

# eIVF Mobile App

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## Introduction

The eIVF Mobile App allows you to take your Patient Portal with you. Using your iPhone, Android Phone or iPad, you will have access to messages, lab results, medical records, appointment reminders and more.

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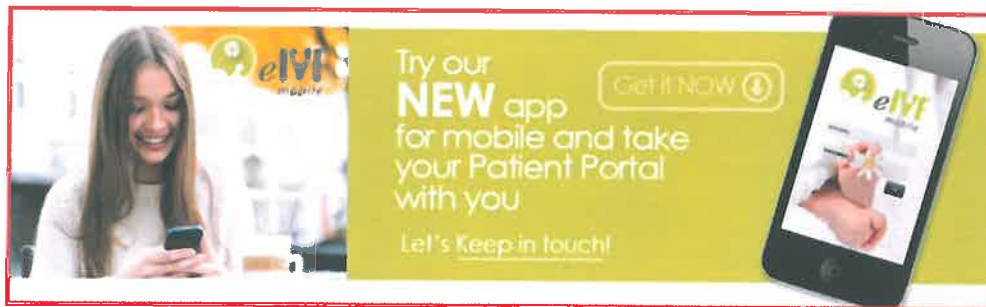
## Download App

1. Navigate to the iTunes store or the Google Play store and download the app.

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## Accessing the App

1. If you are a current patient at a clinic using the eIVF Patient Portal, you will have access to your registration code, which you can obtain by either calling the clinic or by clicking on the eIVF Mobile banner on the Patient Portal home page.



2. Your registration code is displayed. You will only have to enter this code one time when logging into the Mobile App.



3. If you do not have a registration code already assigned to your patient chart, you will see this message. Click on "Get Code" and the system will assign you a registration code.



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## FAQ

### **Is it free to download?**

Yes, it is free to download. However, eIVF Mobile App is only available for Patient Portal users.

### **Is it available for both iPhone and Android?**

Yes, Mobile App is available for both iPhone and Android.

### **Where do I download the eIVF Mobile App?**

You can download the app from the iTunes store or the Google Play store.

### **I forgot my user name and/or password. What should I do?**

If you have forgotten your user name, please contact the practice's system administrator or practice manager to obtain your User ID. In compliance to HIPAA regulations, we are unable to send this information to you automatically.

If you have forgotten your user password, please go to patient portal login page and click on "Forgot Password?"

### **Where do I find the Registration ID?**

You will find your unique registration ID on the Sign In Screen of the Patient Portal. However, you will need to be a current patient of a Provider who uses the eIVF EMR system.

### **Which iOS/Android version is compatible with eIVF Mobile App?**

iOS: Requires iOS 6.1 or later. Compatible with iPhone, iPad, and iPod touch. This app is optimized for iPhone 5.

Android: 2.2 and up.

### **How to report any technical issues?**

Please contact the practice's system administrator to report any technical issues.