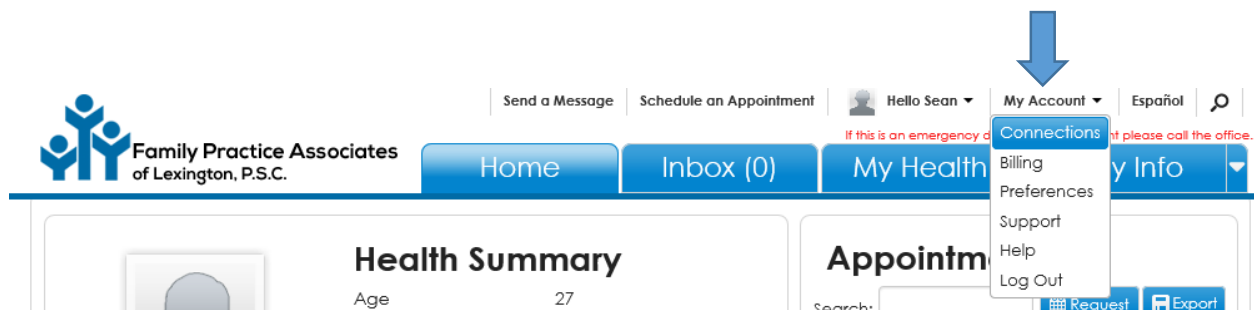


FMH Portal Account Not Seeing Any Patient Information

If you have signed up for the new FMH patient portal and you still do not see any of your patient information, this is most likely due to a poor connection attempt and most of the time can be fixed with disconnecting and reconnecting their portal account. This can be done from the “Connections” section of the portal and is a good “first-step” troubleshooting method.

From the main page of the FMH portal, click on “My Account” and “Connections” (as seen below).



From there, you should see a screen similar to the picture below. The connection may say either “Connected” or “Pending” in parenthesis. Either way, click on the “X” to the right to remove the connection.

Once the connection is removed, click on “Add Connection” and search for Family Practice Associates and add it to your connections. Once you add FPA, the connection status will say “Pending” until the connection request is fully processed by FPA (usually 1-2 days). Once it is processed, it should say “Connected” and information should start populating to the portal account.

