

University Family Physicians
Patient Portal Registration Instructions

[Log In](#) | [View Mobile](#)



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Problems with the Portal

If you have experienced a problem with our Patient Portal, please contact our office at (865)305-9350.

University Family Physicians

Welcome to the University Family Physicians Patient Portal



Our online services include:

- **Request** My Test Results
- **Send** a Secure Message to My Doctor
- **Request** an Appointment
- **View** My Chart (including lab results)
- **Request** a Refill

Log in

User ID or Email

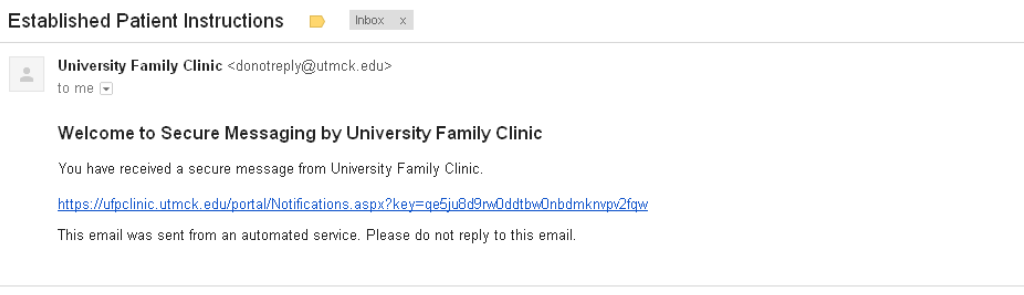
Password

[I forgot my password.](#)

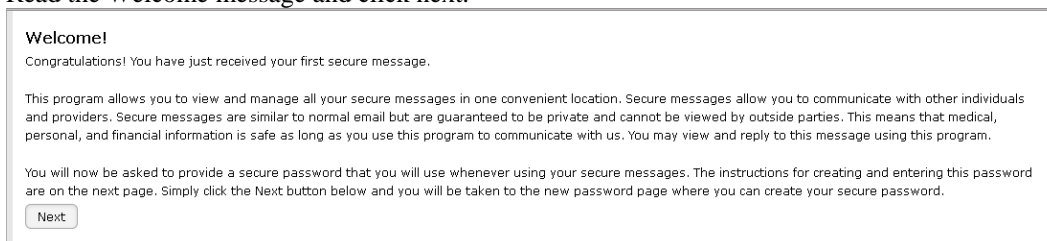
javascript:_doPostBack('ctl00\$ctl00\$mc\$Logo1\$btnHome','')

How to Complete the Patient Portal Registration

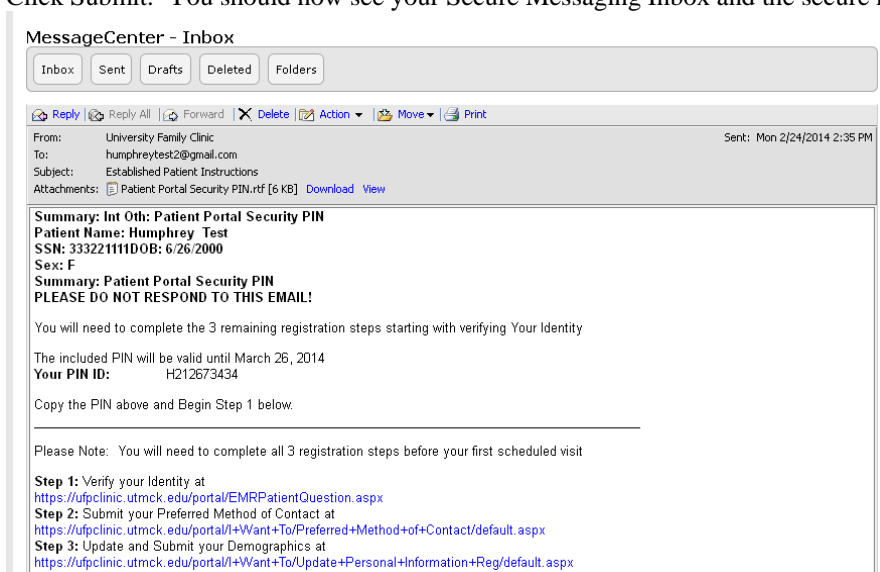
1. Click on the patient portal link in the email you received from University Family Physicians. (The link should begin with <https://ufpclinic.utmck.edu...>) ****Please do not respond to this email!****



