

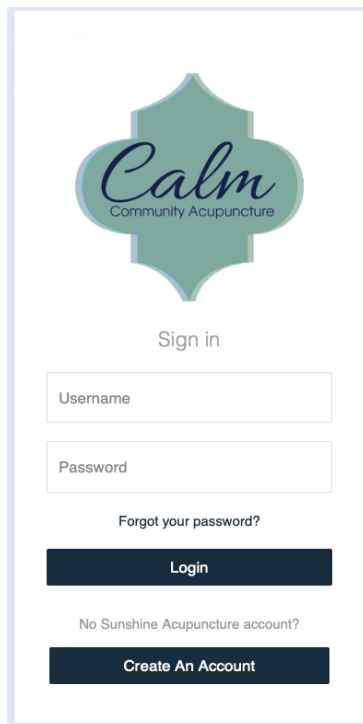
# Your Account

Creating an account with your clinic is an easy process.

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# Signing Up

Signing up for a patient account with your clinic is an easy process where you enter your email address and a secure password. Before you are able to start making appointments you will need to provide some contact information and fill out an intake questionnaire.

A screenshot of a web page for 'Calm Community Acupuncture'. At the top is the clinic's logo, which consists of a green stylized leaf shape with the word 'Calm' in a cursive font and 'Community Acupuncture' in a smaller sans-serif font below it. Below the logo is a 'Sign in' heading. Underneath are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot your password?'. Below these fields is a dark blue button with the word 'Login' in white. At the bottom of the form area is another dark blue button with the text 'Create An Account' in white, preceded by the text 'No Sunshine Acupuncture account?'.

h like this (click to enlarge) when you first visit your clinic's site. Just find tton and click.

You will need to fill out the form, completing all the required fields. Click the image to enlarge.

Enter the following

- Your first and last names
- Your email address, this will be your login userid.
- Your main phone number.
- Your full address including if you live in Canada or the United States
- Create a password, that must be at least 8 characters and no more than 30.

# Create Your New Account

And we will appreciate it.

★Required

First name★

Middle Initial

Last name★

Email Address★

We will never share your email with anyone.

Main Phone Number★

Street Address★

City★

State/Province★

Zip★

Country★

Create password★

Repeat password★

☐ I agree to the terms and contitions★

Register

# Edit Your Account

You can change your contact information, notification preferences and more for your Open ACU account on the Account page. There are 5 sections on your account page. Your photo, your basic details, your emergency contact information, changing your password and [your appointments](#).

## Change Your Account Photo

1. Click the photo or avatar icon at the top of your account page.
2. Select a file from your computer or device.
3. Click upload.
4. The image must be less than 3000 and greater than 300 pixels.

## Add Credit Card Information

If your clinic uses Open ACU's integrated credit card payments option, you can add or edit your credit card details to save a card on file for future use.

Click the Add Credit Card button, enter your card details, then click the Add Card button to save your information. You may add and save multiple cards.

## Saved Credit Cards

Add Credit Card

### Enter Card Details

Name on card

Full name as displayed on card

Card Number

5555 5555 5555 5555

Expire  
(mm/yyyy)

MO/YEAR

CVV

Zip

Postal or Z

Country

USA

By clicking the Add Card button you are agreeing to  
[our Online Financial Policy](#).

Add Card

## Opt Out of Email Reminders

When you create a patient account, you will automatically be opted in to receive appointment reminders via email. If you would prefer not to receive email reminders, you can opt out by toggling the opt-out switch to ON:

### Opt-Out of Email Reminders

ON



You Opted OUT of email reminders

## Text Message Reminders

If your clinic enables appointment reminders via SMS/text message, you will need to opt in to receive those (you'll still receive email reminders). To receive text message reminders, enter your mobile phone numbers in the Text Reminders box, then check your phone and follow the prompts to complete the setup process:

### Text Reminders

To receive appointment reminders by text, please provide your mobile number. We will send you a verification code to confirm your number.

Enter Your Mobile Phone Number.

Cell Phone with Areacode

Save Number

## Edit Account Details

1. Open the Edit Account Details Section (click the title to open the accordion section)
2. Make the changes you need (most of the information is required, including your birthday).
3. Make sure you click Save Details.

## Edit Emergency Info & Insurance

1. Click the section title to open the form.
2. Make the changes necessary
3. Click Save Emergency/Insurance

## Change Your Password

1. Click the section title to open the form.
2. Enter your new password
3. Confirm your new password
4. Click Save Password

➤ Edit Account Details

➤ Edit Emergency Contact Info & Insurance

▼ Change Password

## Edit Your Password

User Password

At least 6 characters

Confirm Password

Confirm Password

**Save Password**

# Printing Appointment Receipts

Once your appointments are completed and you've paid you can view your appointment history and print your receipts.



1. Go to your account page by clicking the user icon or your name on the top right.



2. Under the Appointments Menu click "Load My Transactions"
3. Find the transaction you want to print, then click the printer icon. The receipt will open in a new window.

## Appointments

You cannot cancel appointments if the appointment is less than 6 hours before now. If you have an emergency or an urgent matter that prevents you from making your appointment please call Sunshine Acupuncture at (615) 319-0316

Load My Appointments		Load My Transactions
Dec 6, 2023 for 10 mins @ Main Street With Alexa Hulsey Community Acupuncture		 \$ 30.00
Sep 13, 2023 11:00 am for 10 mins @ Main Street With Alexa Hulsey		 \$ 0.00

You can also print receipts using the Load My Appointments button. If you don't see the printer icon, that means there is no payment associated with the appointment, or the appointment is in the future:



@ Main Street, with Joe Smith

**Wed, Apr 15 2020 @ 8:10:00 AM 10 minutes**

@ Main Street, with Joe Smith



# Retrieving a Lost Password

With your clinic's Open ACU account you cannot retrieve a lost password because passwords are encrypted. You can request your password to be reset. If you request a password reset you will be sent an email with a link. That link will give you an opportunity to reset the password. Be advised that reset links expire after 4 hours.

## Forgot Your Password?

Enter your email address and we will send you an email with instructions on how to reset your password.

**Send Reset Email**

# Opt In to Text Message Reminders

## Opting In

If your clinic enables appointment reminders via SMS/text message, you will need to opt in to receive those (you'll still receive email reminders). To receive text message reminders, first go to the Your Account page. Enter your mobile phone numbers in the Text Reminders box, then check your phone and follow the prompts to complete the setup process:

### Text Reminders

To receive appointment reminders by text, please provide your mobile number. We will send you a verification code to confirm your number.

Enter Your Mobile Phone Number.

Cell Phone with Areacode

Save Number

## Opting Out

To opt out of appointment reminders via SMS/text message, simply reply STOP to any of your appointment reminder text messages.

## Opting back in after opting out

If you want to turn appointment reminders via SMS/text message back on after opting out, follow these steps:

1. Text the word **START** to +1 (272) 236-2766. This is the number you receive reminders

from.

2. Reinitiate text reminders on the Your Account page, following the instructions for Opting In (above).
3. Confirm with the code sent to your phone.