InSync Patient Portal Guide



STEPS TO GET STARTED WITH OUR NEW PATIENT PORTAL

INTRODUCTION

This guide is designed to help you activate your account, log in, and confidently navigate your patient portal. From updating personal details to reviewing appointments and completing forms, you'll have secure, convenient access to your health information.

Accessing the Patient Portal

- Activation Email: After registering with Beacon Outpatient, you'll receive an email from donotreply@alert.insynchcs.net with the subject line: "Beacon Outpatient welcomes you to the Patient Portal." This email contains your temporary login credentials and a link to activate your account.
- Account Activation: Click the activation link within 72 hours to set up your account. You'll be prompted to enter your date of birth and phone number on file.
- Verification Code: A 6-digit code will be sent to your email. Enter this code within 5 minutes to proceed.
- **Set Password:** You'll need to call your local office to receive your temporary password. Once you have it, agree to the Terms and Conditions, then log in and update your password as prompted.

Navigating the Portal

- Once logged in, you'll have access to several features:
 - **Dashboard:** Overview of your health information, allergies, medical history, vitals, medications, lab results, immunizations, and health maintenance.
 - Appointments: View upcoming appointments.
 - Forms/ Documents: Complete required forms such as patient demographics and consent forms.
 - My Profile: Update personal and insurance information.
 - Billing: View statements, add or update credit card information, and make payments securely.
 - **Messaging:** The messaging feature allows your provider or office staff to send you secure messages (similar to email) through the portal. It's also used to share important forms that may be needed for your records or before upcoming appointments.

Adding a Credit Card

- Navigate to "Manage Saved Cards": Under the "My Profile" section.
- Add New Card: Click "Add New Card" and enter your credit card details.
- **Consent:** Review and sign the credit card consent form digitally.
- Save: Click "Submit" to save your payment information.

