**UNIVERSITY of MARYLAND MEDICAL SYSTEM**

Below we've provided answers to many frequently asked questions about your UMMC's Patient Information Center account and related electronic documents. Please click on a topic for more information.

**For additional information or for an answer to a question not covered here,** please visit our online Patient and Visitor Guide at **UMM.edu**.

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# General Information

## About UMMC Patient Information Center

Welcome to the UMMC Patient Information Center. **My Dashboard** displays upcoming UMMC appointments from UMMC in one easily accessible location. From here you can view, print, and download your appointment information from select departments.

# Document Viewer & eDelivery

## What is eDelivery?

eDelivery is the delivery of your documents in an electronic format, viewable online, rather than on paper via the U.S. Postal Service. Choosing eDelivery allows us to send paperless notifications of your participating appointments and/or statements to the e-mail address you provide. You will receive an e-mail requesting that you log in to view your documents securely.

## How do I choose to view my documents online via e-mail notification?

Begin, if you have not already, by first creating your account. You will be asked to set your

eDelivery preferences on the registration screen. You will also be asked to accept the eDelivery Terms of Service by placing a checkmark in the box provided. Your preferences will be set when you click "Submit".

You may also edit your existing delivery preference after logging in by clicking on the "My Account" link located on the left hand side of your personal welcome screen. Change your delivery preference to "Online" or "Online and by Mail" and then click on the "Submit" button.

**IMPORTANT:** Since e-mail notification is the way we remind you that your documents are available to be viewed online, please ensure your e-mail address is accurate and that you check your e-mail on a regular basis.

## What if I don't receive an e-mail notification?

There could be a few reasons why you have not received your e-mail notification. The e-mail address in your profile may be old or incorrect. You can update your e-mail details in your profile.

Your notification may have been filtered to your junk e-mail folder. Add us to your address book and/or filters to prevent this from occurring. Your e-mail mailbox may have been full, causing the e-mail to bounce back.

**Please note:** Your eDelivery e-mail notification is our way of reminding you that your documents are available to be viewed online; please ensure your e-mail address is accurate and that you check your e-mail on a regular basis.

## Can I receive both eDelivery and paper delivery?

Yes, selecting "Online and By Mail" as your delivery preference will ensure you receive both. In the interest of going green and preserving the environment, we are asking our patients to use only eDelivery. For your convenience, you may print out the any of the documents you view online.

If you have elected to receive electronic documents, you can revert back to paper should you no longer wish to receive eDelivery by clicking on the "My Account" link located on the left hand side of your personal welcome screen. Update your information and then click on the "Submit" button. The change is in effect with your next appointment to be scheduled.

## How will I know when my documents are available?

When you sign up for eDelivery an e-mail notification will be sent to your e-mail address when new documents are available for viewing.

## What if my e-mail address or other personal information has changed?

To change your e-mail address, click the "My Account" link located on the left hand side of your personal welcome screen. Update your information and then click on the "Submit" button.

To change information, such as your name, address, telephone number and insurance information, please contact us.

## Will anything change with regard to my documents?

No, nothing will change. Your documents will be generated and posted online at the same time they would have printed and mailed to you.

# Technical Issues

## Which browsers do you support?

We support most browsers for desktop, mobile, and tablet devices, especially later versions (current version up to -2 versions) because these versions support "strong" encryption. (Encryption allows us to encode your information so that no one else on the Internet can read it.). You must also allow pop-ups from this site.

JavaScript must be enabled in your browser. Normally, it's turned on by default, although you can disable it. (See your browser's online help for more information.)

If you're viewing this site and cannot view your documents without having to use your horizontal scrollbar, you may want to check your resolution. To do this, please follow these simple instructions:

1. Right click on your desktop
2. Choose Properties
3. Select the Settings tab
4. Adjust Screen Resolution to 1024 by 768
5. Select Apply
6. Select OK

## What information do I need to set up an account?

Before creating a new account gather the following information:

- Your date of birth
- Your PIN from your printed document
- Your first and last name, as they appear on a recent document from us.
- A valid e-mail address

Note: If you choose eDelivery, your e-mail notifications will be sent to this address.

## Help! I'm having trouble creating an account. What should I do?

If you have double-checked your information and still cannot create an account, please contact us.

## I forgot my password. What do I do?

If you have misplaced your password, you may click on the "Forgot your password? Reset it here." link found on the login page. Follow the instructions to receive a temporary password, which will be sent to the e-mail address associated with your account.

## Do you use cookies?

While you are using our service, we need to store some information on your computer's hard drive in the form of a cookie. (A cookie is a small file that a Web site puts on your hard drive so that it can retain information for later use.) For this reason, the cookie functionality must be enabled in your browser in order to use this web site. However, the cookie will never read information from your hard drive or copy information about other sites that you visit.