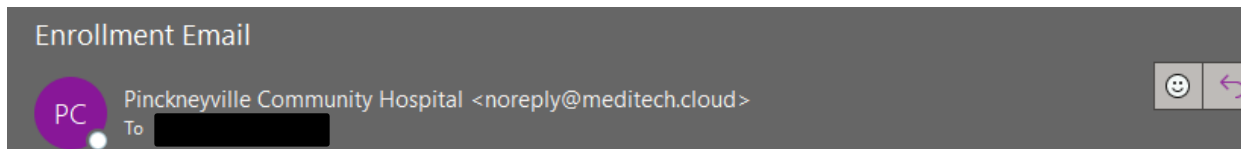




Patient Portal User Instructions

Step #1: After prompted by PCH registration staff, you will receive an email invitation to sign up / sign in to the patient portal. This link must be accessed / activated within 7 days. Click “[Click here to sign in.](#)” to access your patient portal.



Dear [REDACTED],

Please select the link included in this email to establish your Patient Portal username, password, and security questions.

[Click here to sign in.](#)



Step 2: After reaching the login page, you will notice that a **temporary** username and password has been populated (assigned) to you – click “Sign in”.

***Your username/password have been entered.
Click the Sign In button to view your portal.***

Username (required)

TT1360572571

Password (required)

Sign in



[Forgot Username?](#)

[Forgot Password?](#)

Step #3: You will then be prompted to create a new logon ID and password. After choosing a new ID and password (confirm new password), you **must** also choose and answer three security questions for future use. You **must** follow the instructions for minimum / maximum requirements for your username and password.



Please select a new Logon ID and Password. Also define the Security Questions to activate your user.




Change Logon ID and Password

Logon ID must:

- Contain no fewer than 6 character(s)
- Contain no more than 16 character(s)

Password must:

- Contain no fewer than 6 character(s)
- Contain no more than 16 character(s)
- Contain no fewer than 1 numeric character(s)
- Contain no fewer than 1 uppercase character(s)
- Contain no fewer than 1 lowercase character(s)

New Logon ID	<input type="text"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Security Question	In what city (full name of city) was your Mother born ? 
Security Question Answer	<input type="text"/>
Security Question	In what city (full name of city) were you born ? 
Security Question Answer	<input type="text"/>
Security Question	In what year was your Father born ? 
Security Question Answer	<input type="text"/>

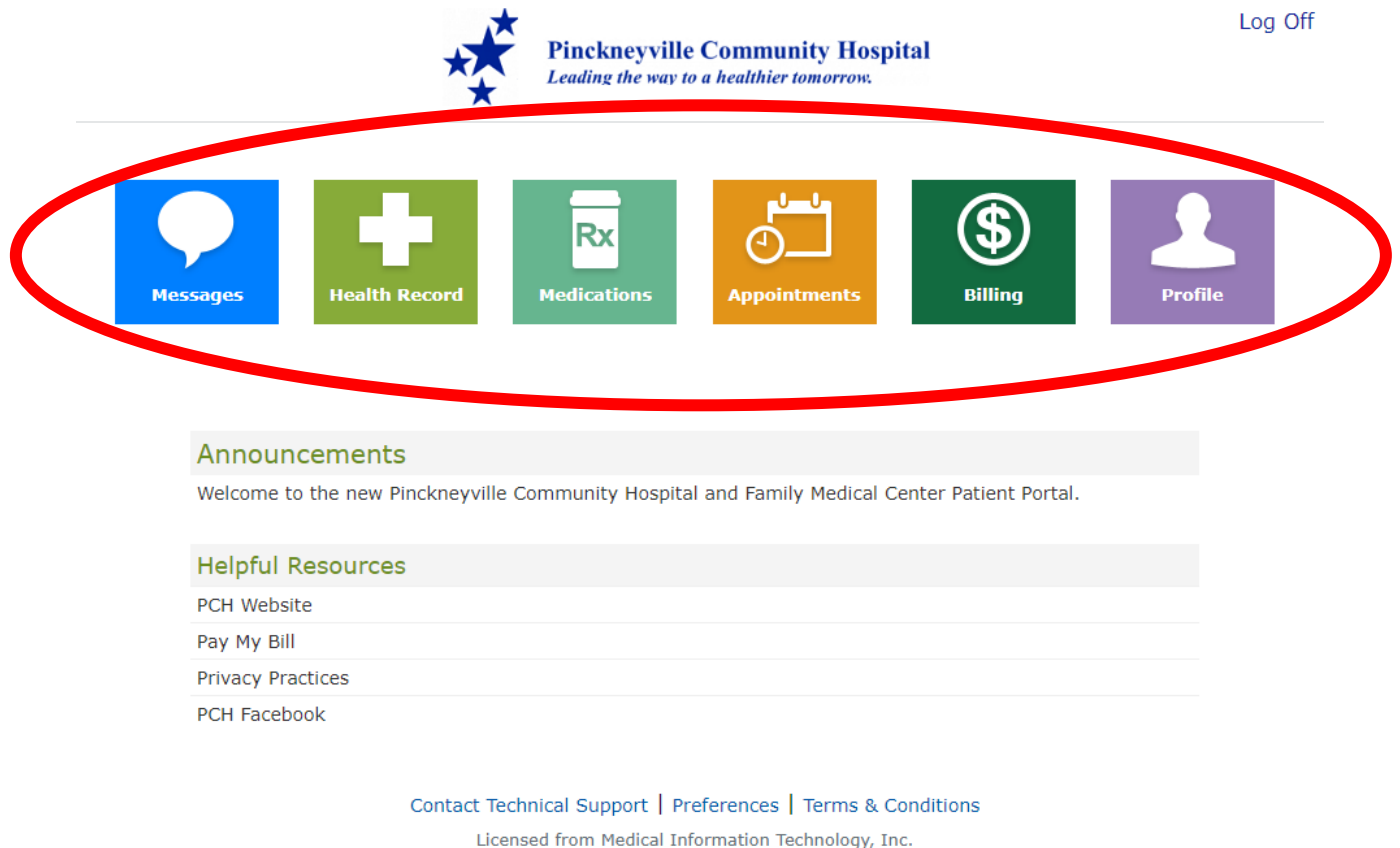
Continue

Step #4: You will be brought to the “User Agreement” page. Please read the patient portal user agreement in its entirety. If you agree to the terms outlined within, select “Accept” to continue. Note: You must accept the terms of the user agreement in order to access your patient portal.

Patient Acknowledgement and Agreement: I acknowledge that I have read and fully understand this consent form. I have been given risks and benefits of the patient portal and agree that I understand the risks associated with online communication between my provider and me as the patient, and consent to the conditions outlined herein. I acknowledge that using the patient portal is entirely voluntary and shall not impact the quality of care I receive from Pinckneyville Community Hospital should I decide against using the patient portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my provider may impose for online communications. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered to my satisfaction.

Decline  Accept

Step #5: You will then be brought to your patient portal landing page. From here, you will be able to interact with each category including messages, health record, medications, appointments, billing, and profile.



We strive for the best experience possible! If you have questions or concerns with your patient portal or proxy access, please contact the respective contacts below for assistance.

*Questions with Patient Enrollment / Login → Health Informatics (IT)
618-357-5943 → informationtechnology@pvillehosp.org

*Questions regarding health information or proxy access shall be directed to Health Information Management
618-357-5955 → healthinformation@pvillehosp.org