Cayuga Family Medicine Patient Portal Activation Tutorial

To access the patient portal go to www.cayugafamilymedicine.com and click on "PATIENT PORTAL".

Review the patient portal information, scroll down to the blue "Patient Portal" Icon and click "LOGIN"
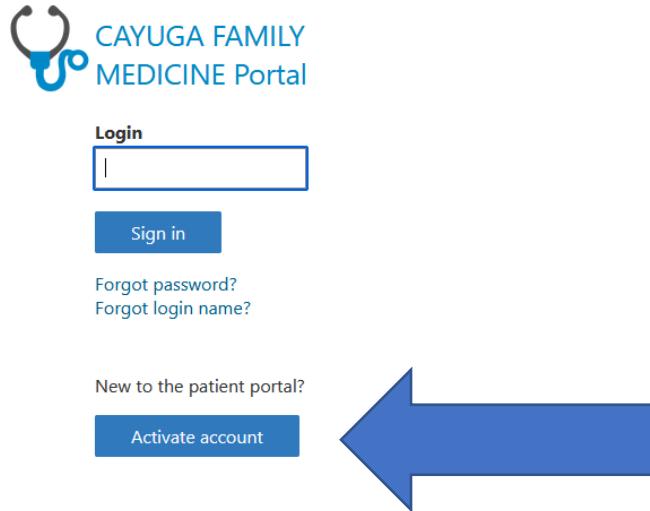

The login screen will appear.

If you are a **current** user, enter your login ID and click sign in.
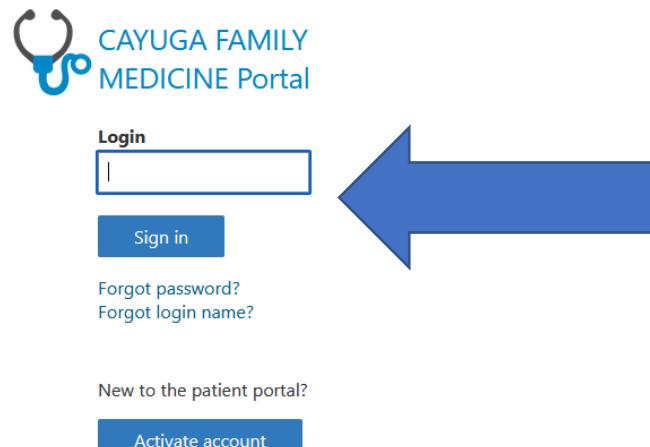
If you are a **new** user, click on "Activate account"

To activate a **new account**, please have you activation code and/or letter ready to access that was given to you by Cayuga Family Medicine.

Fill in the following information and enter the activation code from the letter:

Personal Information

Please enter your Last Name, First Name, and Date of Birth exactly as they appear in your portal activation letter. Verify you have entered your Last Name first, and that your Date of Birth is entered in the correct format. Also make sure you enter your email address in the correct format (ex. name@example.com), and that both the Email Address and Confirm Email Address fields match.

Last Name: *

First Name: *

Date of Birth (mm/dd/yyyy): *

Email Address: *

Confirm Email Address: *

Security Information

Please pick 3 different questions from the list and answer each for your security questions. These will be asked of you from time to time when logging in to verify your identity.

Question 1: *

Answer 1: * [   ]

Question 2: *

Answer 2: * [   ]

Question 3: *

Answer 3: * [   ]

Site Id and Phrase

The site id image and phrase is a combination of a picture and a phrase. Each time you sign in you will be presented with the picture and phrase you choose here. You will be shown this image and phrase prior to inputting your password. This will confirm that the site you are signing into is the correct and trusted site and not a fake site trying to obtain your personal information fraudulently. Please select a photo and phrase that will be familiar to you when you see it again.

Site Id Image * [Please select an image to use as your site id](#)

Site Id Phrase: *

Login Information

Please create a login name and password you will remember.

Your login may be up to 12 characters, containing only letters and numbers.

Your password must be at least 8 characters, may contain letters (upper and lowercase), numbers, spaces, and special characters (`~!@#$%^&*()_-+=[]{}|\:;'<>",.?/), and is case sensitive.

The Activation Code is also case sensitive and must be entered exactly as it appears in your portal activation letter.

Create Login (max 12 characters): * [   ]

Create Password: * [   ]

Confirm Password: * [   ]

Activation Code: * [   ]

Once these steps have been completed you are ready to activate and login to you new account!

If you need more help with activating your portal, please refer to the following video tutorial:
https://www.medentmobile.com/portal/tutorials/PatientAccountActivation.mp4