



PATIENT PORTAL FAQ

1. Refuses Social Security Number

- Some patients are apprehensive about giving their SSN.
- Let the patient know that we need their SSN to properly link their patient chart to their portal and medical records.
- If they do not want to give their full SSN, let them know that at this time we are unable to offer them access to our online patient portal.

2. Forgotten their username

- If the patient has forgotten their username, they can alternatively sign in using the email address linked to their account.
- If this does not work, have patient send an email to patientportal@avala.com for further instructions.

3. Forgotten answers to security questions

- Direct patient to call the Cerner Portal Support at **877-621-8014**

4. Forgotten password

- Help patient navigate to the “Forgot Password” button and let them know to follow on screen guidelines



5. If all else does not work

- Give patient patientportal@avala.com email address for further help
- Give patient the Cerner Portal Support number **877-621-8014**