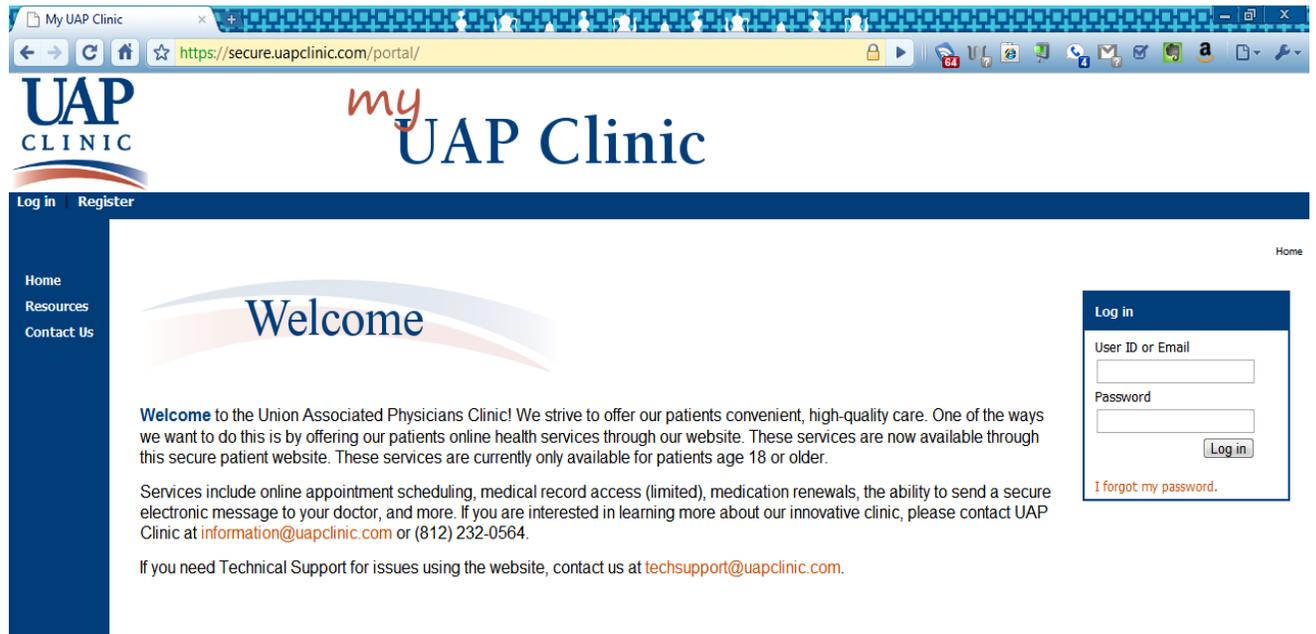


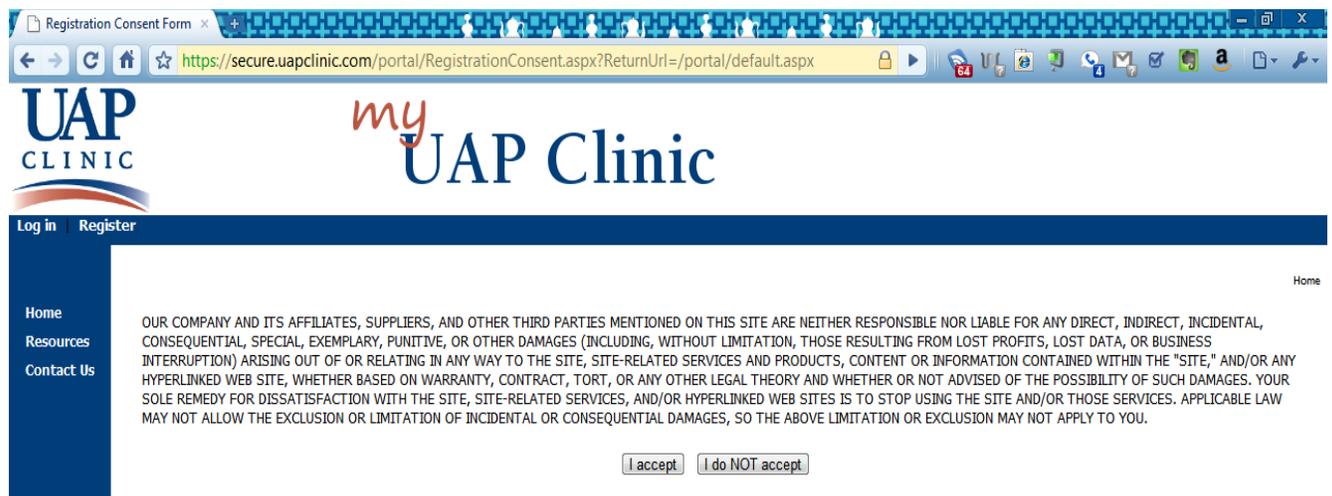
This document will detail the process for a new patient registering for the My UAP Clinic patient portal.

