

Patient Portal Registration Troubleshooting

Dear [Patient's Name],

Thank you for your interest in registering for our patient portal. We understand that you may encounter some challenges during the registration process. Please follow the steps below to troubleshoot common issues:

1. Verification Email Not Received

If you did not receive a verification email, please check your spam or junk folder. Ensure that you entered the correct email address during registration.

2. Password Reset Issues

If you are having trouble resetting your password, ensure that you are using the correct email address associated with your account. Follow the instructions in the reset email carefully.

3. Account Locked

If your account is locked after multiple failed login attempts, please wait 15 minutes before trying again or contact our support team for assistance.

4. Technical Issues

If you are experiencing technical issues, please try clearing your browser's cache or using a different browser. Alternatively, you can try accessing the portal from a different device.

If you continue to experience difficulties, please do not hesitate to reach out to our support team at [Support Email] or [Support Phone Number]. We are here to help!

Sincerely,
[Your Name]
[Your Title]
[Your Organization]