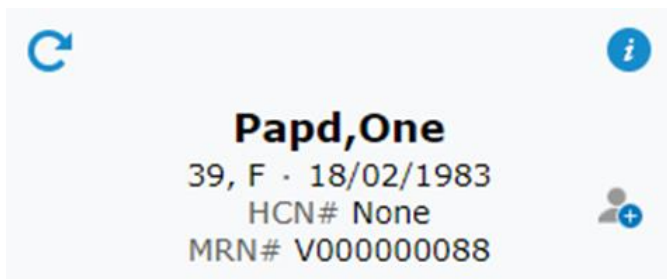# my health care

Patient Portal Status

**Date created:** May 20, 2022
Audience: All Providers

Overview

This function is used to:

- ✓ Determine who has a portal account
- ✓ View who has access to that portal account, the relationship, and the last time the portal account was accessed
- ✓ Sending credentials (forgot password, new account)

From the provider module in EXPANSE by the patients name a grey silhouette with **+** indicates no portal account associated with this patient.
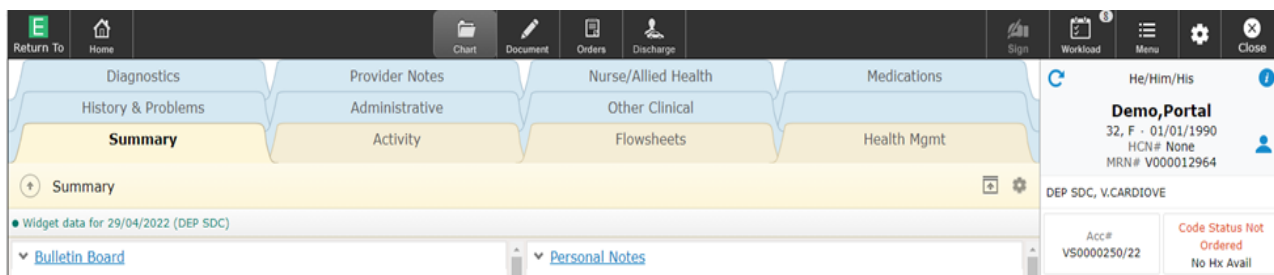

A blue silhouette indicates there is a portal account associated with this patient. By clicking on the blue silhouette, you can view a list of people who have access to the portal and the date and time it was accessed last.
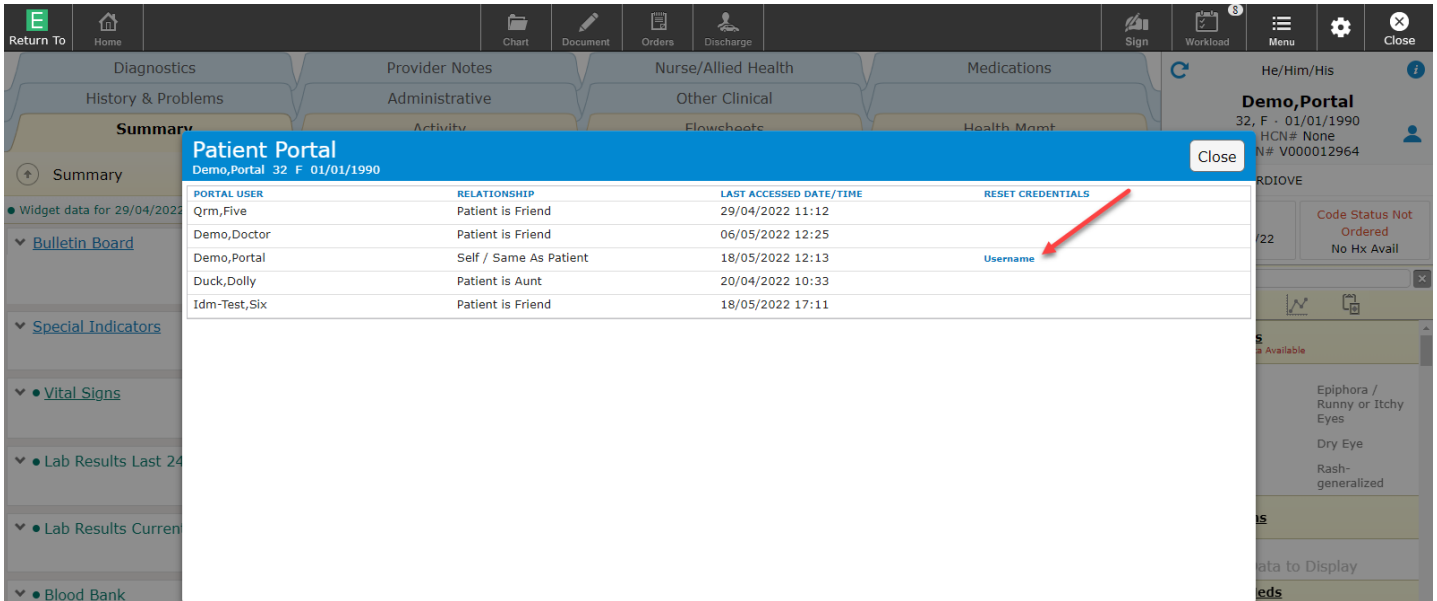
For a patient to set up a new portal account, click the grey silhouette with **+** to send temporary credentials. An email must be on file to send temporary credentials.

If the patient is enrolled but needs their password reset you can reset credentials by clicking the blue silhouette, click on username and select the email option to resend the patient's credentials.
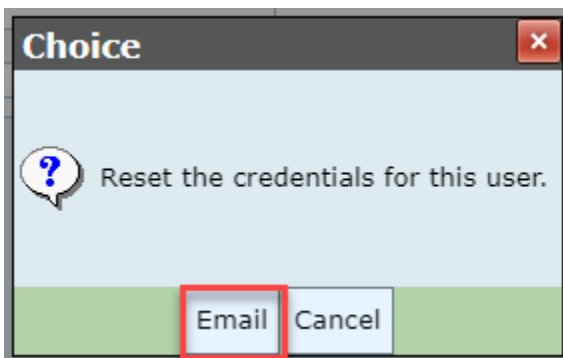
If you have any questions, please contact portal support at 705-797-2955 or email us at portalsupport@myhealthcareportal.ca