

Patient Portal Set-up

Step 1:

Once the clinic activates your portal, you will receive the following email.

This email is only valid for 24 hours after receipt.

(In case the email is not in the inbox, verify your junk folder. If this email does appear in the junk folder, mark as not junk or add noreply@secure.medesync.com as a contact within the email settings)

** Your Username is the **email address** that is associated with your medical file.

Activation Patient Portal

Hello and Welcome to Patient Portal!

The portal will be used as a secure means for the clinic to send you forms, requisitions, consultations, and messages from your health care professional.

Once your Portal is activated, we invite you to verify your contact information and ensure all is up to date. This Portal can also be used to modify your information if need be.

* [Click here](#) for step-by-step instructions on how to set-up your patient portal.

To set up your portal, you will need the information below:

- User Name: **reception@santemontroyal.com**
- Temporary Password: **Dlv15sDVmg**
- Please **copy and paste** your temporary password and use it to login at **<https://patient.medesync.com>**
- You will be required to **change your password** the first time you log in.

Step 2:

Copy your **Temporary Password**.

** **To copy the Password**, be sure to highlight the letters and numbers of the temp password without any spaces in the front or the back, right click and select Copy or press CTRL+C on the keyboard to copy

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Step 3:

Click on the patient **portal link** to access the Patient Portal

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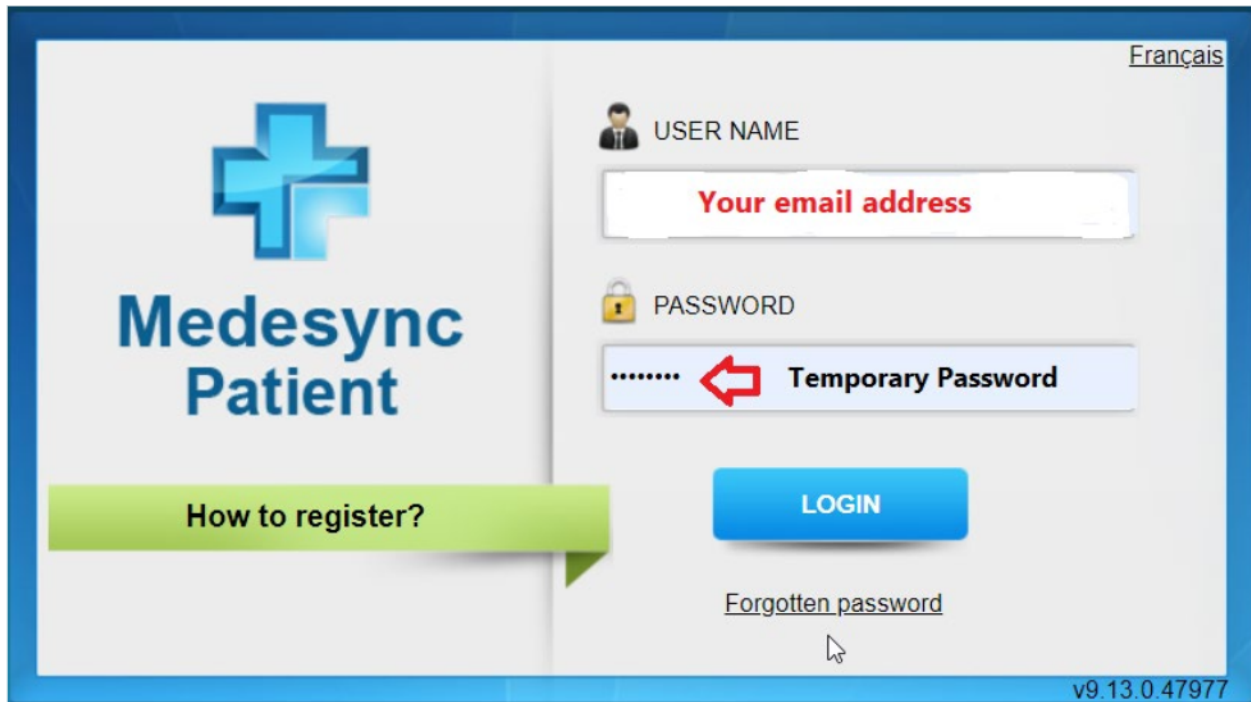
- Username: reception@santemontroyal.com
- Temporary Password: **Dlv15sDVmg**
- Please **copy and paste** your temporary password and use it to login at **<https://patient.medesync.com>**
- You will be required to **change your password** the first time you log in.

Step 4:

Once the link is open, you must enter your **username**. Your username is your email address

Then Paste the **temporary password** you copied from your activation email, into the password field of the portal.

** To Paste the password, click in the password field, then right click and select Paste or press CTRL+P on the keyboard to paste.



French

Medesync Patient

How to register?

