

# 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. [REDACTED]

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**. [REDACTED]

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

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



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.



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



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](#)