

Troubleshooting Patient Portal Login Issues

Having issues logging in to your patient portal? Try using these simple tips to help you log in. If you troubleshoot with these suggestions and are still having issues, please call our office for personalized support.



TEMPORARILY TURN OFF YOUR VPN

If you are using a VPN, try turning it off before logging in to your patient portal. You can turn it back on once you have logged in.



CLEAR YOUR BROWSING HISTORY

Websites you have visited are recorded in your browsing history. Deleting this history may solve issues you may face when trying to log into your Medent patient portal. Clearing your patient portal can also:

- help protect your privacy
- prevent others from seeing your activity on shared devices
- remove potentially outdated or corrupted data that can cause performance issues or website loading problems



MAKE SURE COOKIES ARE ALLOWED IN YOUR BROWSER SETTINGS

Computer cookies (or HTTP cookies) are small text files that websites store on your computer to remember information about your browsing session, such as login details, shopping cart contents, and site preferences. Not having cookies enabled in your browser settings may be preventing you from logging in to Medent's patient portal.



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STILL STUCK?

If you tried temporarily turning off your VPN (if you are using one), clearing your browsing history, and enabling cookies and are still having issues logging in to your Medent Patient Portal, please call our office during regular calling hours at 716-662-7008. We can reset your account and give you a new activation code.



RE-ACTIVATE YOUR ACCOUNT

You've tried all the steps above with no luck and have contacted our office to reset your patient portal account. Once you have your new activation code, you can try logging back in to your account.

- Click the activation button on the login page
- Enter the new activation code
- Login to see your messages and health info

Watch step-by-step instructions on how to activate your Medent patient portal account on YouTube by opening the camera app on your smartphone, pointing it at the QR code until a notification for the link appears, click the notification and watch the video.

MEDENT PATIENT PORTAL LOGIN TUTORIAL
[WWW.YOUTUBE.COM/WATCH?V=NRT73YH1BGA](https://www.youtube.com/watch?v=NRT73YH1BGA)



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