

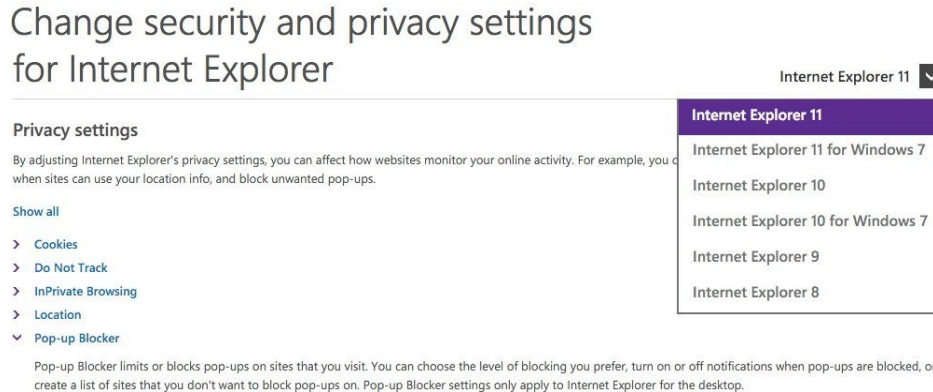
Patient Portal Login Troubleshooting

- Mobile

- If you are using an iOS device (iPad, iPhone, etc.) log directly into the Patient Portal website or make sure Safari's popup blocker is turned off.
 - To log directly into the site, click here: <https://patientportal.trimedtech.com/albpeds>
 - To turn off Safari popups:
 - Go to your Settings app on your iOS device.
 - Tap "Safari."
 - Toggle the "Block Popups" switch to off. (It should no longer be green.)

- Popups

- To allow popups in Internet Explorer:
 - http://windows.microsoft.com/enus/internetexplorer/iesecurityprivacysettings#ie=ie11_1
 - Expand the popup blocker section and click "show all."
 - Make sure you have the correct version of IE selected in the dropdown:



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- To allow popups in Chrome:
 - <https://support.google.com/chrome/answer/95472?hl=en>
- To allow popups in Safari:
 - In Safari, go to Preferences > Security > uncheck "Block popup windows"
- If you are getting an error, check below for further steps:
 - "Invalid login!"
 - This means you are not currently inputting the correct login or password information into the Patient Portal website. The login is probably your email address, but you may have changed it to be a generic login name, especially if you have logins for multiple family members.
 - If that doesn't work, you can click the "Forgot Username" link, enter your email address and click submit to receive a link via email to reset your account information.
 - "Access Denied!"
 - Contact Albemarle Pediatrics to see why you don't have portal access.