



## NEW Patient Portal *powered by healow* - PATIENT INFORMATION -

The **new TPMG Patient Portal**, powered by healow, is a comprehensive health IT platform offering a full range of patient engagement and workflow optimization solutions for practices and patients. The online portal enables patients and providers to securely access and manage health information and communication.

**Starting Monday, November 10**, TPMG patients are asked to sign up for the new Patient Portal to access their accounts and health information.

Sign-up is simple:

1. Basic Enroll
2. One-Time Password
3. Self-Enroll

**Patient registration codes and information are being sent via email and/or mobile text on November 6, 2025.**

Transition Date: **Friday, November 7, 2025, will be a transition date** when the previous TPMG Patient Portal will be put into view-only mode. You will be able to see your information, but you will not be able to send messages to TPMG offices or providers on either portal from November 7-9.

Once you have enrolled in the Patient Portal on November 10, you can:

- Access labs and test results more quickly
- Communicate with your doctor and clinical team
- Request a prescription refill
- Schedule your appointments
- View and pay outstanding statement balances

Please contact your provider's office with questions.

**See reverse side for step-by-step instructions for signing up.**



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INFORMATION

## 3 WAYS TO SIGN UP FOR THE PATIENT PORTAL

**Accessing the New TPMG Patient Portal: Basic Enroll** — Get up and running on your patient portal with our simple seven-step process. Visit the TPMG Patient Portal login page today.

### 1. Get Initial Access Credentials

To access your Patient Portal Account, look for the email titled **Patient Portal Access Information**. This email will contain your Access Credentials and will be sent to you.

### 2. Set up Patient Portal Account

If you see red X boxes instead of the **Set Up Portal Account** button, click **Download external images** at the top of the email.

### 3. Set Up Portal Account

Once pictures are downloaded, click **Set Up Portal Account** to proceed. This is a security feature.

### 4. Choose Your Phone Number

Once the **Set Up Portal Account** has been clicked, all listed phone numbers will appear. Choose your preferred number. Choose to receive a text code or voice mail call code to your device. Click **Send Code**.

### 5. Verify your Phone Number

Enter your **Verification Code** on the next screen. Click **Verify**.

### 6. Create Password

Once your phone number is verified, create and confirm your new password. Click **Next**.

### 7. Consent Forms

You'll see an eCW Consent Form. Click **Agree & Next**.

You'll see the practice's Consent Form. Once you agree to both Consent Forms, you'll be sent to your Patient Portal Dashboard.

**Accessing Patient Portal: One-Time Password (Mobile)** — For logging into the Patient Portal using a one-time password (OTP) sent to a registered mobile device or email, please follow the instructions below.

### 1. Log In

Choose **Log In to the Patient Portal**.

Choose **Using Mobile Phone**.

Put in your **personal identification information**. Click **Submit** to proceed.

Enter the **Captcha Information**. Click **Submit** to proceed.

### 2. Verification

Choose a **phone number to receive an SMS text code** for verification.

Click **Send Code** to proceed.

Enter the **SMS text code**. Click **Verify** to proceed.

### 3. You Are Logged In

Choose whether to Save Your Device for future logins.

If you choose **Don't Save**, you must re-verify at login. If you choose **Yes, Save It**, you will skip verification at login.

**Accessing Patient Portal: Self-Enroll** — Create Your Account to Access the Patient Portal

### 1. Create your Account

Find **Enroll Now** on the Patient Portal **Login Page**.

Click **Enroll Now** to proceed.

### 2. Please Identify Yourself

Complete the required information in the **Please Identify Yourself** window.

Click **Next (not Submit)** to proceed.

### 3. Your Account Has Been Created

Your Patient Portal account has been created. Click **Continue** to proceed with the enrollment.

### 4. Reset Your Password

Check Password Guidelines to learn how to create a secure password.

Create your secure password.

### 5. Consent Form

Please acknowledge that you've read and accepted the conditions for the consent by clicking the **I have read the consent form and the above information** box.

Once you've clicked the **I have read the consent form and the above information** box, click **Agree**.