

Welcome Email/Registration (OP Portal)

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About

A welcome email is automatically sent to parents to notify them of their new portal account when they have been registered in OP. This article details the contents of the welcome email and the tokenized link duration, as well as explaining the differences in the parent login based on the Login options chosen during configuration.

Initial Welcome Email (Base Configuration)

The welcome email includes essential information to help parents get started with their new portal account. It typically contains the following:

- A welcome message introducing the portal
- The parent's username
- A tokenized link to set up the portal account
- Basic instructions on how to complete the setup process
- Contact information for support

Contents of the Welcome Email

The welcome email includes essential information to help parents get started with their new portal account. The default message text is as follows:

Dear New Portal User,

We are excited to introduce you to the new [PRACTICE NAME] Patient Portal. Whether you are new to our practice or have been with us for years, this portal is designed to enhance your experience, making it easier than ever to manage your health care.

Username: [USERNAME]

Password: [Link to set up password] [Please click on the link to set up your unique password.]

Best,

[PRACTICE NAME]

If your practice provided OP with custom text, it will be changed for you. If later you would like to change the content of the Welcome Email, please see the [Updating Custom Texts in the OP Portal](#) article.

Welcome Email Tokenized Link Duration

The welcome email contains a tokenized link that allows parents to set up their portal account. This link is valid for the amount of time chosen during your configuration:

- 24 hours
- 48 hours
- Custom time

Login Options

If your practice selected the **Passwordless Login** option, the parent/caregiver will log into the OP Portal using the **Cell phone number** on their Family Contact listing. A **code** will be sent to their phone, which they will then enter on the OP Portal login to confirm their identity.

If this option was not selected, the parent/caregiver will log into the OP Portal using their **Home Email address** on file and a unique **password**.
