Frequently Asked Questions:

Question: *Where do I find my Username and Password to login to the Patient Portal?*
Answer: Please click on the button "How to Login to Patient Portal" for detailed instructions on how to login.

Question: *What do I do if I forgot my Username or Passcode?*
Answer: Click on the link Forgot Username or Forgot Password.

Question: *My medications appear to be out of date. How do I correct them?*
Answer: Please keep in mind ALL of your medications are listed, both active and inactive. The active/inactive status is located to the far right on the medication grid. If the active medications are incorrect, please send a message with your current list of medications using the Patient Portal Mail and we will correct the list within 24 hours or the next business day.

Question: *How do I send a secure message to the staff at Morristown Ophthalmology Associates?*
Answer: At the top of the main screen click on the tab titled, "Mail." Next, click on the drop down list item titled, "Compose Message." To address the message to the correct department, click on the directory titled, "Category." In the "Message" box you can type a secure message to our staff and click, "Submit."

Question: *There is a test result not shown in my Patient Portal chart, how can I view a copy?*
Answer: Easy, just message the staff that you would like the test results from your latest appointment and we will oblige within 24 hours or the next business day.

**If you have any other questions, do not hesitate to call our office at 973-267-1113 or send us a secure message via the Patient Portal. Thank you!