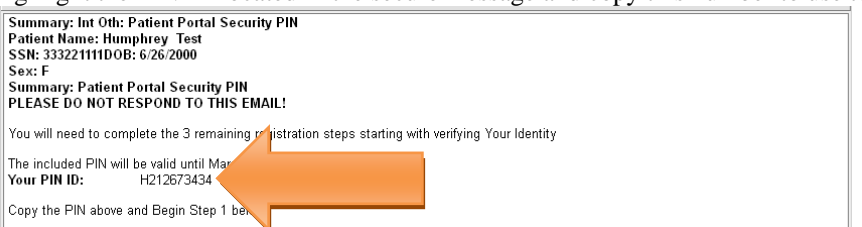
2. Read the Welcome message and click next.



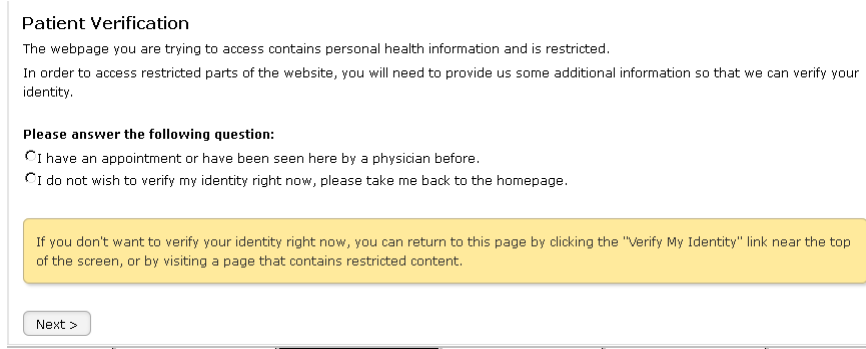
3. Enter your first and last names only (do not enter any middle names or initials or suffixes).
4. Enter a new password and answer the hint questions. ****Please make sure the password is at least 8 characters and is a combination of lower case letters, upper case letters, and numbers/characters.****
5. Click Submit. You should now see your Secure Messaging Inbox and the secure message that was sent from the office.



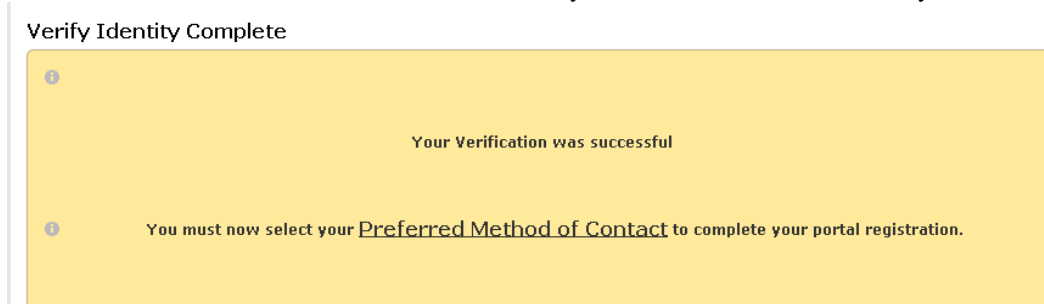
6. Highlight the PIN ID located in the secure message and copy this number to use to verify your identity.



