

# 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**.

The screenshot shows the Preadmit Portal Dashboard. The 'PATIENTS' tab is selected in the top navigation bar. The dashboard displays four summary cards: '23 Available Credits', '65 Total Submitted Forms (plus 8 deleted forms)', '22 Total Incomplete Forms', and '0 Forms waiting to be exported'. A red arrow points to the 'PATIENTS' tab. On the right, a blue box shows '11 Number of Active Patients' and 'Last Form SUBMITTED' on 03/04/2025 at 11:39 AM. Below this, a table shows 'Last Patient SIGN UP' on 04/04/2025 at 07:35 AM. At the bottom, a table shows 'Start From November 2024' and a 'Print' button.

NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL
SUBMITTED FORMS: 7	SUBMITTED FORMS: 5	SUBMITTED FORMS: 15	SUBMITTED FORMS: 8	SUBMITTED FORMS: 7	SUBMITTED FORMS: 3
INCOMPLETE FORMS: 0	INCOMPLETE FORMS: 7	INCOMPLETE FORMS: 2	INCOMPLETE FORMS: 1	INCOMPLETE FORMS: 2	INCOMPLETE FORMS: 1
PATIENT SIGN UPS: 0	PATIENT SIGN UPS: 0	PATIENT SIGN UPS: 1	PATIENT SIGN UPS: 3	PATIENT SIGN UPS: 1	PATIENT SIGN UPS: 1

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.

The screenshot shows the 'PATIENTS' tab selected. A search bar contains the name 'mary'. A red arrow points to the search bar. Below the search bar, a table lists patients. The first patient, 'Mary Poppins', is marked as 'Blocked'. A red arrow points to the 'Blocked' status. The table has columns: Unique ID, Surname, First Name, Email, # of Forms, Date Created, Status, and Action. The patient's status is 'Blocked'.

Unique ID	Surname	First Name	Email	# of Forms	Date Created	Status	Action
16	Poppins	Mary	support@alturahealth.com.au	0	04/04/2025	Blocked	Actions

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

The screenshot shows the 'PATIENTS' tab selected. A search bar contains the name 'mary'. A red arrow points to the search bar. Below the search bar, a table lists patients. The first patient, 'Mary Poppins', is marked as 'Blocked'. A red arrow points to the 'Blocked' status. The table has columns: Unique ID, Surname, First Name, Email, # of Forms, Date Created, Status, and Action. The patient's status is 'Blocked'. The 'Actions' dropdown menu is open, showing options: Edit, Delete, and Unblock. A red arrow points to the 'Unblock' option.

Unique ID	Surname	First Name	Email	# of Forms	Date Created	Status	Action
16	Poppins	Mary	support@alturahealth.com.au	0	04/04/2025	Blocked	Actions

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](#)