



Patient Portal Help Guide

1. How to Register and Sign In

New Users

1. Go to the **IHS Patient Portal**.
2. Select your **preferred language** (English or Español).
3. If you're **not sure** whether you've provided your email address to IHS before:
 - Click "**Forgot your Password?**"
 - Enter your **email address** and click **Submit**.
 - If your email is on file, you'll receive a **password reset link** to access your account.
 - If your email is **not recognized**, proceed to **Request an Account**.

Request an Account

If you don't have an account or haven't provided your email:

1. Click "**Request an Account.**"
2. Fill out:
 - Patient First & Last Name
 - Requestor Name (if different)
 - Patient Email

- Home and Mobile Phone
- Patient Date of Birth
- 3. Click **Request Account**.
 - The Help Desk will create your account and link it to your patient record.
 - **New account setup may take up to 3 business days.**
- 4. If you see an error stating the email is already linked to an account, use **Forgot Password** instead.

Returning Users

Once you have your credentials:

1. Enter your **email** and **password**.
 2. Click **Log In**.
 3. You'll now have access to your exams, reports, and scheduling features.
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2. How to Schedule an Exam

1. Log in and go to **My Ordered Exams (Pending Scheduling)**.
2. If you see **"Schedule This Order"**, click it.
 - If it says **"Call to Schedule"** or **"Clarification Needed"**, follow the instructions or call IHS Scheduling.
3. If multiple exams appear, deselect any you don't wish to schedule by clicking the **X**.
4. Click the **green arrow** to proceed.
5. Confirm your **contact and mailing information**.
6. Indicate any **special accommodations or interpreter needs**.
7. Choose how you'll **be billed**:
 - **Health Insurance:** Follow prompts to confirm or upload insurance card images (front and back).
 - **Self-pay:** Proceed to the next step.
8. If required, complete any **clinical or safety questionnaires**.

9. Choose your **preferred date, time, and location**:
 - Select an available **appointment time**.
 - Review and acknowledge **exam preparation instructions**.
 10. Click **Next** to confirm.
 - Your appointment is now scheduled.
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3. How to View Images

1. Navigate to **My Previous Exams**.
 2. Click the **blue “Image”** button next to your exam.
 - This opens your imaging study for viewing.
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4. How to Share Images

1. In **My Previous Exams**, click **Share Images → Share Images**.
 2. Enter the **email address** of the provider or recipient.
 3. Click **Send**.
 - The recipient will receive a **secure link** to access the images.
 - Allow up to **10 minutes** for delivery, depending on file size and system load.
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5. How to Burn Images to a CD/DVD

1. In **My Previous Exams**, click **Share Images → Burn Images**.
2. A pop-up will appear and begin creating your disc image file.
 - This may take **5–10 minutes**, depending on exam size.
3. Once completed, click **Download**.

4. Locate the downloaded file on your computer and use your CD/DVD software to **burn to disc**.
 - You may also copy the file to a **USB flash drive** if preferred.
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6. IT Support

If you experience issues or need assistance:

Phone: (858) 658-6495

Email: helpdesk@imaginghealthcare.com

Hours: Monday–Friday, 8:00 AM – 5:00 PM

- Messages received after hours will be returned **the next business day**.

 **Do not include personal health information** (such as exam details or diagnoses) in your email.

For identity verification, please include your **full name** and **date of birth**.