Patient Portal Troubleshooting (for patients)

This guide is to help patients using the Patient Portal.

If you have followed the below advice and still can't access information in the patient portal, **please contact your practitioner.**

On this page:

- **Patient can't log in**
- **Patient can't see any clinic or course information**
- **Patient can't order from prescription in Patient Portal**
- **Patient can't upload PDF documents**
- **Further support**

Patient can't log in

Confirm you have done the following:

- Created a Patient Portal account
- Confirmed and verified your email.
    - *Please note:* once you click on the hyperlink in the email this is now verified. If you are not sure, try and log in using the details you used to sign up.
    - If you receive the message "link is invalid" this means you have already been verified and can log in.
- Logged into correct portal: https://patient.simpleclinic.net/
- Used the correct email address that you signed up with
- Used the correct password that you signed up with – for password reset instructions click here
- Have typed in the password, not copied and pasted it in
- Have turned off your password manager / autofill (as this can populate old passwords)
- Cleared your cache

If you have not received the verification email, or still can't log in for any other reason, **please contact your practitioner.**

## Patient can't see any clinic or course information

1. Your email and DOB in your patient portal profile needs to be the same as what is registered with your practitioner. If you can log in but can't see clinic or course information, check that your DOB and email is correct in your patient portal profile and contact your practitioner if you still can't see your clinic or course information.
2. Ask your practitioner to check that you have an active enrolment in the course you are trying to view.

Patient can't order from prescription in Patient Portal

1. Patients can only order from the latest prescription
2. Patients cannot order from prescriptions over 3 months old, these products will need to be re-prescribed.

Patient can't upload PDF documents

1. To upload files other than images, you will need to select 'All Files' when selecting the file from your computer.
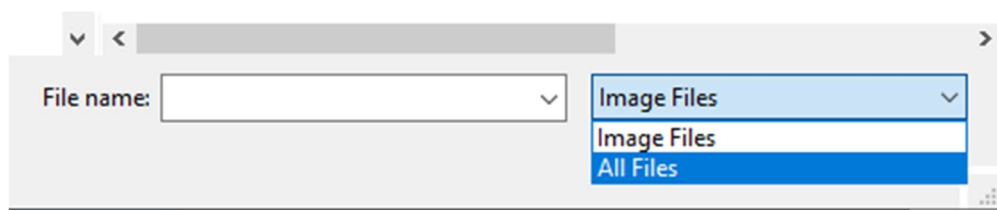
Further support

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