

# Connect2Care Patient Portal – *Frequently Asked Questions*

If you are experiencing technical difficulties with the website, please contact our helpline at **626-821-8157** or email: [armgportal@cmbllc.net](mailto:armgportal@cmbllc.net).

**Q. Where can I find my imaging report?**

**A.** Patient reports can be found under the Demographics tab, then click on the 'Exams' tab. If your visit has a report, it will be attached on the last column under 'Report'.

**Q. Where can I sign-up for an account?**

**A.** To sign-up for an account, you may walk-in to any of our imaging centers and ask the front desk for assistance. You may also contact us at 626-821-8157 or email: [armgportal@cmbllc.net](mailto:armgportal@cmbllc.net) to request an account.

**Q. I looked in the Exams tab and cannot see my report, what does this mean?**

**A.** Imaging reports become available in the Patient Portal four (4) business days *after* the day of your exam.

**Q. I have questions about my report, who can I contact?**

**A.** We encourage you to speak with your referring physician and/or your primary care doctor for any further consultation regarding your exam results.

**Q. Which browser settings can I use to open the Patient Portal?**

**A.** The Patient Portal site is best viewed in Internet Explorer 9 or higher, Firefox, Safari, or Chrome.

**Q. Is my password case sensitive?**

**A.** Yes.

**Q. How do I download my ambulatory summary, under the Patient Summary section?**

**A.** To DOWNLOAD patient's Ambulatory Summary:

You will first need to download the program 7ZIP at <http://www.7-zip.org/download.html> . This is a free program that will allow you to extract your encrypted health information. The summary is encrypted to protect your health information.

Instructions for downloading your health information:

1. Click the Download button in the upper right corner of the Patient Summary page
2. Enter a password of your choosing (at least 8 characters)
3. When finished downloading, choose "Save As" and save to your desired location
4. Go to the file, right click and choose 7Zip, then extract files
5. Open the extracted files (not the Zip file).
6. Enter the password you chose then click OK.
7. Double click on the extracted file and open up your CCD (.XML file only)

\*Please note: You will not need to open the .XSL or .TXT files.