

## PATIENT PORTAL

When we have lab results or medical information for you, we will send them to the patient portal. You can also send secure messages to our office.

When you have a new message or document in your portal, you will receive an automated email which will contain a link to the portal. However, you can go directly to the portal website at: <http://progmednc.myupdox.com>. You can also access the portal by going to our website at [www.progmednc.com](http://www.progmednc.com) and clicking "PORTAL".

**It is very important that you log on and view your results, as the providers will comment on your results and may give you further instructions based on the results.** Our office receives a notification within a few days confirming whether or not you have read the message. If you have not, we will have to resend it and make further attempts to request that you open your portal, as we need to ensure that you have read any important information that we have sent you.

**TO LOG IN FOR THE FIRST TIME:** Your default Username is the email address we have on file for you. You will receive an email notifying you that you have mail in the portal and the email will contain a temporary password. The first time you log in, you will type in the temporary password and you will be prompted to change your password immediately to one of your own. After you have logged in, you can also change your Username by clicking on "My Profile" if you would like your Username to be something other than your email address.

**IF YOU ALREADY HAVE A PORTAL ACCOUNT, BUT HAVE FORGOTTEN YOUR PASSWORD:** Please click on [CLICK HERE TO SIGN IN](#) and [FORGOT PASSWORD](#). Type in your Username and the system will automatically email you a temporary password. When you log in, you will be prompted to change the password immediately to one of your own.

**IF YOU ALREADY HAVE A PORTAL ACCOUNT, BUT HAVE FORGOTTEN YOUR USERNAME:** Click on [FORMS](#) and [FORGOT MY USERNAME](#) and submit the form. Someone from our office will contact you to assist you in getting logged in.

**IF YOUR EMAIL ADDRESS CHANGES, PLEASE MAKE SURE WE HAVE A VALID EMAIL ADDRESS ON FILE:** Notify us if you change your email address and update it in the portal as well, so that you will continue to receive notifications when you have new items to view.

**NOTE:** If you were using your old email address as your User ID, updating your email address with us will **not** update your User ID. Your User ID will remain the old email address until you change it on the portal (or you can change it to a User ID other than an email address if you wish). To change your User ID, click on My Profile.