1. Go to [www.myuapclinic.com](http://www.myuapclinic.com)



2. Then click on the Register link under the UAP Clinic logo to start the registration process.

3. Read and accept the Legal Disclaimer by clicking **I Accept**.



4. This is the **Create a New Account** screen:

**UAP Clinic**

Log in | Register

### Create a New Account

In order to make full use of our online services, you will need to create an account and verify that you are registered with the clinic. Please use the form below to create your account. Once your account is created, you will proceed to the verification process. In order to complete the verification process, you will need your SSN.

**Account Information**

User ID: Must be 5 to 256 characters, only letters, numbers, or '@-.\_' allowed.

First Name:

Last Name:

Email Address: Type a personal, non-work email address to ensure that no personal health information ever arrives at your place of employment.

Alternate Notification Email:  New message notifications will be sent to this email instead of the email above.

**Password Information**

Passwords must contain a combination of letters and numbers, and be between 6 and 15 characters long.

New password:

Re-enter password:

Please select two hint questions that will be used in case you forget your password.

Hint question #1:  What is your mother's maiden name?

Hint answer #1:  Minimum four character answer required

Hint question #2:  What is your favorite pet's name?

Hint answer #2:  Minimum four character answer required

**Notification Options**

Newsletter:  Receive Newsletter

Home | Resources | Contact Us

Complete all of the fields. There are important notes and instructions on the form.

The password hint questions and answers are required and will aid in patients resetting their passwords on their own.

This userid and password are chosen by the patient, and can be anything they want unless the userid has already been used, and as long as the password meets the criteria specified on the page of consisting of both letters and numbers with between 6 and 15 characters.

Here is the completed page:

The screenshot shows a web browser window with the URL <https://secure.uapclinic.com/portal/Registration.aspx>. The page title is "Create a New Account".

**Account Information**

User ID: Must be 5 to 256 characters, only letters, numbers, or @-.\_' allowed.  
minniemouse

First Name: Minnie

Last Name: Mouse

Email Address: Type a personal, non-work email address to ensure that no personal health information ever arrives at your place of employment.  
minniemouse@gmail.com

Alternate Notification Email: New message notifications will be sent to this email instead of the email above.

**Password Information**

Passwords must contain a combination of letters and numbers, and be between 6 and 15 characters long.

New password: \*\*\*\*\*

Re-enter password: \*\*\*\*\*

Please select two hint questions that will be used in case you forget your password.

Hint question #1: What is your mother's maiden name? [dropdown menu]  
Hint answer #1: Minimum four character answer required  
Mouse

Hint question #2: What is your favorite pet's name? [dropdown menu]  
Hint answer #2: Minimum four character answer required  
Pluto

**Notification Options**

Newsletter:  
 Receive Newsletter

[Save] [Cancel]

Home | Resources | Contact Us

5. Click **Save** to create the patient account.

6. Next is the patient verification screen. In order for the My UAP Clinic account to be linked with the patient's EMR chart, they will have to verify their identity. After registering, the patient is automatically given the option to verify.

