



HELPFUL TIPS FOR ACCESSING THE SGF PATIENT PORTAL

I forgot my username

If you have forgotten your username, the portal will also allow you to use your email address associated with your account as your username.

I forgot my password

Step 1: To reset your password, click the "forgot password" link found below the username and password fields when logging into the portal.

Step 2: You will receive an email with a link to reset your password. If you did not receive this email, check your spam, junk, and All Mail (gmail) folders. We have found the email often is there.

Step 3: Once you have found the email, follow the prompts to reset your password.

Step 4: If you did not receive an email, reach out to your SGF office and speak with the front desk to further address the issue.

If you are experiencing an issue outside of those outlined above, give your local office or nurse/clinical team a call for more assistance.