



TO: CURRENT INSIGHT HOLISTIC IMAGING CLIENTS

Helpful Hints for Navigating Your Client Portal System

No “Welcome to Your Patient Portal for Thermography” email has been received?

- If you have opted to have a portal with IHI on your intake forms, please give the system at least 48 hours after your screening to send an auto email to you to set up your password.
- If it has been 48 hours since your screening, please check your spam or junk file to see if it is there.
- Make sure you are looking for this email in the inbox connected to the email that you gave in your patient profile at the time of booking.

Having trouble setting up your portal password?

- Please be sure to follow the link directions precisely as directed and make sure you are using the same email address that was set up for your profile in the booking system. It is the only way to recognize you for your personal HIPAA-compliant portal.
- Botched it and need to reset? That’s ok, just reach out by email and a reset email message can be sent to you to start over or you can simply go to www.Optimantra.com and click on Patient Login. There will be a “Reset Password” button there.

It’s been over 8 days and no email has been received that results are posted in your portal?

- Check your spam/junk file to see if an email was sorted there.
- Go directly to the portal through www.optimantra.com. After entering your password for Patient login, check the “Documents & Handouts” section for results.
- Please email if you cannot find any indication that your results have been posted.

You Received the Email that results are in your portal but cannot open the portal?

- Make sure you are using the correct email address and password that you set up initially. If you need to reset the password, just reach out by email and a new link can be sent to you or go to www.optimantra.com, click on Patient Login and then click on “Reset Password”.
- Be sure to follow the directions to open the portal precisely (i.e. First Name requested, don’t type in your full name. Birthdate requested by year first, etc.)

You got into the portal, but cannot find your results?

- Please use the menu on the left side of the dashboard screen and click on “Documents & Handouts”.
- If you do not see this menu and you are using a cell phone to view, you may need to look for the three horizontal lines to the left of the words “Patient Portal” depending on the site layout. Click on them and the menu should drop down for you.

Just not getting any “love” at all from the portal system, no worries. Send an email to rhonda@insight-holistic.com and your results can be sent by mail or email. Once we are together again, we can set up your portal together.