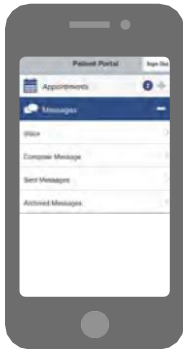


## Send attachments through the mobile Patient Portal

Please follow the below instructions to send one or more secure attachments to your provider through the Patient Portal mobile web browser.



### Step 1

#### Compose a message

1. Navigate to the Patient Portal on you mobile device
  - URL: <https://15980-1.portal.athenahealth.com/>
2. Sign-in to the Patient Portal on your mobile device.
3. Tap **Messages**.
4. Tap **Compose Message**.

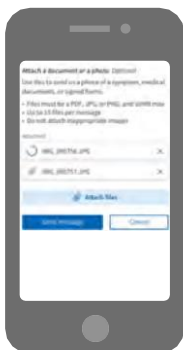


### Step 2

#### Fill out key information

1. **Provider:** This dropdown will populate providers that you have an upcoming scheduled appointment with as well as providers you have seen in the past.
2. **Location:** Select the location for the provider you're messaging. The options in the Location list are the departments the providers work in and is used to route the message to the appropriate receiver.
3. **Message Type:** Select the type of message, such as Medical question, from the options provided in the dropdown.
 

**Note:** Based on the message type you select, other fields may appear. For example, if you select "Prescriptions and refills" a field for "Prescription" appears with a list of options from your medication list.
4. **Subject:** Enter a brief summary of the purpose of your message.
5. **Message:** Enter your message details.



### Step 3

#### Add attachments and send

1. Tap **Attach files**, then select the appropriate file from your mobile device.
 

Note: You can attach up to 10 files, but you must attach each individually. If you attach the wrong file, you can delete it before tapping Send message.

Tap **Send message** when you're done. The message is routed to the appropriate provider, and you'll receive a "Message Sent" confirmation.

*Please do not attach password protected files.*