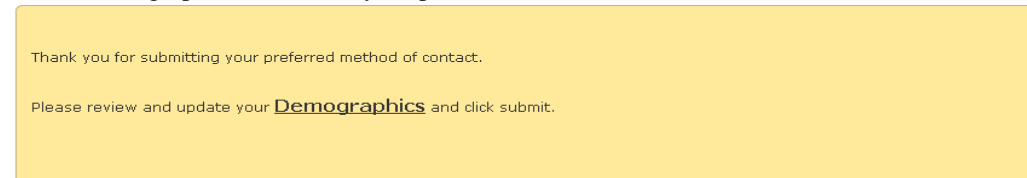
7. Click the link located in Step #1 to verify your identity.
8. Click one of the questions stating you have either seen the doctor in this office or that you do not wish to verify your identity at this time.



9. Click Next.
10. Enter the following information: first name, last name, date of birth, and PIN number located in the secure email message sent from this office.
11. Click Verify.
12. Click "Preferred Method of Contact" to choose how you would like to be contacted by this office.



13. Choose one of the contact methods and click Submit.
14. Click "Demographics" to review your personal information that we have on file.



15. Review your information on page 1 and update any information that needs updated.
16. Click Next.
17. Review your information on page 2 and update any information that needs updated.
18. Click Next.
19. Review your information on page 3 and update any information that needs updated.
20. Click Submit.

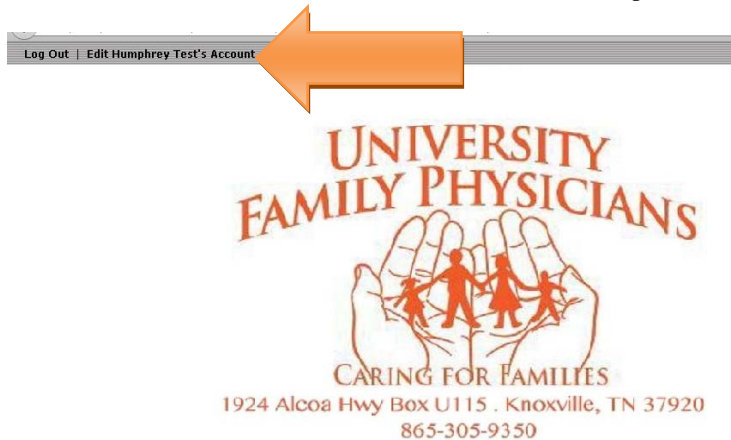
You have now successfully registered for the UFP Patient Portal. If you have any questions, please contact our office at (865)305-9350.

If you have family members who are patients at UFP, then you can link their UFP account to your Patient Portal account in order to communicate with our office on their behalf. Please contact the office to ask someone about adding a family member to your account. Please follow the instructions on the next page to add family members to your account.

How to Register a Family Member and Link to Your Patient Portal Account

This will link your family members accounts to your account in order for you to communication to the office on behalf of that family member.

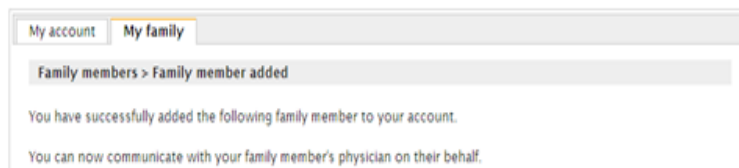
1. Ask someone at Check out or call the office to request to add a family member to your account.
2. Click on the patient portal link in the email you received from University Family Physicians. (The link should begin with <https://ufpclinic.utmck.edu...>) **Please do not respond to this email!**
3. Highlight the PIN ID and copy this number.
4. Click on “Edit YOUR NAME’s Account” located at the top left hand corner of the Patient Portal.



5. Click on the My Family tab.
6. Click Add family member.
7. Choose the relationship to you of the family member.
8. Click Next.
9. Enter the first name, last name, date of birth, and the PIN of the family member you would like to add.
10. Click Next. You will receive the below message.

Update account information

Use this page to make changes to your account.



11. Click Add another to add another family member to your account.

When you select an action on the portal (for example send a message to the office or request an appointment), it will list you and your family members that are linked to your account. Choose the person you would like to complete the action on behalf.