
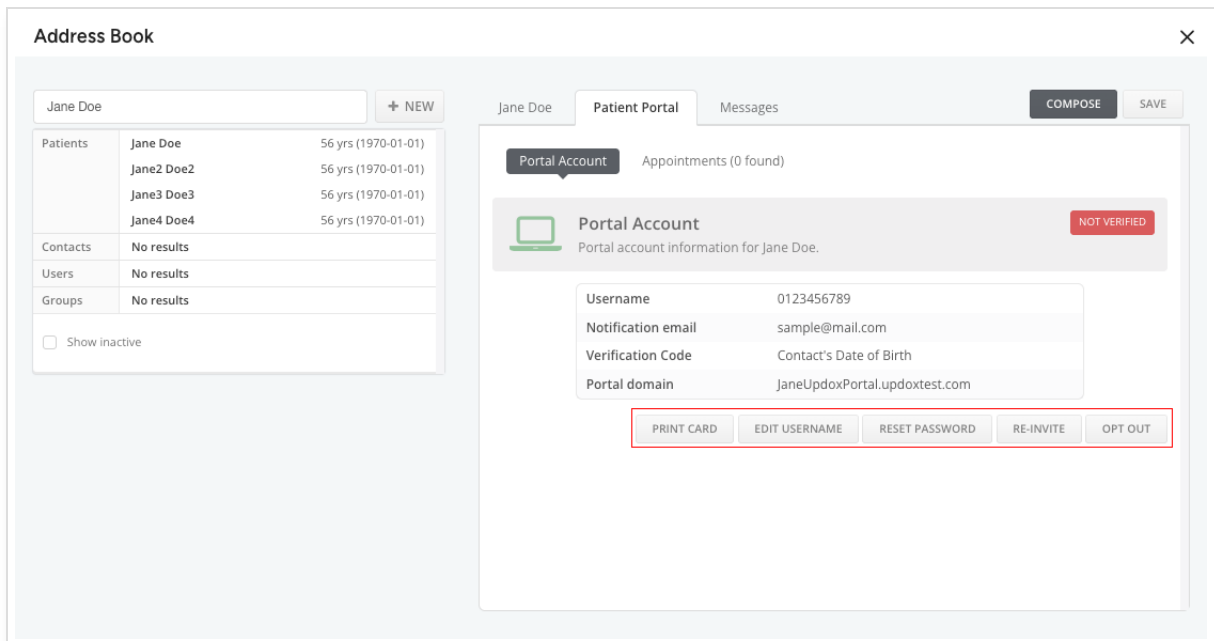


# Manage Patient Portal Accounts from the Address Book

Last Modified on 01/16/2026 9:00 pm EST

You can manage individual Patient Portal accounts from the **Address Book**.

1. From the **Inbox**, select .
2. Search for and select the patient.
3. Select the **Patient Portal** tab.



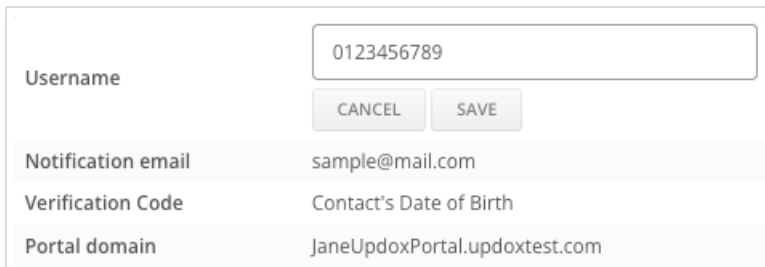
The screenshot shows the 'Address Book' window with a search bar containing 'Jane Doe' and a '+ NEW' button. Below the search bar is a table with columns for Patients, Contacts, Users, and Groups. The 'Patients' table lists Jane Doe, Jane2 Doe2, Jane3 Doe3, and Jane4 Doe4, all 56 years old. The 'Contacts', 'Users', and 'Groups' sections all show 'No results'. A checkbox for 'Show inactive' is at the bottom left. On the right, the 'Patient Portal' tab is selected, showing a 'Portal Account' section with a 'NOT VERIFIED' status. Below this, a table displays the account details: Username (0123456789), Notification email (sample@mail.com), Verification Code (Contact's Date of Birth), and Portal domain (JaneUpdooPortal.updooxtest.com). At the bottom, a row of buttons includes 'PRINT CARD', 'EDIT USERNAME', 'RESET PASSWORD', 'RE-INVITE', and 'OPT OUT'.

Jane Doe		
Patients	Jane Doe	56 yrs (1970-01-01)
	Jane2 Doe2	56 yrs (1970-01-01)
	Jane3 Doe3	56 yrs (1970-01-01)
	Jane4 Doe4	56 yrs (1970-01-01)
Contacts	No results	
Users	No results	
Groups	No results	
<input type="checkbox"/> Show inactive		

Jane Doe	
Username	0123456789
Notification email	sample@mail.com
Verification Code	Contact's Date of Birth
Portal domain	JaneUpdooPortal.updooxtest.com

Buttons: PRINT CARD, EDIT USERNAME, RESET PASSWORD, RE-INVITE, OPT OUT

4. Do one of the following tasks:
  - **Print Card:** If the patient doesn't have an email address, you can print a login card to provide to the patient. The card contains all the login information that the patient needs to access the Patient Portal. When you select **Print Card**, the computer's default printer options appear.
  - **Edit Username:** Use this option if a patient forgets their Patient Portal username. Select Edit Username, change the username, and then select **Save**.



The screenshot shows a dialog box for editing the username. It has a text input field containing '0123456789' and a 'Username' label. Below the input field are 'CANCEL' and 'SAVE' buttons. Below these buttons are three rows of information: 'Notification email' (sample@mail.com), 'Verification Code' (Contact's Date of Birth), and 'Portal domain' (JaneUpdooPortal.updooxtest.com).

Username	0123456789
Notification email	sample@mail.com
Verification Code	Contact's Date of Birth
Portal domain	JaneUpdooPortal.updooxtest.com

- **Reset Password:** If the patient has an email address in patient demographics, selecting **Reset Password** generates an email with a temporary password. The temporary password also appears in the **Address Book**; however, once the **Address Book** is closed, the temporary password no longer shows.

Patients can generate a password reset from the Patient Portal login page by using the **Forgot Password** link. Refer to [Patient Portal Account Access Recovery](#).

- **Opt Out:** If the patient requests that you stop sending messages and health care records to the Patient Portal, select **Opt Out** to prevent users from sending these to the patient's portal.

The patient can change their status back to Opt In when they log in to their portal account. To do so, the patient selects the **Send protected health information to my patient portal** checkbox in the **My Profile** section of the **Account** tab on the Patient Portal.

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