How to Login and Use our Patient Portal

Logging into the Portal	

1. After your account has been approved, access our patient portal to login: https://tcpportal.mamemr.com/dist/#/login
 	
NOTE* Our Patient Portal works best in Google Chrome web browser.
 	
    a. Enter the email address you used when registering along with your password.
    b. Click the green "Login" button.
	🔒 Login
	
	Welcome To Patient Portal
	👤 Email
	Email
	👁 Password
	Password
	⏻ Login
	
	Forgot Password? Not a member? Sign Up

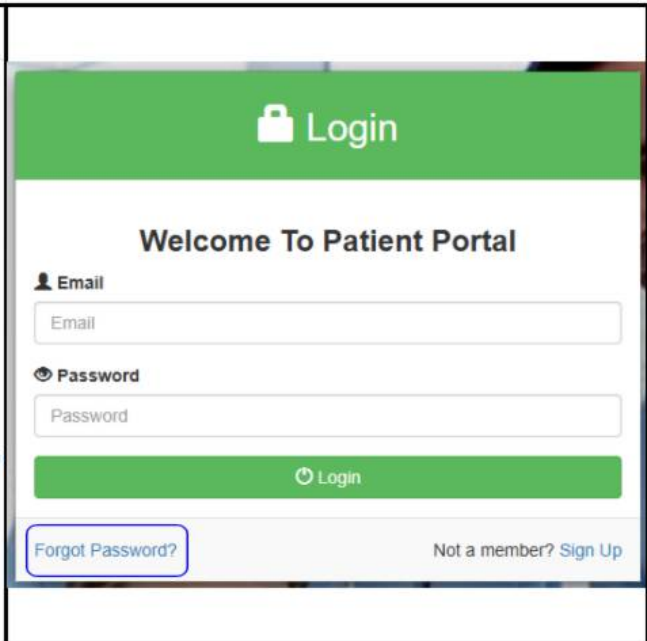| **Multi Factor Authication**	
Each time you log into the portal, you will be prompted to enter a multi-factor authentication code. This code is sent to your registered email address. If you don't find the code in your main inbox, please take a moment to check your spam folder, as it might be directed there.	🔒 Multi Factor Authentication ⊘ Submit

Note:

For optimal performance, we recommend accessing the TCP Portal using a desktop computer and the Google Chrome web browser.

Forgot Password

If you have forgotten your password, have not logged in for an extended period, or are experiencing difficulties accessing the portal, we recommend resetting your password. Please select the "Forgot Password?" link located in the bottom left corner of the login page.

A link to reset password would be sent to your email. If you do not see the link in the main email inbox, please check the spam inbox.

🔒 **Login**

Welcome To Patient Portal

👤 Email

Email

👁 Password

Password

⏻ Login

Forgot Password?   Not a member? Sign Up

Too Many Attempts / Lock-Out:

If you find yourself locked out after multiple attempts, please wait 15-30 minutes before trying to log in to the portal again.

If you continue to experience issues, feel free to reach out for assistance at (763) 267-8701.

Navigating the Patient Portal

1. Users will be granted access to view patient notes, scanned documents, current demographics, and non-urgent messages to providers.	📄 Notes 👤 Lab 💼 Misc 📋 Medications 📋 Demographics 💬 Messaging 📋 Orders
2. The homepage will vary by user type. a. **Patient/Family/POA** access will display the names of patient's charts that the user is authorized to view. Click on the patient's name to continue to the chart.	**Patient List** John Wayne 01/01/1901

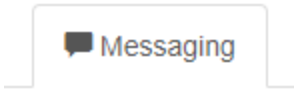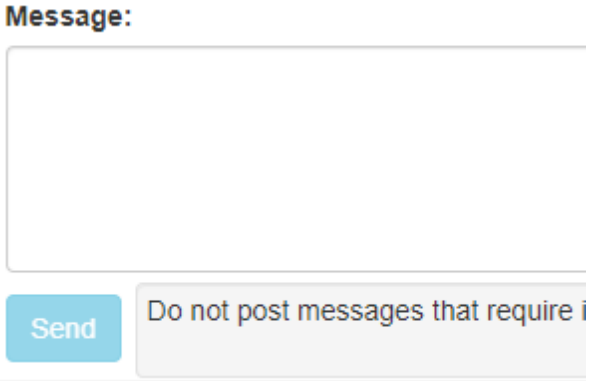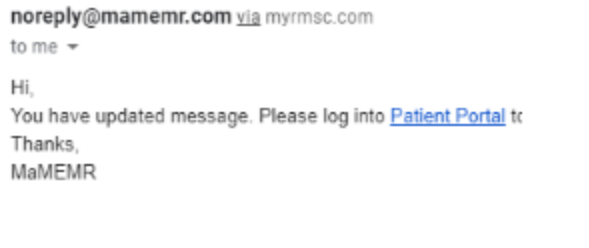|	
B. Facility access will display a search box. Search for the patient whose chart you would like to access. Click on the patient's name to continue.	**Patient Search** **First Name** First Name ↻ Reset 🔍 Search
3. Navigate through the chart by clicking on the tab you would like to view.	📄 Notes 📋 Lab 💼 Misc 📋 Medications 📋 Demographics 💬 Messaging 📋 Orders
4. **To view providers notes**, click on the "Notes" tab. A list of clinic notes will be displayed by visit date along with the provider's name. Click on the note of the date that you would like to view. **To Print Notes:** Open a note and then click the "print" button in the upper right hand corner. *Note* The portal works best in Google Chrome. If you're not using Google Chrome browser, the note will most likely be formatted incorrectly.	**11/28/2018 | Clemencia Rasquinha** Twin Cities Physicians 1415 Lilac Dr. N. Suite 190 Golden Valley MN 55422 Phone: 763-267-8701 Fax: 763-231-9602 FOLLOW-UP
5. **To View scanned documents**, please click on the "Misc" tab. This area includes all documents that have been scanned into the chart (including labs, imaging, and home health orders). Click the paperclip to view each document.	Attachment Type Comments 📎 NOTES 99334 📎 MAR 99334
6. **To upload a file**, click on the "choose file" button towards the top of the page.	Choose File No file chosen
7. Select the appropriate "Attachment Type" and enter any pertinent information in the comments section. Then click "Save." • We will receive a notification that you've uploaded a document.	Attachment Type* [▾] Comments [ ] Save Close

8. **To view and send messages**, click on the "Messaging" tab. This area allows you to view conversations between staff members as well as your previous conversations with staff. ***Important*** <u>Receiving a Portal Reply</u> – If you work at a facility and receive an email stating that you have a message on the portal, it is very important that you login to the portal before clicking the link in the email. If you aren't logged in to the portal when you click the link, it will just bring you to the login page and you won't know which patient you received a message under.	🗨 Messaging
9. You are able to send us messages using the "New" button in the upper right hand corner. **Please note: do not send urgent messages through the portal. Please call our office directly at 763-267-8701 with urgent concerns.**	➕ New
10. Compose your message to us, then click "send."	**Message:** [Send] Do not post messages that require i
11. You will be notified by email of any staff responses to your messages. The blue "Patient Portal" link in the message will bring you directly to the portal login screen. Once you log in, you will be brought directly to the response to your message.	noreply@mamemr.com via myrmsc.com to me ▾ Hi, You have updated message. Please log into Patient Portal to Thanks, MaMEMR

We hope that you find our portal to be both useful and easy to use. Please contact us at 763-267-8701 with any questions or concerns you may have.