

Adler Family Practice Patient Portal Access Instructions

Patient Portal URL: <https://www.yourhealthfile.com/>

Two Ways to Log In

Log in with Username and Password

1. Enter your **Username**.
2. Enter your **Password**.
3. Click **Log In**.

Login Attempts

- You are allowed three login attempts before your account is deactivated.
- To create a new username and password, contact our office to reenable portal access.
- If your account is deactivated, you can still log in using a verification code.
- To avoid account deactivation, click **Forgot username or password?** to request your username or reset your password.

Log in with Verification Code

Make sure we have your cell number registered in your chart. Proxy users cannot use this method.

1. Click **Log in with verification code**.
2. Enter your **First Name**.
3. Enter your **Last Name**.
4. Select your **Date of Birth**.
5. Enter your **Mobile Number**.
6. Click **Send verification code**.

The verification message has been sent to your phone.

7. Enter the verification code.

The code expires in three minutes. To have another verification code sent to your phone, click **Resend verification code**.

8. Click **Log In**.

You are successfully logged in to the Patient Portal.

Login Attempts

- You are allowed three attempts to enter the verification code.
- **After the third attempt, you are locked out for 60 minutes.**
- If you try to enter the verification code and click **Log In** after three failed logins, an alert appears that includes how much time you have left before you can request a verification code again. The timer starts after the third failed login.
- **Example:** If you enter your third failed login at 9:00 AM, you will be able to request a verification code again at 10:00 AM.

| Action | Result/Alert Message |
|---|---|
| You enter the verification code after three minutes. | The verification code has expired. |
| You incorrectly enter the code three times. | You have reached the maximum number of failed login attempts. Your account is locked out. Please try again later. |
| You incorrectly enter the code once, request a new verification code twice (using Resend verification code), and incorrectly enter both resent codes. | You have reached the maximum number of failed login attempts. Your account is locked out. Please try again later. |
| You incorrectly enter the code twice, request a new verification code once (using Resend verification code), and incorrectly enter the new code. | You have reached the maximum number of failed login attempts. Your account is locked out. Please try again later. |
| You enter the code (correctly or incorrectly) after three failed attempts x minutes (for example, 15 minutes later) after your account was locked out and click Log In . | You have reached the maximum number of failed login attempts. Try again in 45 minutes. |
| You request a new verification code during the locked-out period and click either Resend verification code or Send verification code (depending on whether you are on the same tab/window or new tab/window). | You have reached the maximum number of failed login attempts. Your account is locked out. Please try again later. |

**Questions? Call or email our office.
505-883-8099, or
jennifer@adlermedicalcenter.com**