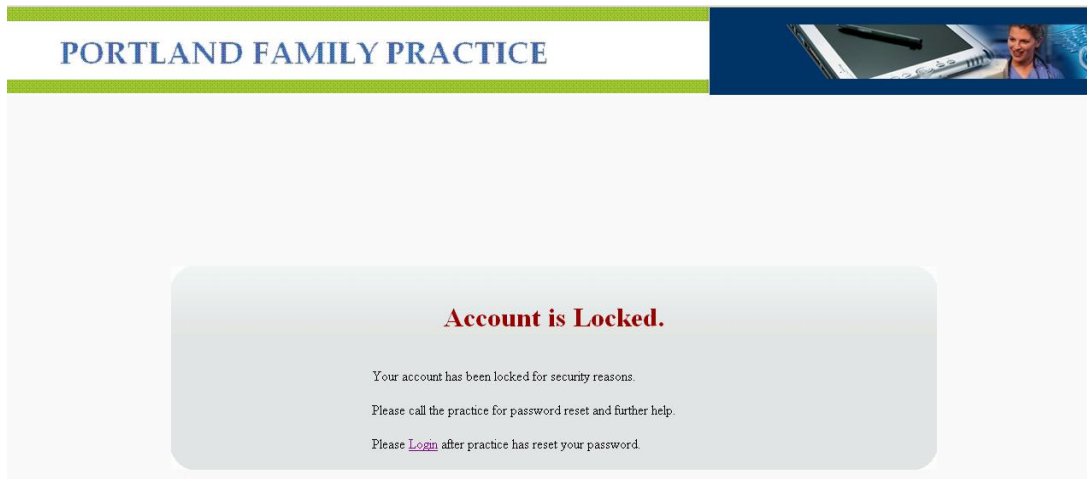


Locked out ("Account locked")

Your privacy is very important, and security measures are in place to help protect your medical records.

If there are five (5) unsuccessful attempts to access your account, the account will be locked out. This can only be unlocked by our office.



Common reasons for being locked out include:

- Using the **wrong password or username**. Please see details on the main log in page regarding 'Account verification and password reset' for details.
- **Misspelling** the password.
- Incorrect case (upper/lower) – user-names and passwords are **case-sensitive** so, "Password", "password," and "pasSWord" are all different.
- Using an incompatible web-browser (such as Apple Safari) *Stick with Internet Explorer or Firefox for the best results.*

Our office can unlock your account over the phone, and will do so if you can provide correct answers to security questions. Otherwise, they will require you to come in to the office so your identity can be confirmed in person.

- It is important that you complete **close down your web browser before calling the office**.
- If we unlock your account while your browser is open (even on another page), the **unlock procedure will not work**.
-

In some circumstances, technical problems on your end (such as firewalls, virus or spam blockers, or other software incompatibilities) may prevent us from being able to help you. Unfortunately, we are unable to provide assistance with these issues and will suggest that you contact the manufacturer for help.

In cases where we are unable to assist, we will temporarily **disable** your portal account. This will ensure that our office does not send important messages through the portal until you are able to obtain access once again. Next time you are in the office, we can reset your account.