

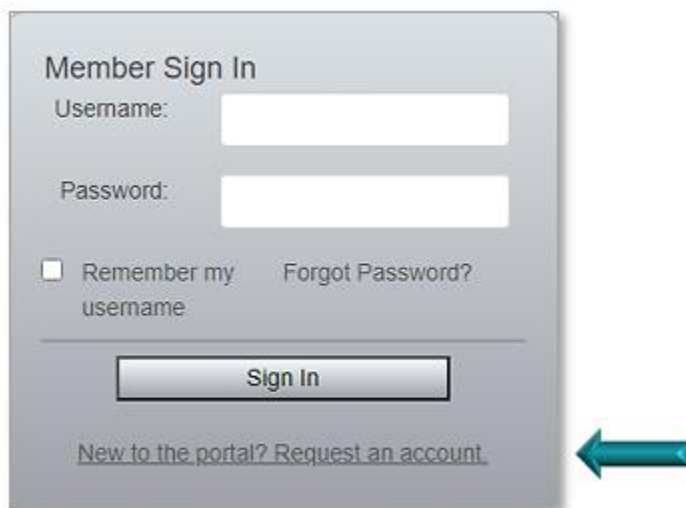
## PATIENT PORTAL FAQ

**Q:** My username and password no longer work when I try to login to the patient portal. The screen also looks different. How do I access my reports?

**A:** On January 31, 2023, the Windsong Radiology Patient Portal was upgraded to provide you with the latest technology and patient support. Your prior login and password to the old portal are no longer valid and will not allow you access to your reports. Please follow the steps below to sign up for our new portal.

### To create a new portal account:

To create a new portal account and set up a new login and password, visit the new patient portal login page. Click the **New to the portal? Request an account** link located directly below the Sign In button, as shown below. Once you have filled out the request form, you will be notified by email when your account request has been processed.



The image shows a screenshot of a web form titled "Member Sign In". It contains two input fields for "Username:" and "Password:". Below these fields is a checkbox labeled "Remember my username" and a link "Forgot Password?". A "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link that reads "New to the portal? Request an account". A teal arrow points from the right side of the image towards this link.

Please click [here](#) to go to the login page for the **NEW Windsong Radiology Patient Portal**.

**Q:** When I try to login to the new Patient Portal, I get this error: **Bad username or Password**

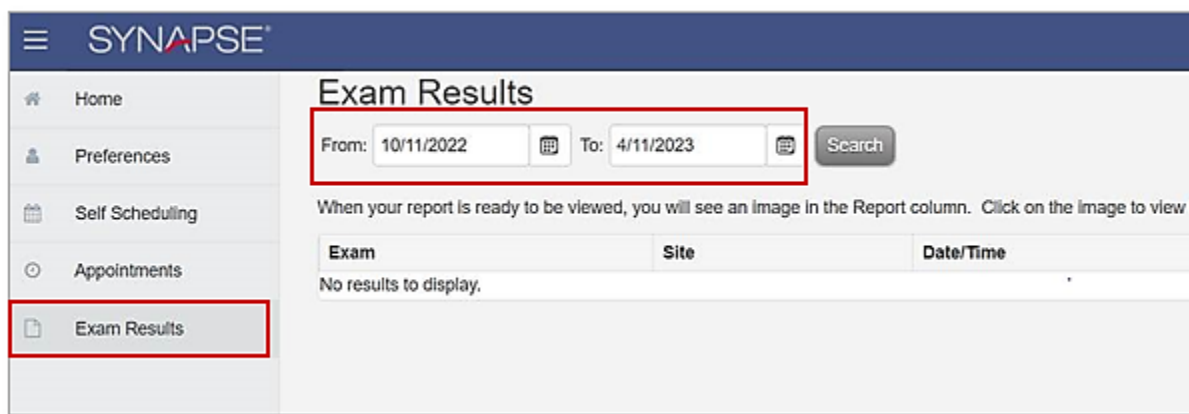
**A:** If you are receiving this error in our new portal, or are experiencing any other access issues, please let us know by sending an email to: [portalhelp@windsongwny.com](mailto:portalhelp@windsongwny.com)

**Q:** I received an email stating that “Request for patient portal access is denied”. The reason listed is: Your request for access to the patient portal was denied due to the following reason: **THIS IS A DUPLICATE REQUEST.** Patient portal already exists.

