

Tips For Patient Portal Account Setup and Signing Registration Form

On a computer or smart phone web browser go to our Patient Portal website address at:

<https://11873.portal.athenahealth.com/>

IMPORTANT: If using a smart phone you **MUST** scroll to bottom of page and find the small words that say “Full Site” and click on that. If you don’t do that you will not be able to complete the process. You must do this. See the Screenshots below under “Trouble-Shooting Tips” to see what it looks like.

REPEAT: Many people forget this step—if using a smartphone you must scroll to the bottom before doing anything else and click the small words “Full Site.”

Click “Create an Account”

Click “Yes” for the question “Are you a patient?”

Fill out date of birth and email and click “Continue”

You will receive an email to verify your account. Click the blue button on the email that says “Create My Account.”

Answer all the questions and click “Continue.”

Establish your password and login. If the system only asks for your password at this point, click the “Forgot my Password” link and then establish a password.

Once logged in go to top of page and click on the “My Health” tab.

At the top of this page look to the far right and click on “Medical Forms.”

Under the words Printable Forms click on the “New Patient Registration Form.”

Read the form thoroughly, then click the box near the bottom that says “I have read and understand....”

(Don’t worry about the patient relationship boxes unless you are the legal guardian for someone who can’t make their own decisions.)

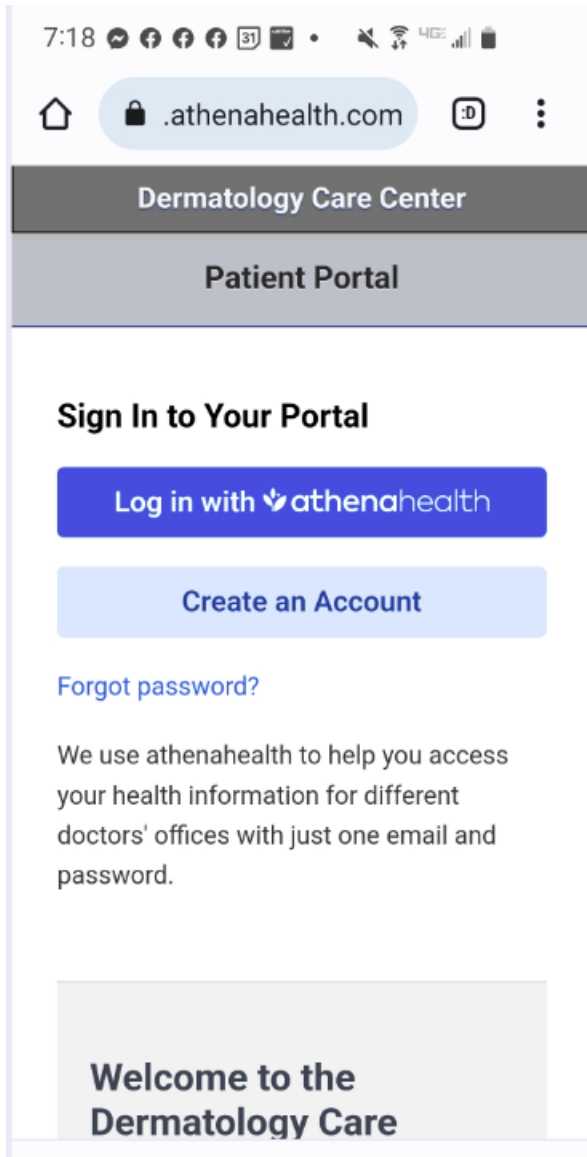
Click the orange “Submit” button at the bottom. A window will pop up saying “Your response was submitted successfully. Redirecting...” Then click the “OK” button.

That completes the registration process. Please browse through your patient portal to see all the convenient features it has for you.

Trouble-Shooting Tips:

If using your cell phone and you can't find the e-signature block and orange "Submit" button at the bottom of the New Patient Registration Form you may not have successfully clicked the "Full Site" button at the bottom of the screen. This is a common error. Go back to the very first screen before you clicked "Create An Account."

It should look like this if you're using a cell phone for the first time on this Patient Portal website:



You need to scroll to the bottom and find the small words that say "Full Site." **This must be done or you won't be able to complete this step.** It will look like this screenshot below:

Dermatology Care Center

the office if you've had fever of 100.0 F or higher, chills, cold symptoms, cough, pain, headache, loss of taste/smell, nausea, vomiting, diarrhea, exposure to known or suspected COVID-19 positive persons, or travel outside Washington State in the 14 days prior to your appointment. Please call us immediately to reschedule at: (425) 201-5117.

