Preadmit - Unblocking a Patient

Patients will have their access to the preadmit portal **temporarily suspended** after 5 incorrect password attempts. If this occurs, they will need to wait **10 minutes** before attempting to log in again.

If they continue to attempt to log in with the incorrect password, their account will be **permanently suspended.** If this occurs, they will need to contact the hospital directly to have their account **Unblock**.

If a patient calls and needs to be unblocked, follow these instructions.

Log into your Hospital Preadmit Portal and navigate to the Patients Tab.

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Find the required patient, utilising the **Search** field if required.

The patient will appear as **Blocked** if they have exceeded the initial 10-minute restriction and continued to attempt to log in.

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To unblock the patient, click on the Actions dropdown and select Unblock.

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Patient will then need to follow the steps in the below PDF document to reset their password.

You are able to **download the below PDF** and send it to the patient if required.

Preadmit - Resetting Patient Password - Patient InstructionsDownload