



# INTEGRATIVE MEDICAL CLINIC

of North Carolina

## How to register for a patient portal

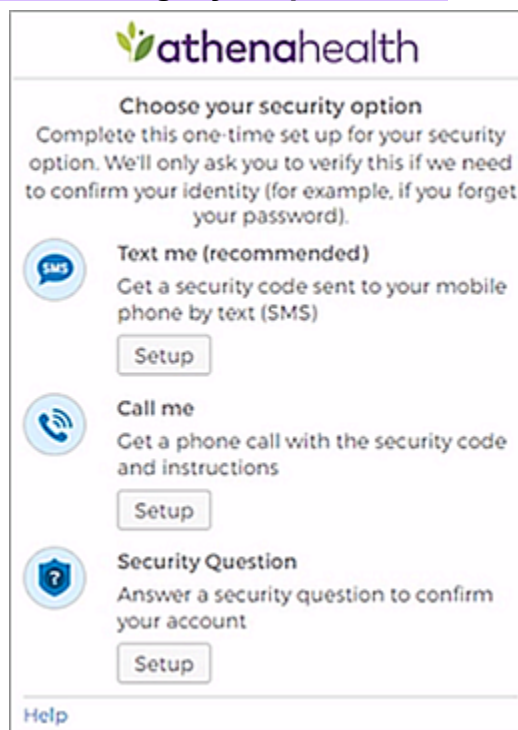
1. When attempting to create your patient portal, ensure that you request an email or text message invitation by calling our main office number (984-999-0902). The email/text invitation will contain a link which says “**Create My Account**”. We suggest doing the email invitation for a smoother experience.

***\*\*\*Note: If you choose to have a text invitation sent to you, there may be a temporary password needed from your practice to move forward.***

The screenshot shows the athenahealth registration page. At the top is the athenahealth logo. Below it is the heading "Create your new password". A paragraph explains that athenahealth is used for logging into online accounts with participating doctors' offices and asks the user to set a password. The form includes an "Email address" field with the placeholder "email@email.com", a "Password" field with a masked password "\*\*\*\*\*" and an eye icon, and a "Confirm Password" field with a masked password "\*\*\*\*\*" and an eye icon. There is a checkbox labeled "I agree to the Terms and Conditions and Privacy Policy" which is checked. At the bottom is a blue "Create account" button and a "Help" link.

2. Once you click on the link, you will be redirected to the “*Create your new password page*”. Confirm your email address then continue to enter your new password. Ensure that you re-enter the password you just created in the “*confirm password*” box. Once you have reviewed the Terms & Conditions and Privacy Policy, click on the check box first then click the blue “*Create Account*” button.
3. The next page will prompt you to choose a security option to add extra security to your account. You can either select a call or text with a verification code or set up a security question. If you choose to have a code sent via text or call, ensure that you enter your phone number and then click on the “*Send code*” or “*Call*” button. If you choose to have a security question, it is very important that you remember or take note of your EXACT answer to the question. All spelling and punctuation has to be exactly how you typed it when creating your account or else it will not grant you access to your account. We suggest having the code sent to you via text or call for a smoother experience.

**\*\*\* Note: This is a one time set-up process that will allow you to confirm your identity if you ever forget your password.**



The screenshot shows the Athenahealth security setup interface. At the top is the Athenahealth logo. Below it, the heading "Choose your security option" is followed by a paragraph: "Complete this one-time set up for your security option. We'll only ask you to verify this if we need to confirm your identity (for example, if you forget your password)." There are three options listed, each with a "Setup" button:

- Text me (recommended)**: Get a security code sent to your mobile phone by text (SMS). Includes an SMS icon.
- Call me**: Get a phone call with the security code and instructions. Includes a phone icon.
- Security Question**: Answer a security question to confirm your account. Includes a question mark icon.

A "Help" link is located at the bottom left of the form.

4. If you have chosen the security option to have a text or call sent to your phone, enter the verification code that you have received and click “*Verify*” to continue. If you have chosen a security question, select a question that you would consider easy to answer from the options given then type your answer. Once you have an answer to your liking, click on the save button. You may be prompted to verify

your phone number that we have on file for you. You can either have this security code sent by text or email.

5. Click continue. You will be redirected to the main portal page. For future references, the easiest way to access your patient portal is to go to our website; [www.imcnorthcarolina.com](http://www.imcnorthcarolina.com) . On the welcome page there will be a button that says “ Existing patients: Click here for patient portal. Once you have been redirected, you will click “Log in with Athena health” on the right hand side.

**\*\*\*Note: You will need your email address and password in the future to log onto your patient portal.**