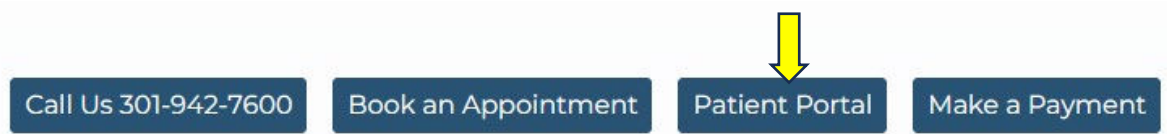


Troubleshooting Guide for PxP Portal at ARA

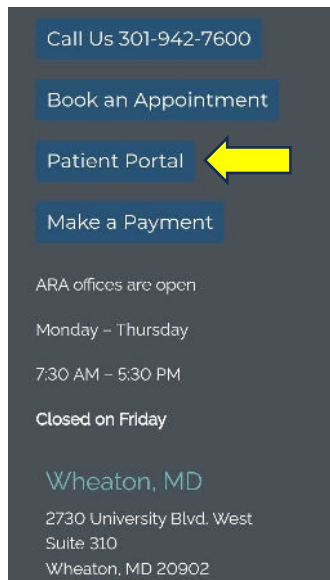
Navigating to the portal login page:

Go to our arapc.com website and click on the patient portal button! Note we do **not** have a mobile app and this link is specific to just our office. Using anything but the entire url web address will redirect you to a different site. This is why we encourage you to go through our office website. Once you reach the login page, you can bookmark it for later!

- If you are using a device that presents the desktop mode, the patient portal button is in the top right corner.



- If you are using a mobile device, the patient portal button is near the very bottom of the page above the office addresses.



For your convenience ARA offers a chat support option without having to leave the portal page! Between the hours of 8am-8pm ET Monday-Friday you will see an orange chat bubble in the bottom right corner of all PXP portal pages (login, dashboard, messages, etc)

Look out for the icon below for technical support. You will be able to interact with a real person that can assist you!



Tips when enrolling:

Patients with a valid email address on file are able to receive an email invitation. The invitation links do expire. Reminder invitation emails are sent after the initial invitation email and can also be resent by the office.

- 1) The screenshot below is a verification page once the “Sign Up” button is clicked from the email. If you encounter issues at this page, please double check the information entered. If you continue to have issues, it’s possible your link may have expired or we need to verify your information on file. Please engage with the chat support option from the login page for assistance.

Please Verify Some Information

Please enter your date of birth and zip code so that we can verify you.

ZIP code*

Date of birth

[Cancel](#) [Continue](#)

- 2) Once the zip code and date of birth is verified, you will be prompted to create your security details/login information.

Welcome! Create Security Details

Thank you for joining the portal. Please create a password and answer a secret question.

User name*	Secret Question*
Password*	Answer*
<p>Your password must contain 8-32 characters, include no common words, and fulfill three of the following:</p> <ul style="list-style-type: none"><input type="radio"/> one capital letter<input type="radio"/> one lower case letter<input type="radio"/> one number<input type="radio"/> one symbol (&%#@!?)	Mobile phone* (000) 000-0000
Enter Location	

By creating an account, I accept my health care provider's [Notice of Privacy Policy](#) and [the Terms & Conditions](#).

Enter Portal

- **Username:** Your username **must be unique** from every user throughout every practice that uses PXP Portal (not just Arthritis and Rheumatism Associates), including yourself at another doctors office. If you get the message in red below, you must choose a different user name. For example, you might find that your email address is already taken which means you likely used for another practice.



The screenshot shows a text input field labeled "User name*" with a red border and a red exclamation mark icon in the bottom right corner. Below the field, a red error message reads: "The user name you entered is already taken. Enter another user name."

- **Password:** The password must contain 3 of the criteria shown in the picture below. Once you've met a specific criteria the red "X" will turn into a green checkmark. You will not be able to enter your portal until 3 of the criteria are met.

Your password must contain 8-32 characters, include no common words, and fulfill three of the following:

- one capital letter
- one lower case letter
- one number
- one symbol (&%#@!?)

A password that has met all the criteria will look like below:

Your password must contain 8-32 characters, include no common words, and fulfill three of the following:

- ✔ one capital letter
- ✔ one lower case letter
- ✔ one number
- ✔ one symbol (&%#@!?)

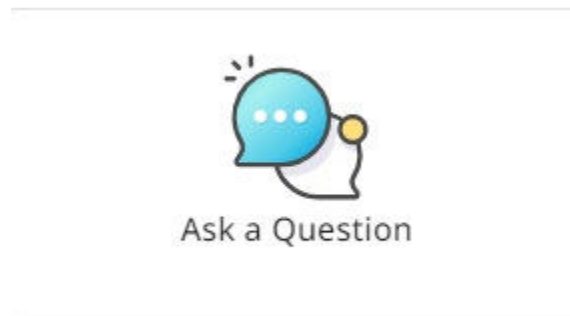
- **Enter Location** : This is asking for the location you visit your provider at. Please select from the drop down

Once you've created your account:

How to upload records:

Note: We cannot accept large files with documents of 20 or more pages. Our providers want to see your last note from your PCP and/or any referring providers, last labs, and last diagnostic test(s) performed. Please limit your upload to those documents.

