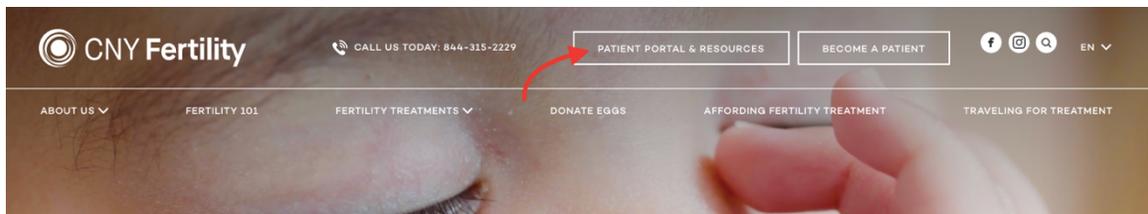
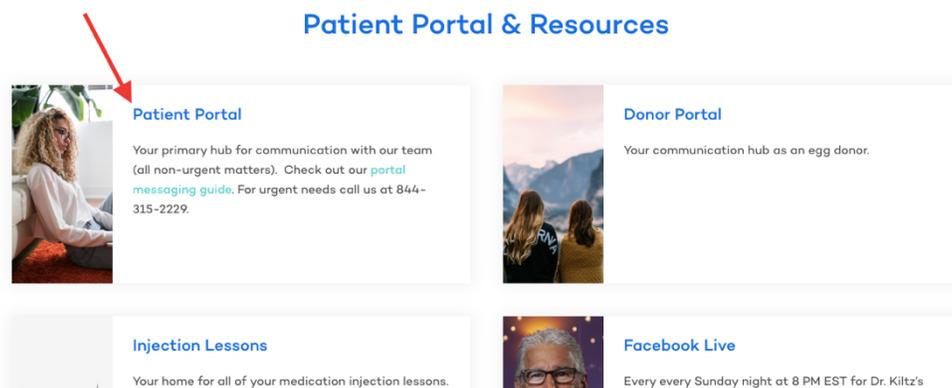


## PATIENT PORTAL- MESSAGING

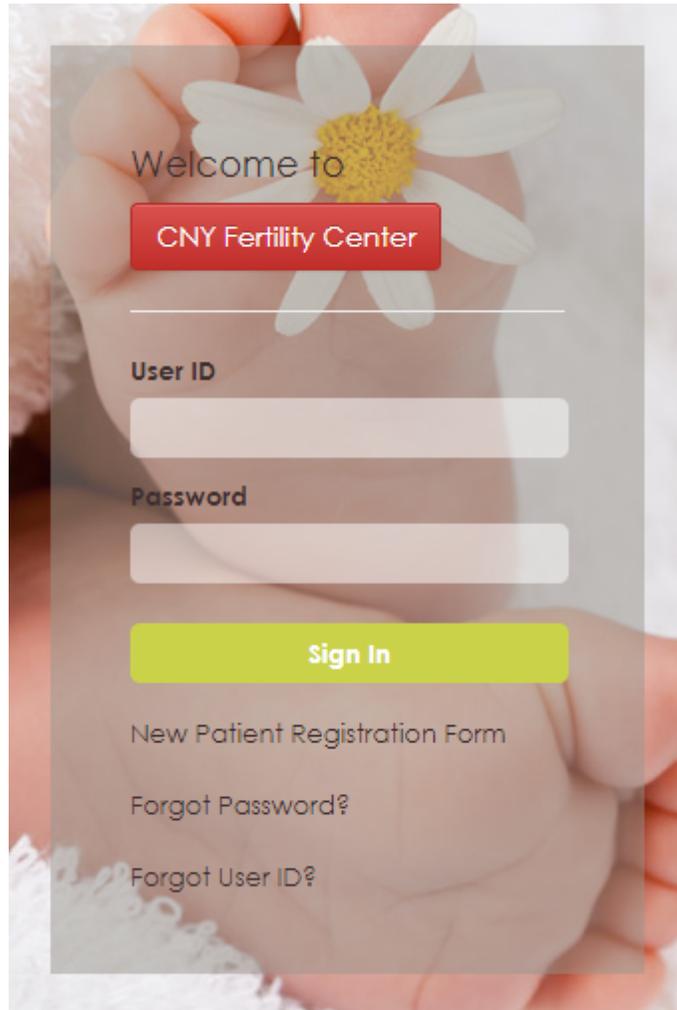
1. Log on to the Patient Portal thru the CNY Fertility Center website:  
[www.cnyfertility.com](http://www.cnyfertility.com)
2. Click on the Patient Portal link at the top of the screen:



- Click on the Patient Portal box:



3. Click 'Sign In' and enter the User ID and Password provided.

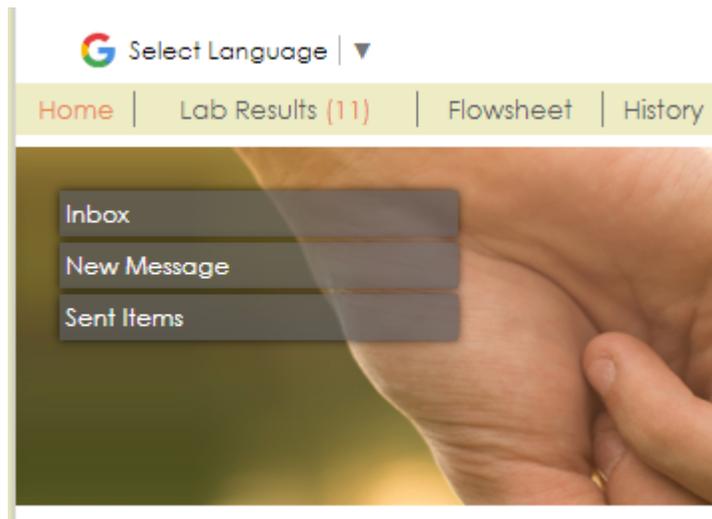


4. If this is the first time you are logging on you will be asked to add and answer security questions. You will also need to read and agree to the policy disclaimers (2 screens) that pop up.
5. Indicate "No Change" on the Demographic Screen
6. Your Home page will now appear

7. If you would like to initiate or check your web messages click on “Messages” along the top tool-bar



8. To send a new message to a staff member click on “New Msg”  
To check messages that have been sent to you click on “Inbox”



9. If you are sending a message, after clicking “New Message” click on the dropdown arrow next to “To”; a drop down will appear and you can choose the staff member you would like to send your message to. Add a “Subject” and type your message; once you are done typing your message click the enter key to send



New Message

Send To: Please select... ▼

Subject

10. If you have received a Message initiated by a CNY Fertility staff member you do **not** have the option of replying to that message. To respond you must create a New Message, following the steps above.

\* Please do not use web messaging as a form of correspondence if you have an urgent matter that is time sensitive or requires immediate attention, please call our office.