

# Three Steps to Online Scheduling

❶ We will send you an email invitation. Click **Accept Invitation** in the email.

❷ This window will appear. Use it to create a unique password and security question for your account.

The screenshot shows a registration form titled "Connect to your doctor" for Mood Treatment Center. The form includes fields for Email Address (moodtreatmentcenter1@gmail.com), Password, Confirm Password, Date of Birth (Nov 6, 1985), Security Question (In what city were you born?), and Answer (Winston Salem). There is a checkbox for "I agree to the Terms of Use and Privacy Policy" and a green "Continue" button. To the right is a mobile app interface with the Mood Treatment Center logo and text: "YOUR FREE ACCOUNT LETS YOU. Securely access your health information. Quickly request doctor appointments. Easily connect from your mobile phone."

❸ The first time you login, enter our Access Key: **1212** , and press *Verify*.

The screenshot shows the "Verify your Identity" page in the CareCloud patient portal. The page has a blue header with the CareCloud logo and a navigation sidebar with icons for Home, Messages, Appointments, and Financials. The main content area features a blue padlock icon and the text: "Verify your Identity. We are committed to keeping your health information secure and confidential. In order to confirm and validate your identity, please enter one of the following: Insurance Member Number, Patient Access Key from your doctor." Below this is a text input field and a green "Verify" button.

Success! Now you've have your own patient portal. A few tips on using it:

- You can make, check and change appointments, but it requires us to confirm it (your changes will be reserved until we confirm. We keep urgent openings on a separate calendar so always call us if it's an emergency).
- The email *Messages* feature does not work, but our receptionist does check email 9am-5pm Mon-Fri at: [frontdesk@moodtreatmentcenter.com](mailto:frontdesk@moodtreatmentcenter.com). Also changing your address online does not change it in our system (sorry, it's a work in progress!).
- Since each email must match a unique account, you cannot use the same email address for multiple family members.
- Our system can send either an email, phone or text reminder – tell us your preference.
- Soon you'll be able to check bills and make payments online.