

### Important Content Update Message



We are currently updating the OP Help Center content for the release of OP 20. We appreciate your patience as we continue to update all of our content. To locate the version of your software, navigate to: **Help tab > About**

# OP Patient Portal: Manage Parent/Patient Notifications

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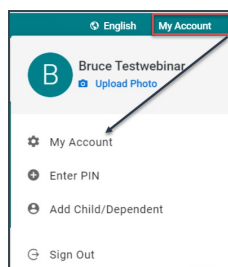
## Overview

A parent or patient has the ability to manage how they would like to receive notifications in the OP Patient Portal. These notifications are for appointment reminders, cancel and reschedule appointment requests, new medications, and new messages. The types of notifications a parent/patient can receive is set on the Practice Portal. To review the types of notifications a parent/patient can receive navigate to:

- **Portal Management > Patient Interface > Manage Setup**
- Expand **Allow Patient Configured Notification** and review which notification are set to ON. These will be the notifications a parent/patient can received.

## Parent/Patient Notifications Settings

1. Log in to the Patient Portal and select the parent or patient icon.
2. Click the **My Account** button.
3. Select **My Account** from the menu.



4. Locate the **Notifications** section of the My Account window.
5. From the **Send my Patient Portal Notifications by** drop-down, select the method to receive notifications. These are notifications that are not included in the Notification Events.
6. Click **Edit notification settings** if the Mobile indicator shows *No phone number on record*. Enter the mobile number and carrier in the Edit notification settings window. Once entered, click the **Save Notification Settings** button.

7. Review the Notification Events and delivery method.

- To delete a method of delivery, click the **Delete notification** in the Actions column.

**Note:**



- The Notification Events, that display in the list, are specific to the practice settings in **Allow Patient Configured Notification** on the Practice Portal.
- When patient notifications are toggled to on or off they will automatically be added or removed.
- All notification events will be set to a delivery method of Email and Text Message.