Ticket

- Patient Portal Access

Question?

- First time accessing and logging into the Patient Portal?

Solution

- To access the Patient Portal, please click on the link from the email received.
- Alternatively, click on the Patient Portal Access button on our website www.hmixray.com
- When the Patient Portal page loads, the system will ask you to setup your account
- Please type your username and temporarily password in the corresponding fields and then click **Login**.
• If the information provided is correct, the system will then ask you to confirm your date of birth. Type your date of birth and then click **Send**.

![Image of the system prompting for date of birth]

• When DOB is confirmed, the system will send a SMS to your cell number containing a one-time password. Enter the 6-digit code received and then click **Submit**.

![Image of the system prompting for the one-time password]
As this is the first time you are logging into the Patient Portal, the system will ask you to create a password for your account.

- The password must contain 8 characters, small and capital letter, number and a special character.
- Type and re-type the new password and then click **Submit**.
Finally, the process of setting up your account has completed.
Type your username and newly created password to access your Patient Portal account and medical records.

Thank you