



## WELCOME TO THE AURA PATIENT ACCESS PORTAL!

### WHAT IS THE PATIENT PORTAL?

The patient portal is a secure online website that gives you convenient, 24-hour access to your personal health information. Here are some of the things you can do in your portal:

- Confirm your appointments
- Attend telehealth appointments
- Complete your forms
- Review your medications
- Access your records
- Make a payment
- Explore resources
- Manage your care on the device of your choice

### HOW DO I ACCESS THE PORTAL?

[cprecovery.sigmundemr.com](http://cprecovery.sigmundemr.com)

We recommend using a computer as well as Chrome or Edge as your web browser for best performance.

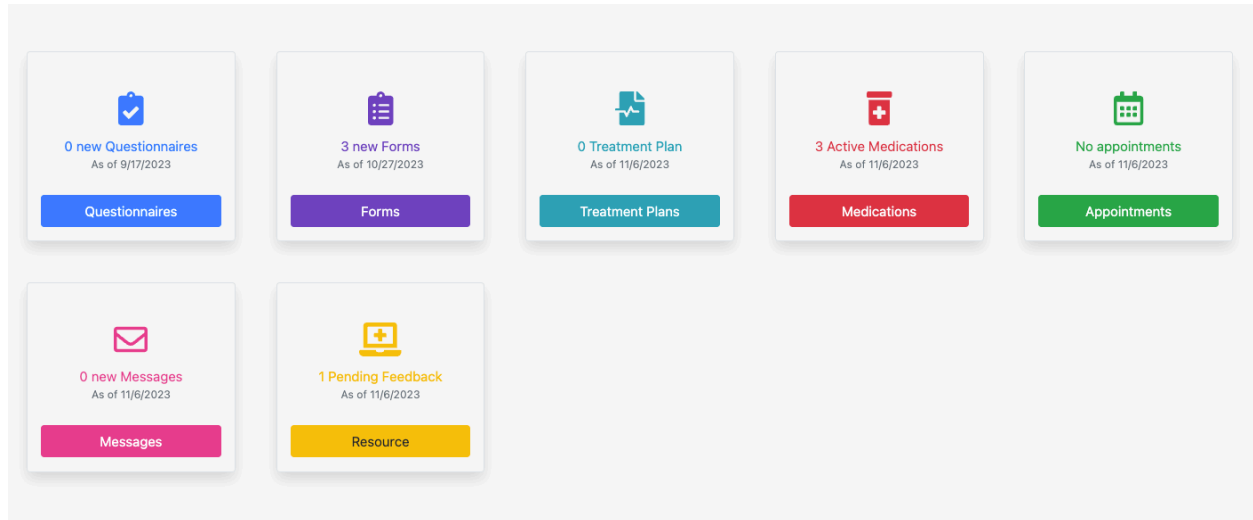
### HOW DO I REGISTER?

We will register you for the portal, typically when we schedule your first appointment.

If you have an email address, you will receive a registration email from [noreply@sigmundsoftware.com](mailto:noreply@sigmundsoftware.com) with the subject "You have been registered for the Patient Access Portal". Please click the link "Start Registration" to complete the registration process and enter the portal. **We recommend registering with an email address so you can receive emails letting you know about new items in your portal for your review.**

If you do NOT want to use an email address when registering, we will provide you with your username and temporary password to enter the portal.

## WHAT CAN I EXPECT IN THE PORTAL?



Here is your main menu where you can access multiple parts of your medical record. You can return to the main menu by clicking the dashboard button from the left side of the menu.



On the bottom left side of your portal, you will also be able to access our Resource Library.

### Other

 Reports


 Resource Library

 Uploaded Documents

To sign forms or treatment plans, please click the panel from the main menu to access this area and follow the instructions.



## I NEED HELP NAVIGATING MY PORTAL

Help is a click away! Click the button on the top right that says  for portal assistance.

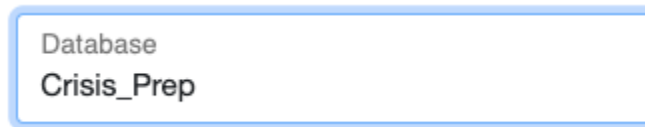
## I AM HAVING ISSUES GETTING INTO MY PORTAL

### I DID NOT GET MY REGISTRATION EMAIL

The registration email should arrive within minutes of our staff registering you for the portal. Please check your junk or spam email for an email from [noreply@sigmundsoftware.com](mailto:noreply@sigmundsoftware.com). If you do not see this email within an hour, please call us so we can resend the registration email.

### THE PORTAL IS ASKING FOR A DATABASE

The name of our database is "**Crisis\_Prep**". Please click the "Options" button and enter the database as seen below. Then continue to sign in using your username and password.

