



New Portal Set Up Instructions

- If any of this process does not work properly, please call our office and we will be happy to help -

You will receive an email from **HFA** alerts to start the setup process for a new FPA patient portal account. (You may need to check your spam folder)

In the email you should see Your Name (parent's name) followed by the names of **all** of your children. (If you do not see ALL of your children, please call the office so we can resend you the link.)

Click on the BLUE LINK "[Click here to complete your registration process.](#)"

A new screen will pop up prompting you to create a Username and Password of your choice.

You will need to enter the date of birth of the first (or only) child listed on your email OR you might need to use your own birthdate with multiple children.

Click "activate account"

You will then be redirected back to our practice home page (frederickpediatrics.com)

Scroll down the page and enter the username and password you just created to get logged onto the portal website.

Once in the portal, make sure that you click on the blue person silhouette and pick the child that has an appointment to start their Check-In process.

You will then scroll down until you see an orange 'Appointment Check-In' box. Click on this link.

This will start the check in process.

Go through each screen by clicking 'next' and verify the information is correct or fill in the requested information.

You must click 'SAVE' at the bottom of each screen, making sure you complete all of the steps.

When you get to the last screen click "Complete Check-In Process".

-How-To Videos on registering and using the new portal can be found [HERE](#)-

Whenever you need to get to our portal in the future you can access it from our website

frederickpediatrics.com