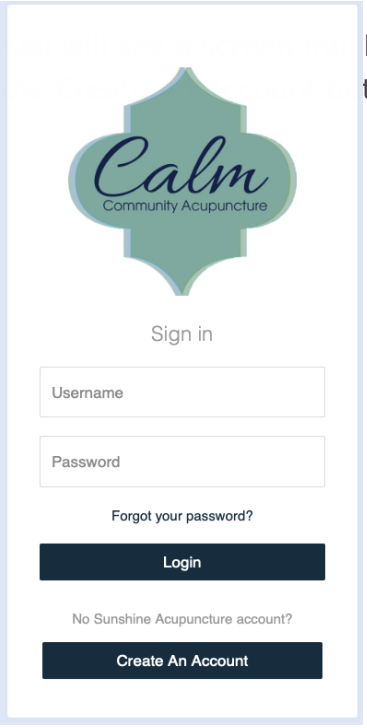
Your Account

Creating an account with your clinic is an easy process.

- Signing Up
- Edit Your Account
- Printing Appointment Receipts
- Retrieving a Lost Password
- Opt In to Text Message Reminders

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.



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*

Your First Name

Middle Initial

Middle Inital

Last name*

Your Last Name

Email Address*

Will be your username

We will **never** share your email with anyone.

Main Phone Number*

Contact Phone Number

Street Address*

Address

City*

City

State/Province*

State

Zip*

zip or postal code

Country*

Choose...

Create password*

Enter your passwo

Repeat password*

Confirm 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.

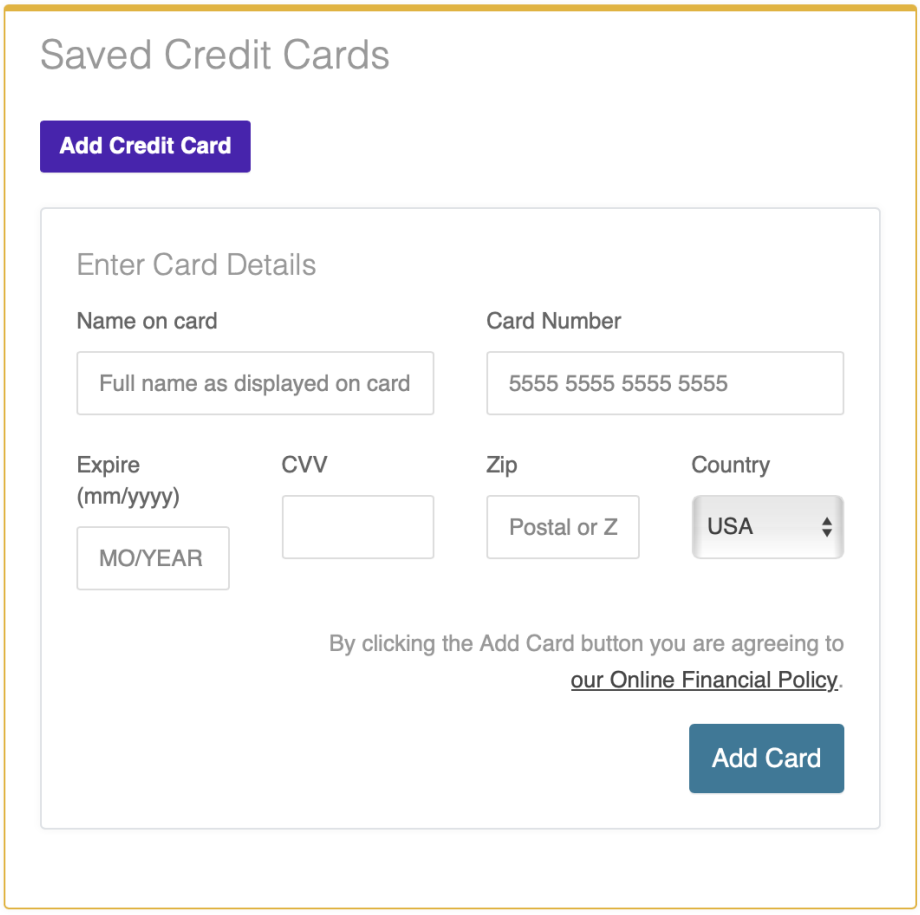
Change Your Account Photo

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 that 3000 and greater than 300 pixels.

