

Whadata Patient Portal - User Guide

App Version: 2.1.1

Welcome to the Whadata Patient Portal. This guide will help you navigate the portal and access your health information.

Table of Contents

1. [Getting Access](#)
 2. [Getting Started](#)
 3. [Logging In](#)
 4. [Dashboard](#)
 5. [Viewing Your Medical Records](#)
 6. [Your Profile](#)
 7. [Resources & Support](#)
 8. [Logging Out](#)
 9. [Troubleshooting](#)
-

Getting Access

Before you can use the Whadata Patient Portal, your account must be activated by your physician.

How to Request Access

1. Ask your physician or their office staff to activate your patient portal account
2. Provide them with your current email address

What Happens Next

Once your physician activates your account:

1. You will receive an email containing your **login email** and **temporary password**
2. Use these credentials to sign in to the portal for the first time

Important: Change Your Password

For your security, **change your password immediately** after your first login:

1. Sign in with the temporary password from your email
2. Click **Forgot password?** on the login page
3. Enter your email address to receive a password reset link
4. Create a new, secure password that only you know

Tip: Choose a strong password with a mix of letters, numbers, and special characters.

Getting Started

Portal URL: <https://patientportal.whadata.com>

The Whadata Patient Portal allows you to securely access your medical records and session notes that your healthcare provider has shared with you.

What you can do in the portal:

- View your patient profile information
 - Access released medical session summaries
 - Manage your account settings
 - Switch between light and dark display modes
 - Access help resources and support
-

Logging In

Sign In with Email and Password

1. Go to the Patient Portal login page
2. Enter your **email address** and **password**
3. Click **Sign In**

Forgot Your Password?

If you've forgotten your password:

1. Click **Forgot password?** on the login page
2. Enter your email address
3. Click **Send Reset Link**
4. Check your email inbox for a password reset link
5. Follow the link to create a new password

Note: The reset email may take a few minutes to arrive. Check your spam/junk folder if you don't see it.

Dashboard

After logging in, you'll see your personal dashboard with two main sections:

Your Profile Card

Displays your personal information:

- Profile photo (or avatar)
- First and last name
- Patient ID
- Email address
- Date of birth
- Phone number

Your Sessions

Lists all medical sessions your healthcare provider has released to you. Each session shows:

- Session date
- Session time

Click on any session to view the full details.

No sessions showing? Your healthcare provider must release sessions to the portal before they appear here. Contact your provider if you believe sessions are missing.

Viewing Your Medical Records

Accessing Session Summaries

1. From the Dashboard, click on any session in your sessions list
2. The session detail page displays:
 - Patient name
 - Session date and time
 - Session summary/notes

Copying Session Information

To copy the session summary text:

1. Open a session
 2. Click the **Copy** button
 3. A confirmation message will appear when the text is copied
 4. Paste the text wherever you need it
-

Your Profile

Access your profile settings by clicking your name in the sidebar or navigating to the Profile page.

Profile Information

Your profile page displays:

- Your name
- Email address
- Profile photo
- User ID
- Account status

Note: Profile information is managed by your healthcare provider. Contact them if any information needs to be updated.

Theme Settings (Dark/Light Mode)

You can switch between light and dark display modes:

1. Go to your Profile page
2. Find the **Dark Mode** toggle
3. Click the toggle to switch modes

Your preference is saved automatically and will be remembered the next time you log in.

Resources & Support

The Resources page provides helpful links and support options:

- **Help Center** - Frequently asked questions and guides
- **Video Tutorials** - Step-by-step video walkthroughs
- **News & Updates** - Latest portal updates and announcements
- **Legal Documents** - Terms of service and privacy policies
- **Email Support** - Direct contact with support team

To access Resources, click **Resources** in the sidebar navigation.

Logging Out

To securely log out of the portal:

1. Click the **Logout** button in the sidebar
2. A confirmation dialog will appear
3. Click **Confirm** to log out

You will be returned to the login page.

Security Tip: Always log out when using a shared or public computer.

Troubleshooting

I can't log in

- Double-check your email address for typos
- Make sure Caps Lock is not on when entering your password
- Try resetting your password using the "Forgot password?" link
- Contact support if you continue to have issues

I don't see any sessions

- Sessions only appear after your healthcare provider releases them
- Contact your provider to confirm sessions have been shared with you

The page won't load

- Check your internet connection

- Try refreshing the page
- Clear your browser cache and cookies
- Try a different web browser

I see an "Invalid Access" message

- Your account may not have the correct permissions
 - Contact your healthcare provider or support for assistance
-

Contact Support

If you need additional help:

- **Email:** Access support email through the Resources page
 - **Help Center:** Visit the Help Center link in Resources for FAQs
-

Privacy Note: Your health information is protected and secure. Only you and authorized healthcare providers can access your data through this portal.