- a. Click the "Ask a question" button



- b. Click the "Upload Attachments" option

What's your message about?

Billing or Insurance ... Infusion Appointme...

Medical Records Req... Message to Provider ...

Upload Attachments

Cancel

- c. Fill out the required fields (subject, message) and click on the "Choose file" button below. You may add up to 5 files per message. Select your file(s), click open. You should now see that your file is attached to your message. Note that the information you're attempting to attach must already be saved to your device.

Subject*

Max 30 characters
0/30

What is your question?*

Max 4000 characters
0/4000

Attachments

Choose file

You can add up to 5 files at a time. Maximum size 10MB.

- d. Once you've attached the intended file(s) click "Continue" in the right bottom corner.
- e. Please review your message. If you need to make changes you can select the back option on the bottom left side. (Please note: hitting the back button will erase your typed message and attachment) If you are ready to send your message, select "Submit Question." **You must click "Submit Question" in order for your message to send.**

How to request records:

There are two different ways to request records from the Patient Portal, via the health record tab, which is automated, or by sending a message to the Medical Records department. Please see below for the best option for your needs.

- 1) **Health Record tab:** requests made via the Health Record tab will provide a standardized document that pulls limited information which our staff cannot control or edit.
 - a. Click on the Health Record module which can be found on the home page or the left toolbar.



- b. Click on the "Request updated records" on the upper right-hand corner

Missing health record information?
[Request updated records](#)

- c. You can now select a date range or click "request complete record." Note: if you are looking for labs "Request complete record" will only pull the last year worth of results.

Request updated records

Select date range based on visit date.

Enter start and end date in mm/dd/yyyy

_____ Or _____

Request complete record.

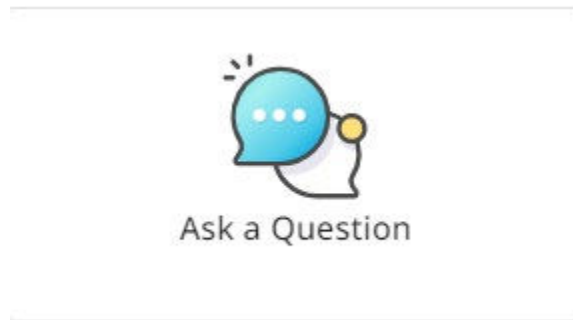
Cancel

Request

- d. Click on request. Depending on the date range or if you've chosen to request the complete record, it will take time to process. Once the request has been completed you will receive an email notification and there will be a new health record for you to view.

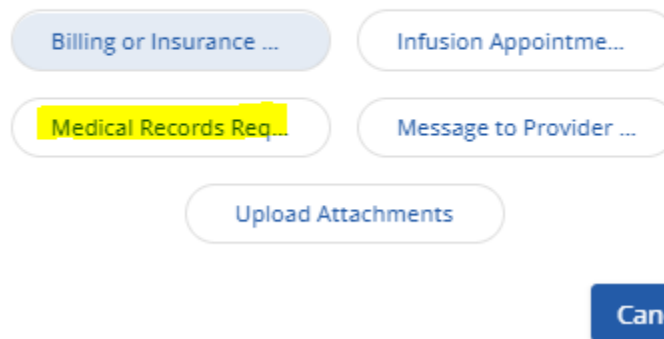
2) **Ask a Question tab - Medical Records Request:** This option can be used for more specific requests (i.e. radiology reports, orders or referrals, office visit notes). Note that the Medical Records department option can take up to 3 business days for a response. If you need more immediate assistance, please call our office at 301-942-7600 and select the medical records option.

- a. Click on the "Ask a Question" tab on the home page or the left side toolbar



- b. Select the "Medical Records Request" option

What's your message about?



- c. Compose your message including a subject. Add your request to the "What is your question" box. Hit the complete option on the bottom right corner.

Subject*

Max 30 characters

1/30

What is your question?*

Max 4000 characters

1/4000

- d. Please review your message. If you need to make changes you can select the back option on the bottom left side. (Please note: hitting the back button will erase your typed message) If you are ready to send your message, select "Submit Question." **You must click "Submit Question" in order for your message to send.**

Other issues including but not limited to:

- Username retrieval and password Resets
- General Login Help
- Security Question issues
- Health Record
- Sending messages
- Uploading attachments
- Site navigation questions



For any other issues please interact with the chat support button.