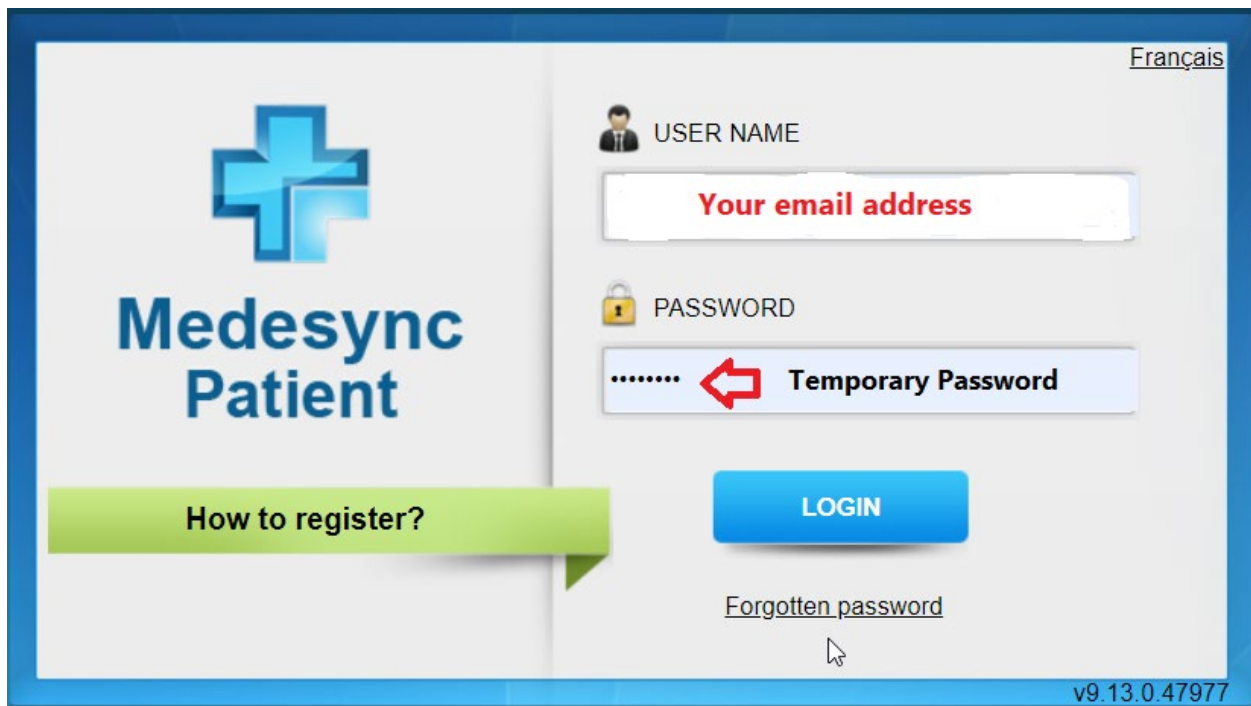


Patient Portal Set-up & Retrieving Documents

Once the link is open, you must enter your **username**. Your username is your email address.

Then Paste or manually enter, the **temporary password** you from your activation email, into the password field of the portal.

** **To Paste the password**, click in the password field, then right click and select Paste or press CTRL+P on the keyboard to paste.

