

# Navigating Care: Patient Log In Page

Patients will receive an invitation to register for the portal via a secure email link. There are instances when the patient may not have an email, they didn't receive an email, or they have forgotten the log on information. This guide for clinic staff points out the different ways for patients to register and log on to the portal. The login page to direct patients to is here:

<https://patient.navigatingcare.com/>

1. **Patient has registered but forgot the password.** Select email me a code to log in
2. **Patient has successfully registered.** Enter email and password.
3. **Patient has forgotten their password.** Select “Forgot password?” Then follow the instructions to reset the password. An email link will be sent to the patient’s email.
4. **Patient does not provide an email.** Staff can provide a temporary username and password that is found in the patient’s Navigating Care Patient Profile Page (PCP) or from the Clinic Login report from the home page.
5. **Patient has a valid email on file with the clinic.** Select “Start here” to start the registration process.

The screenshot shows the NavigatingCare login interface. At the top, it says 'NavigatingCare Your Digital Healthcare Companion' and 'Español'. The main heading is 'Sign In'. A light blue notification box states: 'One-Time Passcode is here! Sign in quickly and easily without a password. A secure, one-time passcode will be sent to your email. Try it out now by clicking "Email me a code to sign-in" below!'. Below this is a large blue button labeled '1 Email me a code to sign in'. Underneath, it says 'or sign in below'. There are two input fields: 'Email' and 'Password'. The 'Email' field has a 'Unlock 1Password' button and a lock icon. The 'Password' field has a 'Show' button. Below the password field is a link 'Forgot password?' with a callout '3'. A large blue button labeled '2 Sign in' is positioned below the password field. At the bottom, there is a 'Remember me' checkbox and two more options: '4 Sign in with a username' and '5 Need to register? Start here'.