**User Guide Kirby Connect Patient Portal**

Patient portal username/password/security questions have been Reset or Created by Health Information Management (Medical Records).

1. Locate email sent to you from KirbyConnect.
2. Open email and click on the link.

A screenshot of a sign in form

Description automatically generated

1. Stay on the Sign In Tab. Do not click on Create Account Tab. A temporary username and password has already been assigned you (see below). DO NOT CHANGE anything on this screen, click SIGN IN
2. The next screen is where you create your own username, password and 3 security questions.

A screenshot of a computer screen

Description automatically generated

* No special characters or spaces are allowed for the username and password. An email cannot be used as a username as it contains a special character.
* For security questions: click into the question field and select from the drop-down menu. Answers are case sensitive so whatever you put in here, it will need to be exactly the same if you are asked to answer it. Click Save.

1. First Time Users will see a user agreement. To move forward, click accept. You will then be directed to the portal.
2. IMPORTANT: Please do sign out and login immediately to see if it will work. The software needs time to save the information. Suggest waiting an hour.
3. Call HIM/Medical Records if you have any questions or problems getting in at 217-762-1860