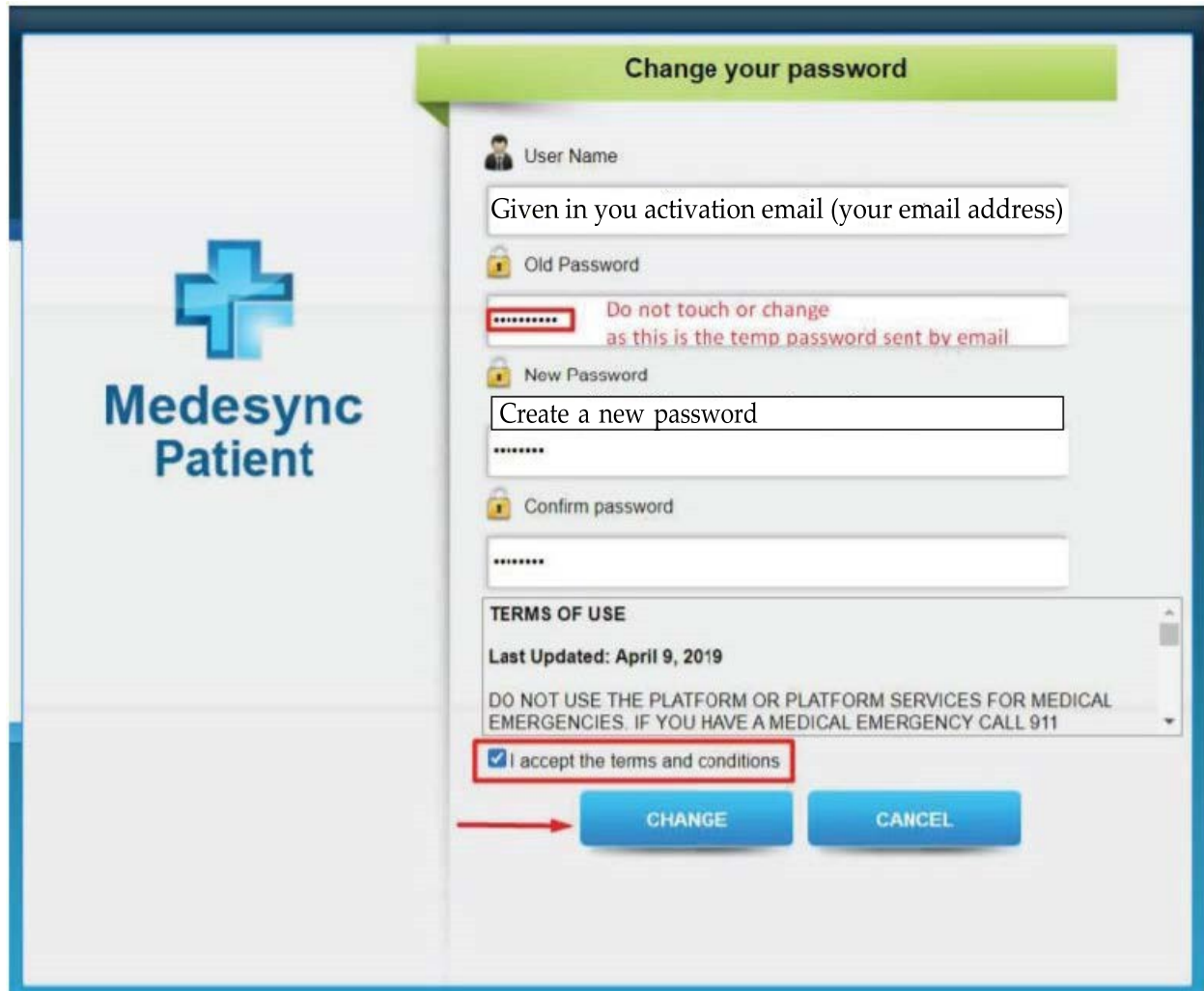


The screenshot shows the Medesync Patient portal login interface. On the left, there is a blue cross logo and the text "Medesync Patient". Below this is a green banner that says "How to register?". On the right, there is a login form with the following elements: a "Français" link in the top right corner; a "USER NAME" field with a person icon, containing the text "Your email address"; a "PASSWORD" field with a lock icon, containing a red arrow pointing to the text "Temporary Password"; a blue "LOGIN" button; and a "Forgotten password" link with a mouse cursor pointing to it. The version number "v9.13.0.47977" is visible in the bottom right corner.

Once this is done, click **LOGIN**

You will be prompted to enter a **New Password** and then confirm the new password again (password must be at least eight characters with one capital letter and at least one number).

You must accept the terms and conditions by checking the box to continue.



The screenshot shows the 'Change your password' form in the Medesync Patient portal. On the left is the Medesync Patient logo. The form has a green header and includes the following fields and elements:

- User Name:** A text box containing 'Given in you activation email (your email address)'.
- Old Password:** A text box with masked characters (*****). A red warning message reads: 'Do not touch or change as this is the temp password sent by email'.
- New Password:** A text box containing 'Create a new password'.
- Confirm password:** A text box with masked characters (*****).
- TERMS OF USE:** A scrollable area containing the text: 'Last Updated: April 9, 2019' and 'DO NOT USE THE PLATFORM OR PLATFORM SERVICES FOR MEDICAL EMERGENCIES. IF YOU HAVE A MEDICAL EMERGENCY CALL 911'.
- Acceptance:** A checkbox labeled 'I accept the terms and conditions' which is checked.
- Buttons:** Two blue buttons labeled 'CHANGE' and 'CANCEL'. A red arrow points to the 'CHANGE' button.

Click on **Change.**

A message will appear letting you know that **Your password has been successfully changed.**

You Now have access to your Portal.

Please make sure to write down or save your password to access your portal in the future.

How to retrieve documents

Once you have created your new password, you will be able to log in to retrieve your documents.

They can be located in either [Boîte de Reception](#), [Formulaires](#) or [both](#).

date	Titre
19 janvier, 2021 15:33	[REDACTED]
19 janvier, 2021 14:44	[REDACTED]
19 janvier, 2021 14:43	[REDACTED]
19 janvier, 2021 15:44	[REDACTED]

** Note you can update your **personal information** at anytime by clicking the Personal Information button below Forms.

Please note that the Portal is **NOT** a method of communication with a doctor, to book an appointment or gives access to your medical file.

Thank you.

SANTÉ MONT-ROYAL