

Patient Portal Troubleshooting (Beyond Password Reset)

If the Patient Portal is not loading correctly or is not working as expected, your browser may be using older saved website information (cache or cookies). This can happen with any website and does not necessarily mean there is a problem with your Patient Portal account.

iPhone/iPad - Safari

- 1 Open **Settings**.
- 2 Type **Safari** in the Settings search bar.
- 3 Tap **Safari** in the search results.
- 4 Scroll down and tap **Clear History and Website Data**.
- 5 Confirm when prompted.
- 6 Reopen Safari and try the Patient Portal again.

Google Chrome

- 1 Open **Chrome**.
- 2 Tap the **three dots** menu (usually at the top right or bottom right).
- 3 Select **Delete Browsing Data**.
- 4 Select **Cookies/Site Data** and **Cached Images and Files**.
- 5 Tap **Delete/Clear Data**.
- 6 Reopen Chrome and try the Patient Portal again.

Microsoft Edge

- 1 Open **Edge**.
- 2 Tap the **three-dot menu**.
- 3 Go to **Settings > Privacy > Clear Browsing Data**.
- 4 Select **Cookies/Site Data** and **Cached Images and Files**.
- 5 Clear the data.
- 6 Reopen Edge and try the Patient Portal again.

If You Do Not Want to Clear Your Browser Data

You can try either of these options instead:

- Try a **different browser**. For example, if you normally use Safari, try Chrome.
- Try a **different device**, if available. For example, try a computer or tablet instead of your phone.

If the Portal Still Does Not Work

Please contact our office for assistance. Let us know which troubleshooting steps you already tried, including whether you tried a different browser or device.