To verify your identity, choose the **I would like to verify my identity now** option and click Next.

### Patient Verification

You have successfully created a new website account. You are now logged in.

In order to access restricted parts of the website, you will need to provide us some additional information so that we can verify your identity.

One of the pieces of information you will need to provide is a PIN. If you don't already have a PIN, you can get one by visiting your provider's office, where they will be happy to issue one to you.

Please answer the following question:

- I would like to verify my identity now.
- I do not wish to verify my identity right now, please take me back to the homepage.

If you don't want to verify your identity right now, you can return to this page by clicking the "Verify My Identity" link near the top of the screen.

[Next >](#)

7. At the Identity Verification page, complete all of the fields. The PIN must be obtained in person at a UAP Clinic office so the patient's identity can be visually verified.

## Identity Verification

To protect your privacy, we need to verify your identity by matching your personal information with the information stored in our records.

Your information must be entered exactly as it is in our system. If you have any question about how your name is in our system, please refer to your billing statement. Please note that even if your billing statement contains your middle initial, only your First Name and Last Name are required here.

### Disclaimer

The information on this Web site is provided as a service by our clinic. While we try to keep the information as accurate as possible, we disclaim any implied or stated warranty or representation about its accuracy, completeness, content or appropriateness for a particular purpose.

### Personal Identification Information

First Name

Last Name

Birth date  (MM/DD/YYYY)

Gender

PIN

Verify

8. If the verification is successful, you will be taken to the contact preference form. Since the user is brand new to My UAP Clinic, there will not be an existing contact preference. To set a preference, follow the instructions and click the Edit Information button. This will open up the contact preference form.

The screenshot shows a web browser window with the URL <https://secure.uapclinic.com/portal/Contact+Preference/default.aspx>. The page header includes the UAP CLINIC logo and the "my UAP Clinic" branding. A navigation bar at the top right shows "Home > Contact Preference". On the left, a sidebar menu lists "Home", "Specialties", "Patient Services", "Resources", and "Contact Us". The main content area is titled "Contact Preference" and contains the following text:

**\* Required fields**  
Please indicate your preferred method of communication for non-urgent clinical issues.

**\* Preferred method:**

- Secure Email Message
- Phone

If you entered Phone, please enter the phone number that you would like us to use.

At the bottom of the form are "Review" and "Send" buttons. On the right side of the page, there is a "New Secure Messages" notification box that says "There are currently no messages in your inbox." and includes a "View My Inbox" link.

9. Select either Secure Email Message or Phone as the Preferred Method. If Phone is selected, there is a field to enter the phone number at which you want UAP Clinic to contact you.

Log out Edit minniemouse's Account

Home > Contact Preference

### Contact Preference

\* Required fields

Please indicate your preferred method of communication for non-urgent clinical issues.

\* Preferred method:  Secure Email Message  Phone

If you entered Phone, please enter the phone number that you would like us to use.

Review Send

Home | Specialties | Patient Services | Resources | Contact Us

New Secure Messages

There are currently no messages in your inbox.

[View My Inbox](#)

10. Click **Send** to save this preference.

11. After this is complete, the patient will then be asked to go to the Demographic form and review their Demographic information and make any necessary changes.

Contact Preference

https://secure.uapclinic.com/portal/Contact+Preference/default.aspx

UAP CLINIC my UAP Clinic

Log out Edit minniemouse's Account

Home > Contact Preference

### Contact Preference Complete

Thank you for choosing your preferred method of communication. Please verify and update your personal demographic information by clicking on the following link:

[Update your personal information](#)

Contact Preference

Preferred method: Phone

If you entered Phone, please enter the phone number that you would like us to use. [\(812\) 555-1212](#)

Print

New Secure Messages

There are currently no messages in your inbox.

[View My Inbox](#)