**A:** You have received this email because there was an additional request in our system for portal access. If you have already secured access to the Patient Portal, please ignore this email. If you are still having difficulty accessing the Patient Portal, please let us know by sending an email to: [portalhelp@windsongwny.com](mailto:portalhelp@windsongwny.com)

**Q:** I am not able to find my exam results.

**A:** When searching for reports, change the **From** and **To** dates on the Exam Results page to a range that includes the date(s) of the exam(s) you would like to view. Then click **Search**.



**Q:** How do I **confirm** my appointment?

**A:** To confirm, locate the exam(s) in the Appointments section. Click the **Confirm** icon for the exam to be confirmed.

- Step one, click the **Yes** button to answer the question: **Will you be able to make this appointment?**
- Step two, if presented, please *review* any forms for your exam. Forms will be signed when you arrive at Windsong Radiology for your scheduled appointment.

**Q:** I accidentally clicked **No** when I was attempting to confirm my appointment. Who should I notify?

**A:** Please call **716-631-2500**, press **1** to indicate you are a new/current patient. Then press **1** to Schedule/Reschedule or Cancel an appointment. A Windsong representative will be happy to assist you with this issue. ***Please call promptly to ensure your appointment date/time are not reassigned.***



**Q:** How do I **cancel** my appointment?

**A:** To cancel, locate the exam(s) in the Appointments section. Click the **Cancel** icon for the exam to be cancelled.



- A popup box displays the message **Are you sure you want to cancel this appointment?** Click **Yes**
- A cancellation confirmation email is automatically sent to your email address on file.
- Please reschedule by calling **716-631-2500**. Press **1** to indicate you are a new/current patient. Then press **1** to Schedule/Reschedule or Cancel an appointment. A Windsong representative will be happy to assist you.

**Q:** Do I need to set the security pin in my profile?

**A:** Upon login to the Portal, a notifications banner will appear at the top of the page reminding you to set up a **security pin**. The use of security PINs is planned for future when additional portal features are released. More information will be provided at a later date. Please disregard this notification and **DO NOT set a security pin**. Example shown below:

### Notifications:


Attending to these items will eliminate the need to provide this information at the office and enable us to see you faster. Your security pin has not been configured. [Click here](#) to create your pin. Doing so will allow you to sign consent forms.

**In the event you need to reset your password at any time, please set up your security questions when they are automatically presented during your FIRST login to the portal.**

**Q:** Does the Windsong Patient Portal **offer** Multi-Factor Authentication (MFA)?

**A:** Yes. To enable MFA, check **Always require a security code to log in**.

**Please note: The use of MFA is optional and not required to access your reports.** Example below:



Password Settings

[Change Password](#)

\*Security Pin:

You must configure a 4-digit PIN number to sign consent forms within the Patient Portal.

Always require a security code to log in:

**Q:** Why can't I save changes to my insurance data?

**A:** Although patients may update their demographic information (name, birthdate, address etc.), insurance data may only be viewed using the patient portal. We look forward to offering this capability in the future when additional features are released.

For now, please update your insurance information when scheduling your appointment or during registration on the day of your exam. To provide updates about any insurance changes prior to your appointment, please call **716-631-2500**. Press **1** to indicate you are a new/current patient. Then press **4** to speak with a billing representative.

**Q:** Why can't I schedule on the patient portal?

**A:** Patient scheduling using the Windsong Radiology Patient Portal is a future enhancement. We look forward to offering this capability in the future.