

Technical and Troubleshooting

What is the Saltzer Medical Group Patient Portal Website address?

You can access the Portal by visiting the Saltzer Medical Group website at

<http://www.saltzermed.com/patientPortal/>

What are the password requirements?

Passwords should be eight (8) characters in length, and contain only numbers and/or letters. No special characters should be used in your password or your patient portal account may be deleted from the system. If you attempt 5 times to enter your portal and you are unsuccessful your account will be locked.

What if I forget my password?

On the login screen, there is a “forgot password” link that will ask you for some personal information. You will then be able to set a new password.

Why is my account locked?

As a security feature, the system will automatically lock-out an account that has had 5 failed login attempts. If your account becomes locked, you must visit your physician’s office so that we can verify your identity in person. Please bring photo identification with you (i.e. driver’s license). We apologize for this inconvenience, but it’s necessary for security purposes.

How can I prevent my account from becoming locked?

We recommend you use the “forgotten password” link to reset your password before your account becomes locked. You can reset your password by providing answers to personal information questions. You are able to reset your own password, at any time, with no assistance required from Saltzer Medical Group.

I am still having problems with the Patient Portal. Now what?

While most of our patients have experienced no difficulties, from time to time there are technical questions. At <http://www.saltzermed.com/patientPortal/> you will find a link to email the help desk.

Please know that if the issue is deemed to be a problem with your internet provider or personal computer which can include but is not limited to viruses, hijack programs, internet speed, firewall settings and/or space issues you will be asked to contact your internet provider or a computer tech of your choosing.

When I check the Portal inbox, there are messages from my provider, but I’m not getting any email communication telling me to check the Portal account.

What’s wrong?

Check your spam inbox it may be there.

It could be that your email address on file at Saltzer Medical Group is not documented correctly. Please call your physician’s office and verify the correct email address with the Customer Service Representative. Unfortunately, we have no way of knowing if the email reminders and updates from the Patient Portal are getting through to your email inbox.

Please remember that the Patient Portal should not be used for emergency means of communication or attempts to communicate with your provider.