USER NAME
Your email address

PASSWORD
Temporary Password

LOGIN

[Forgotten password](#)

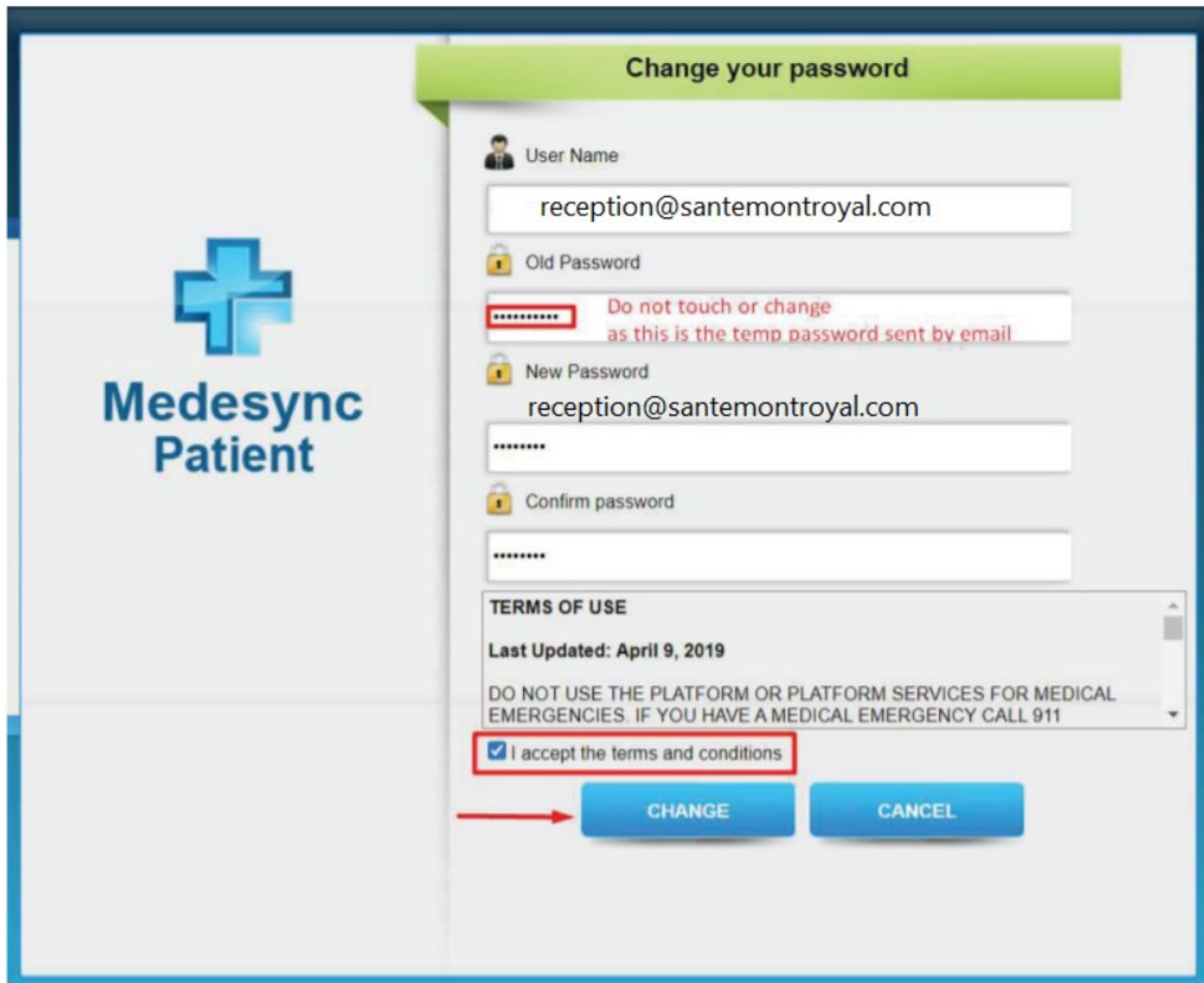
v9.13.0.47977

Once this is done, click **LOGIN**

Step 5:

You will be prompted to enter a **New Password** and then confirm the new password again (password must be at least eight characters with one capital letter and at least one number).

You must accept the terms and conditions by checking the box to continue.



The screenshot shows the 'Change your password' form in the Medesync Patient portal. The form includes the following fields and elements:

- User Name:** reception@santemontroyal.com
- Old Password:** A red box highlights the field with the text: "Do not touch or change as this is the temp password sent by email".
- New Password:** reception@santemontroyal.com
- Confirm password:** A red box highlights the field.
- TERMS OF USE:** Last Updated: April 9, 2019. DO NOT USE THE PLATFORM OR PLATFORM SERVICES FOR MEDICAL EMERGENCIES. IF YOU HAVE A MEDICAL EMERGENCY CALL 911.
- Acceptance:** A red box highlights the checked checkbox: "I accept the terms and conditions".
- Buttons:** "CHANGE" and "CANCEL". A red arrow points to the "CHANGE" button.

Click on **Change.**

A message will appear letting you know that **Your password has been successfully changed.**

You now have access to your Portal.

How to retrieve documents

Once you have created your new password, you will be able to log in to retrieve your documents.

They can be located in either [Boîte de Reception](#), [Formulaires](#) or [both](#).



The screenshot shows the Medesync Patient portal. The top navigation bar includes 'Boîte de réception [7]', 'Profil', and 'Déconnexion'. The left sidebar contains 'Accueil', 'Formulaires [2]', and 'Informations personnelles'. The main content area shows a 'messages:' section with a table of messages.

date	Titre
19 janvier, 2021 15:33	[REDACTED]
19 janvier, 2021 14:44	[REDACTED]
19 janvier, 2021 14:43	[REDACTED]
19 janvier, 2021 15:44	[REDACTED]

** Note you can update your [personal information](#) at anytime by clicking the Personal Information button below Forms.

Please note that the Portal is **NOT** a method of communication with a doctor, to book an appointment or gives access to your medical file.

For all questions and concerns, please take an appointment on our website at www.santemontroyal.com.

Thank you.

SANTÉ MONT-ROYAL