



Thank you for choosing St. Joseph Hospital Physician Practices Patient Portal. Included in this document will be several 'Things to Know' and 'How To' topics to help you get started with navigating your Patient Portal.

If you have any questions please refer to the FAQ tab in Patient Portal or contact your provider's office during office hours for assistance.

How to Log In For the First Time

When you registered for Patient Portal at your provider's office you should have been given a letter containing your temporary password. Please use this password for your initial login.

Open your personal E-mail account to access the E-mail that was generated during the registration process. This E-mail contains a link directing you to the Patient Portal login page- save this page in your internet Favorites.

Your User ID will be your E-mail address; you may change your User ID after you log in to Patient Portal. Your password will be the temporary password which was included in the letter you received.



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St. Joseph Hospital - Physician Practices Patient Portal

Secure and convenient online access to all your health care needs!

In case of a medical emergency, call 911.

St. Joseph Hospital - Physician Practices Patient Portal provides you with a secure and convenient method to actively manage your health care. Using your secure password, you can log into the online patient portal 24 hours a day, 7 days a week from the comfort and privacy of your own home.

I want to:

- [Access valuable health information](#)
- [View lab results](#)
- [View appointments](#)
- [Update demographic information](#)
- [Communicate with your provider](#)
- Submit [blood pressure](#) and [blood glucose](#) readings to your provider

Log in

User ID or Email

Password

[I forgot my password.](#)

Initial Log in Help

Click [here](#) for instructions.

Portal Registration

 Not registered?
Contact your [provider's office](#) for information on how to

After logging in with the temporary password, you will be required to change your password and select security questions and answers.

******If you have lost your temporary password then you must contact your provider's office for a new password******

How to change your User ID, Password or Hint questions

After a successful login, you can change your User ID, password or hint questions if you like.

Click [Edit \(your name\) Account](#) link, shown in the upper right corner of the page.

Click the [Edit](#) link under User ID, Password or the Hint questions.

Update account information

***** Please note: changes made on this page DO NOT update your medical record, they only affect your Portal account.**

Use the [Change My E-mail Address](#) form or call your provider's office ASAP during office hours if you change your E-mail address, or messages may fail to transmit to or from your provider's office.

To notify your provider's office of demographic changes, for example: your name, address, phone, etc, please complete the [Update Personal Information](#) form. When you submit this form, your provider's office will update your medical record.

Status: Verified
Name: JENNIFER CENTEST
User ID: jcentest
Email address: jcentest1@gmail.com
Alternate address:
Edit
Password: *****
Edit
Hint Question #1: What is your mother's maiden name?
Hint Question #2: What is your favorite pet's name?
Edit

* First name:	JENNIFER
* Last name:	CENTEST
* User ID:	jcentest
* Email:	jcentest1@gmail.com
Alternate email:	
Cancel	Save

Type new User ID and click Save

Your new user name is now set.

Or follow similar steps to reset your password or hint questions.

Things to Know

- You can use either your E-mail address or your User ID (if you changed it from your full E-mail address) to log in to your Patient Portal account.
- If you change your User ID and forget it, you can still log in using your email address.
- If you attempt to log in and fail three times consecutively, you will be automatically locked out and prevented from logging in for 30 minutes. You will receive the following

message:

1 Number of allowed log in attempts exceeded - you must wait 30 minutes before trying again.

- When changing your password, the previous 3 passwords cannot be used.
- Refer to the FAQ tab for additional answers.