

# **Patient Portal FAQ/Help**

## **How do I change my password?**

To change your password, click the “Change Password” link on the Patient Portal home page. This link is located on the blue bar at the top of the page. You will be prompted to enter your old password, and to confirm your new password by typing it twice. Your new password will be set when you click “OK”.

## **What if my health information is not correct?**

Your Patient Portal information comes directly from your electronic medical record. If you believe it is not correct, you should contact your doctor to clarify the information.

**FOR QUESTIONS REGARDING YOUR TEST RESULTS, PLEASE CONTACT YOUR PHYSICIAN.**

## **Who can I contact if I have further questions?**

You may send us an email to [NJSHINE@IHN.org](mailto:NJSHINE@IHN.org) if you have additional questions or need assistance. Hours of support are Monday through Friday (excluding holidays) from 8:00 AM until 4:00 PM and our goal is to respond within three business days.