

## How to access your Secure Text

You will receive a SMS Text message or E-mail from us which will contain a clickable link.

The link is active for 72 hours.

**NEW PATIENTS:** If it is your first time receiving a secure text from us, you will need to enter your date of birth and last name to verify yourself. Next, you will set up a 5-digit PIN that will be used to view all future secure text messages from the practice.

**ALL PATIENTS:** When the link is clicked, a browser will open on your device bringing you to the login to access the secure text message sent by your providers office.

A screenshot of a mobile application login screen. The background is dark blue. At the top, white text reads "Please enter your five-digit PIN number." Below this is a light blue input field with the label "PIN" in small text. A white horizontal line is positioned below the input field. In the center is a large, rounded, light blue button with the text "View Secure Message" in white. At the bottom, there is a link that says "Forgot PIN?" in a smaller, lighter blue font.

After the PIN is entered you will be able to review the message your provider sent.

- If you forget your PIN, select [Forgot PIN?](#) At the bottom of the secure text login screen, this will take you through verification of your date of birth and last name and then allow you to set a new PIN.
- If you attempted too many times with the incorrect PIN and get locked out, once the practice sends a new secure text you will be able to try again.