Add Credit Card Information

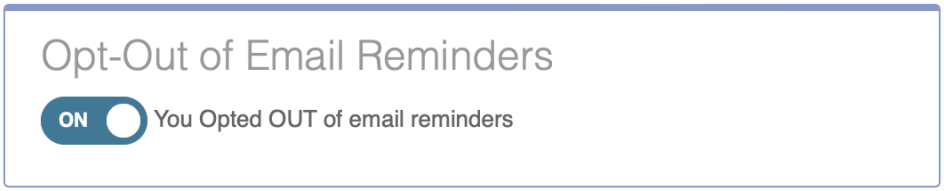
If your clinic uses Open ACU's integrated credit card payments option, you can add or edit your credit card details to save a card on file for future use.

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.



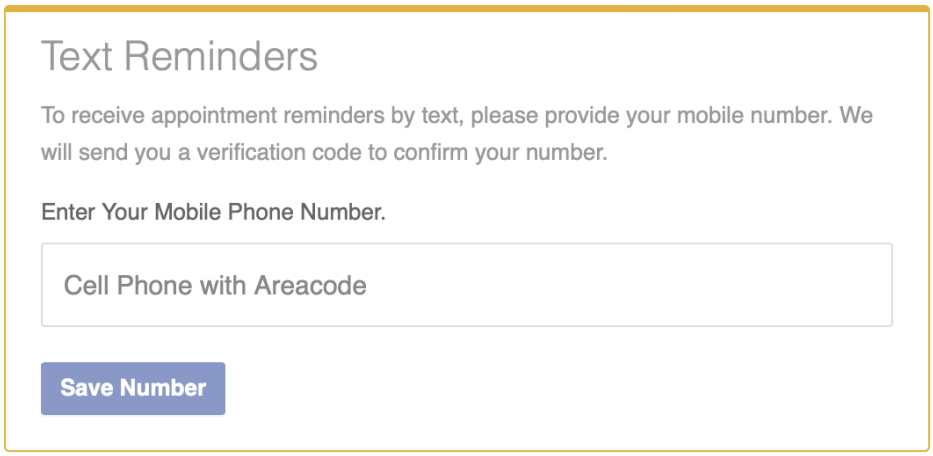
Opt Out of Email Reminders

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:



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:



