

# 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.