



Outpatient Athena Patient Portal Account Set Up: Email Invite or Notification

The following are instructions for a patient or patient representative who is creating a Athena Outpatient Patient Portal account for the first time from an email invitation or an Athena notification email:

1. Click the Patient Portal link in the email. In a Patient Portal invitation email, the link is [Create My Account](#). In a lab result email, the link is [View Results](#).
2. The Create your new password page appears. Confirm your email address and enter your password twice. After you review the Terms and Conditions and the Privacy Policy, check the box and click [Create account](#).

You are then prompted to select a security option to protect your account. This one-time setup enables you to confirm your identity in the future if you forget your password.
3. Select a security option and then click the [Setup](#) button below that option.
 - **Text me (recommended)** — Receive a verification code by text message.
 - **Call me** — Receive a verification code by phone call.
Note: Select this option if you entered the number of a landline phone.
 - **Security Question** — Select a security question from a list of questions.
4. If you selected **Text me** or **Call me**: Enter your phone number and then click [Send code](#) (for text message) or [Call](#) (for phone call).

athenahealth

SMS

Mobile phone setup

United States

+1 Phone number

Send code

[Choose a different security option](#)

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Setup Voice Call Verification

United States

+1 Phone number

Extension

Call

[Choose a different security option](#)

The verification code is sent to your phone.



5. Enter the verification code you received by text message or phone call, and then click [Verify](#).

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SMS

Mobile phone setup

United States

+1 617 Sent

Enter the code we just sent you

Verify

Choose a different security option

6. If you selected **Security Question**, select a question from the list, enter the answer, and then click [Save](#).

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Choose your security question

What is the food you least liked as a child?

Answer

Save

Choose a different security option

Important: If you enter any spaces or special characters (such as punctuation marks or underscores) in your answer, you will need to enter the same spaces and special characters in the future. The account does not distinguish uppercase letters from lowercase letters.



If you set up a security question, or if you entered a recovery phone number that differs from the phone number in your patient record, you must verify access to the phone number on file with your health care provider.

The screenshot shows the Athenahealth verification selection screen. At the top is the Athenahealth logo. Below it, the text reads: "Verify access to your health information. We need to verify that you can access your health information at Athena Women's Health Clinic." The next instruction is: "Select your delivery method and we'll send you a security code." There are two buttons: a blue "Text: +1 XXX-XXX-0583" button and a white "Call: +1 XXX-XXX-0583" button. Below the buttons, it says: "Don't recognize your phone number? Call your doctor's office." At the bottom left, there is a "Help" link.

7. Select **Text** or **Call** to receive a verification code at the phone number displayed in the message. Enter the verification code you received by text message or phone call, and then click [Verify](#).

The screenshot shows the Athenahealth verification code entry screen. At the top is the Athenahealth logo. Below it, the text reads: "Enter the verification code we just sent you". There is a text input field labeled "Verification code" containing the number "979895". Below the input field are two buttons: a blue "Verify" button and a white "Resend code" button. At the bottom left, there are links for "Back to login" and "Help".

*If you initiated your Patient Portal registration from a lab result email or during the online check-in workflow, you may see the "Choose your patient relationship page". This page asks whether you are the patient or another person



(patient representative) who manages the patient's account.

The screenshot shows the athenahealth logo at the top. Below it, the text reads: "Choose your patient relationship". A sub-header states: "With athenahealth, you can manage your own account or the account of someone you care for." Below this, it says: "Tell us who you are by choosing your relationship to H[redacted]". There are two blue buttons: "I am [redacted]" and "I manage [redacted]'s account". At the bottom left, there are links for "Back" and "Help".

Click [I am <patient_name>](#) or [I manage <patient_name>'s account](#). If you click [I manage <patient_name>'s account](#), you **must** enter your name, email address, and date of birth.

Click [Continue](#). A confirmation page appears. On the confirmation page, click [Continue](#). The home page of your Patient Portal appears.