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

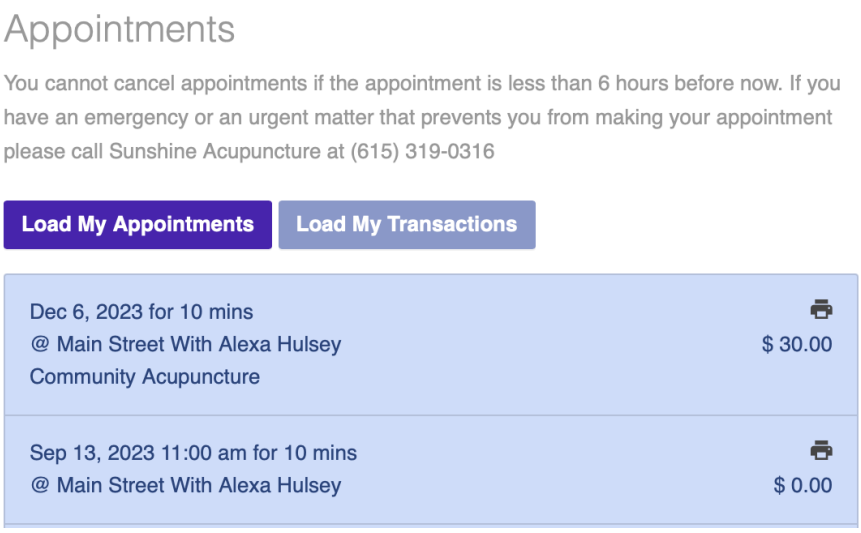
Printing Appointment Receipts

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

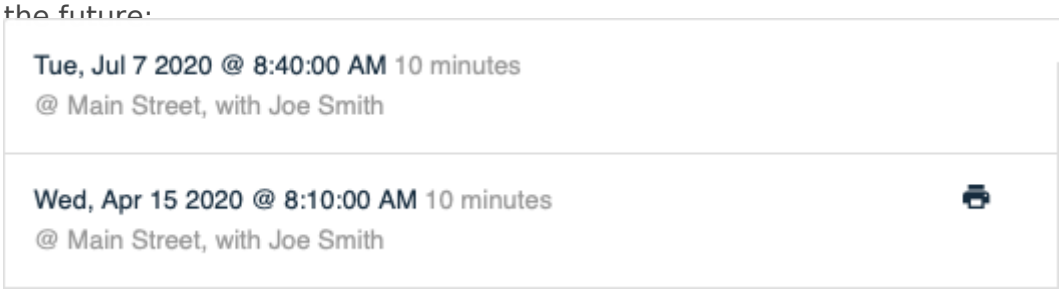
1. Go to your account page by clicking the user icon or your name on the top right.



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.

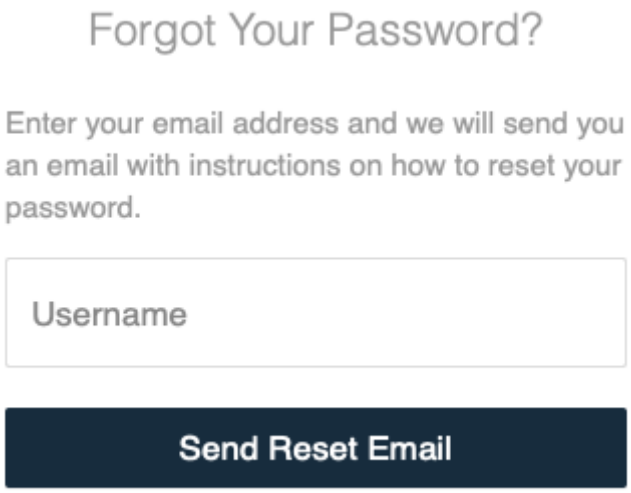


You can also print receipts using the Load My Appointments button. If you don't see the printer icon, that means there is no payment associated with the appointment, or the appointment is in the future:



Retrieving a Lost Password

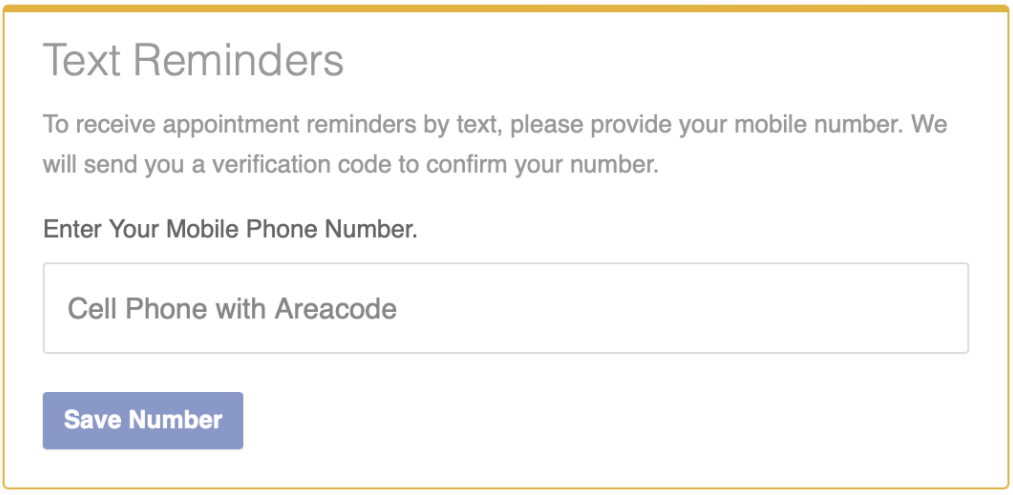
With your clinic's Open ACU account you cannot retrieve a lost password because passwords are encrypted. You can request your password to be reset. If you request a password reset you will be sent an email with a link. That link will give you an opportunity to reset the password. Be advised that reset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



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:



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.