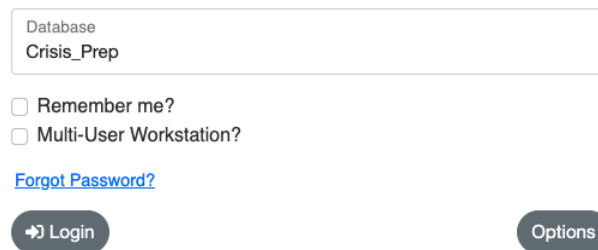
A screenshot of a web form showing a text input field. The label "Database" is positioned above the field, and the text "Crisis\_Prep" is entered within the field.

### I'VE REGISTERED AND TRIED TO LOG BACK IN FROM MY REGISTRATION EMAIL, BUT IT'S NOT WORKING

Once you have registered,, you are not able to use the link from the registration email to enter the portal. Please use [cprecovery.sigmundemr.com](http://cprecovery.sigmundemr.com)

### I FORGOT MY PASSWORD

If your portal username is your email, you can reset your password by clicking "Options" and then "Forgot Password?" from the login page. If your username is NOT an email, please call us to reset your password for you.

A screenshot of a login form. It includes a text input field with the label "Database" and the text "Crisis\_Prep" entered. Below the field are two checkboxes: "Remember me?" and "Multi-User Workstation?". A blue link "Forgot Password?" is located below the checkboxes. At the bottom of the form are two buttons: "Login" with a right-pointing arrow and "Options" with a right-pointing arrow.



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## I CAN'T SIGN MY FORM


For viewing forms or questionnaires, we suggest turning your phone on its side for better viewing.



You will NOT see a signature line unless all required fields have been completed first. You will see a message like this at the bottom of the form:

**This form contains required fields that needs to be filled. Signatures will appear once all required fields are filled. Please complete all required fields and signatures.**



Click the green  button at the top of the form to show you the required fields to complete (see example below):

**Required**

Date

Once those fields are completed, the signature area will appear below.

## OTHER TROUBLESHOOTING TIPS

If you continue to have issues accessing your portal, we recommend the following:

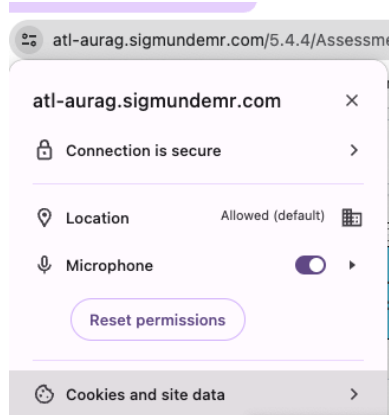
- Use Chrome or Edge as your web browser
- Make sure your web browser is up to date and your browsing data is regularly cleared to ensure optimal performance
- Clear your Aura cookies by following these steps:

★ Click on the circle symbol with 2 lines inside to the left of the website:

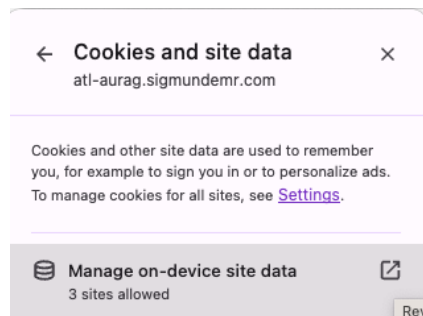
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★ Then click on “Cookies and site data”

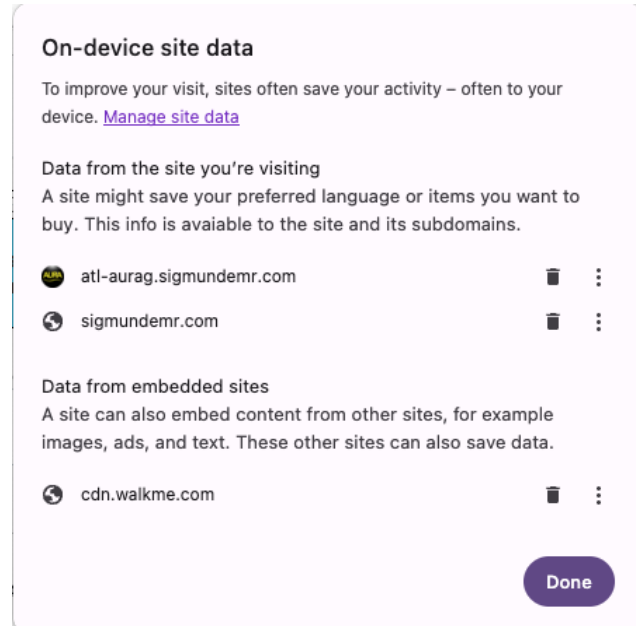


★ Click on the box with an arrow pointing to the to right next to “Manage on-device site data”



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- ★ Then click on the trashcans to the right of each area and click “Done” (you may see more or fewer trash cans than this)



- ★ Reload your page



Reload this page to apply your updated settings on this site

Reload

For further questions, please contact us at  
(480) 804-0326