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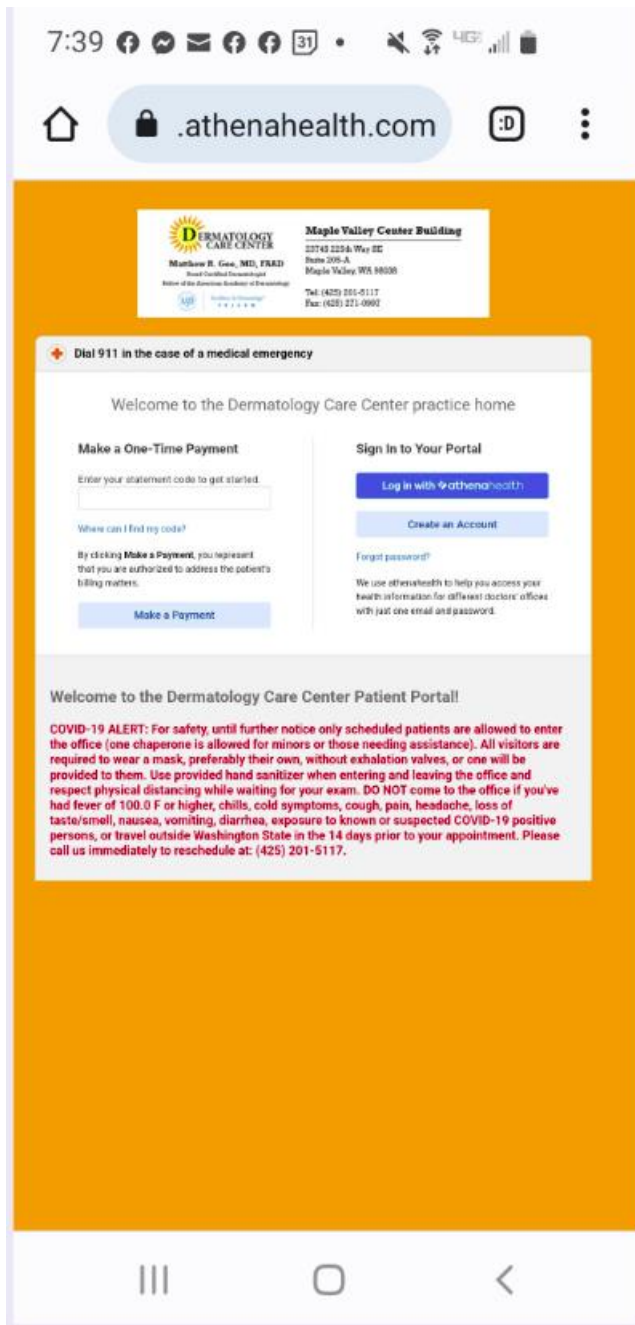
 Español

[Privacy Policy](#) [Website Privacy](#)

[Accessibility Statement](#) [Full Site](#)



Once you click "Full Site" your phone will see what you normally see when using a computer and should look like this screenshot below:



Now you can click “Create An Account” and all functionalities, including the e-signature block and submit button for the New Patient Registration Form should show up.

Other Trouble Shooting Tips:

Verify you are logging into the correct Portal URL as shown here: <https://11873.portal.athenahealth.com/>

Ensure you are accessing the Patient Portal with a US-based IP Address.

Verify that none of the login fields are pre-populating with information. Your computer may be using the browser's 'auto-fill' feature. This can store old information and cause the system to recognize your credentials as incorrect.

Complete the Password Reset workflow using the 'Forgot Password?' hyperlink on the Sign-in page of the Portal.

Clear the cookies and cached files/images on your computer. An easy shortcut to do so, is to press Ctrl+Shift+Del on the keyboard while in the website browser

Verify you are using a supported browser:

- Apple Safari 9 and later
- Google Chrome 30.0 and later
- Microsoft Edge 13.0 and later
- Mozilla Firefox 40 and later
- Opera 35 and later

If you are receiving the specific error message upon logging in with their email and password, '**Login Information is Incorrect. Please Try Again or Click Forgot Password to Reset Your Account**', Further details on how to do this are listed in the section below on Resetting Your Password.

If none of these steps work, reach out to our practice at DermatologyCareCenterOffice@gmail.com.

If you are having trouble Resetting Your Password:

The Password Reset link will expire in 24 hours. If you are using an old Password Reset email, please generate a new one using the 'Forgot Password?' hyperlink on the Sign-in page of the Portal.

If you have generated multiple instances of password resets, you must use the most recent one. Each Password Reset email supersedes the previous ones.

Make sure you're actually registered for the Patient Portal. You must already be registered for the Patient Portal to reset your password. You cannot reset your password if you have not registered an account.

An additional Step might be to reset your account. The steps to do this are outlined below:

Reset password workflow.

1. Click **forgot password link** on the sign in page. Enter the email address you used for the account.
2. You should receive the email within a few minutes
3. Clicking the link will take you to the *Create your new password page*
4. Then enter your new password and click **save and continue to confirm**
5. Then click the hyperlink '**Cannot Verify? Reset your account**'
6. Click **Reset my Account**
7. Enter New Password, click **save and continue to confirm**
8. Click **Continue**
9. Choose security option
10. Click **Save or verify** depending on which security option was chosen
11. *Verify access to your health information* - Click **Text or Call**
12. Enter the phone number
13. Enter verification code
14. Click **Verify**
15. After completing this step and clicking **Verify**, you will be taken to their Patient Portal home page

For any other problems please contact the practice at DermatologyCareCenterOffice@gmail.com