



### **I FORGOT MY USERNAME/PASSWORD.**

If you are not able to remember your current username or password please use the [Forgot Your Username/Password link](#). Please follow the steps to obtain either your username or password. If your email is not registered in the system, you will need to contact our Operations Support department to verify that we have the proper email address on file. Operations Support is available M – F from 6:00 a.m. to 8:00 p.m. CST at 877.302.9814.

### **HOW CAN I REQUEST ACCESS?**

The patient portal is accessible to any previous RAYUS patient as well as those with upcoming appointments. To gain access, please call the center where you had your exam or you are currently scheduled to have your exam. An associate will confirm your exam information and ask you for your current email address. An invitation to the portal will be sent via email. Follow the instructions in the email to establish your account and view your past radiology records or your upcoming appointment.

**NOTE:** If you have a HIPAA alert associated with your RAYUS account, we will not make an online account available to you. The RAYUS team member you speak with at the clinic will be able to determine if this is the case.

### **MY ACCESS CODE IS NOT WORKING.**

If you have received an access code from a RAYUS team member but are still unable to log into the site, you will need to call the center that provided you with the original code. Verify that the code you have is correct or simply provide our associate with an email address and they can send you an invitation to the portal with the access code embedded into the email.