensitive), but you will need to include any spaces and punctuation (such as hyphens or periods) you included in this answer previously.

I don't remember the answer to my security question. What should I do?

If you don't remember the answer to your security question, you won't be able to access your patient portal unless you reset your account. To protect your information, resetting your account returns it to a beginning state similar to when it was first registered. Therefore, you'll be asked to create a new password, set up a new security option, and may be asked to confirm that you have access to your phone number on file with your provider.

To reset your account, click the "Cannot verify? Reset your account" link at the bottom of your screen. Read the warning carefully and click "Reset my account" if you're ready to proceed (or click "Cancel" to go back).

Resetting your account

When do I need to reset my account?

You'll need to reset your account if you're unable to confirm access to your security option, either by no longer having access to your recovery phone or forgetting the answer to your security question.

What happens after I reset my account?

To protect your information, resetting your account returns it to a beginning state similar to when it was first registered. Therefore, you'll need to create a new password and set up a new security option. You may also be asked to confirm that you have access to your phone number on file with your provider.