

Logging into the Patient Portal –

Frequently Asked Questions

What is the URL for my Patient Portal with North Florida OB/GYN?

<https://nfobgyn.followmyhealth.com/Login/App/PatientAccess?#/Index>

How do I uninstall Silverlight on my computer?

1. First, close all browsers. Then, go to Start Menu (bottom left), click on Control Panel. Under Control Panel, click on Uninstall Program.
2. For Apple computers, use Spotlight to find Silverlight and then drag to your trash can.

What do I do if Silverlight fails upon installation?

1. First, see if the plug-in merely needs to be re-enabled. More information on re-enabling found here: [Read this article](#)
2. If that does not work, you will need to close all browsers and uninstall Silverlight. See Question #2 for details on how to uninstall Silverlight.
3. Next, delete all temporary internet files and cookies through the internet options for your computer (Read [this article](#) for assistance with this task).
4. Once Silverlight is uninstalled and the temporary internet files/cookies are deleted, go to www.microsoft.com/getsilverlight to install Silverlight.
5. Once the installation completes, login to the FollowMyHealth™ Universal Health Record to begin using your medical record online!

What do I do if my email invite was not received? (Patients that have recently been seen by an office may receive an email invite.)

1. Check your spam or junk mail folder in your email to see if the invitation was sent there.
2. If you are still unable to find the invitation, please request another invite.

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What if I have not received an email invite?

1. If you are a current patient, on our website – go to Patient Log in
2. Click to create an account – you must have a Yahoo, G-Mail (Google) , Facebook or Microsoft account established.
3. Accept the terms of use
4. Our office will confirm you are a patient of the practice and a record will be matched. A notification will be sent to you email address.

My doctor or provider isn't listed on the Portal?

1. Only the providers on the Allscripts EMR are using Follow My Health Portal Application. Please see listing under “For Our Patients” for the offices and providers using Allscripts EMR.
2. If you are seeing – Drs. Tim Baird, Lorrain Rodriguez, Sharon Desmarais, Amy Wrennick or Sarah Campbell Austin, please visit their website www.wpjax.com, for access to their Patient Portal. Click on the "Prime Patient Portal" link to create a user account.

If you have questions - please email EMRteam@nfobgyn.com We will respond within 24 hours during the business week.