Patient Portal Login Page

Account Activation

You must activate your patient portal account within 14 days of receiving your invitation. If your activation token has expired, please contact your local clinic and they will be able to provide you with a new one. Please ensure you are using the most recent activation link you have received.

I can't activate my new portal account

If you are unable to activate your new portal account, contact your clinic for verification that your unique link has not expired.

The patient portal URL is: **https://portal-sgf.fertemr.com**. We recommend saving this as a bookmark for ease of access.

Password Reset

You may reset your password on the home screen of the Patient Portal. The URL to the patient portal is:

https://portal-sgf.fertemr.com

Please enter your email address and select "Forgot your Password?". An email will be sent to the email address listed on your clinic's patient record.

Please select a password using a combination of upper- and lower-case letters and numbers. Avoid using special characters (i.e.. &, #, @, etc.). Passwords should be more than 12 characters in length.

If you are receiving the following browser error ('XMLHttpRequest error') in the bottom left-hand corner of your screen when trying to reset your password, please follow the instructions for clearing cache at the bottom of this document and then try again.

I changed my email address

You may update your email for the patient portal by logging in with your old email address. From "Menu" select settings and update the new email address. Updating the email under the account settings only changes the notification of where you will receive messages about your patient portal. It does not change the email required to login to your patient portal account. If you would like to update the email address used to login to your patient portal account, please contact your clinic team for assistance.

Forgot Username

Your username is the email address that was used to activate your patient portal account. Your clinic can verify which email address is documented in your patient records.

Trouble Logging In?

If you are having trouble accessing your account, try clearing your device's cache by following the instructions at the bottom of this document. When clearing your cache, select the option to clear data for 'All Time' or 'All History'. We recommend using Google Chrome for the best experience.

If you have tried clearing cache and are still having trouble accessing your account, we recommend reaching out to your clinic for assistance. Please see the "Questions to Consider When Having Issues" section for information we recommend providing to your clinic when seeking assistance.

Other Common Issues to Consider

- You can't lock your portal account by entering an incorrect password. If you receive a message that your account is locked, you may still request a password reset.
- If you are on a VPN, please log off and try again.

Questions to Consider When Having Issues

When reaching out to your clinic for assistance with your patient portal account, please provide them with the answers to the following questions.

- Are you receiving any error messages? If so, please take a screenshot of the error message and include your browser in the screenshot
- What browser are you using? We recommend Chrome
- What device are you using (i.e. Android or iOS or Windows pc or iPad, etc.) Is the version up to date and please provide the current version from your phone
- What network are you using (i.e. are you at work where our site may be blocked)? Have you tried another network?
- Are you on a VPN?
- Is your password more than 12 characters long?

Clearing Cache

If you are having trouble logging in to the patient portal, the first step is to clear your cache history for all time and try using Chrome as your browser.

Clearing Cache on Mobile

Chrome (iPhone + Android)

- Click the three dots in the bottom right corner of the browser screen
- Click history
- Click delete browsing data
- Adjust the Time Range to select "All Time" and make sure that browsing history, cookies and site data, and cached images and files are checked before clicking "delete browsing data"

Safari (iPhone)

- Go to settings
- scroll to the bottom of the page and click on Apps
- Find and click on Safari
- Click "Clear History and Website Data"
- Under Clear Timeframe, select "All History" and then click clear history

Edge (Android)

- Open the Microsoft Edge app on your Android device.
- Tap on the three dots at the bottom of the screen to open the menu, then tap “Settings.”
- Choose Privacy and Security and then select Clear Browsing Data
- Set the Time Range to “All History” or “All Time” and make sure that browsing history, cookies and site data, and cached images and files are checked before clicking “Clear Data”

Clearing Cache on a Computer

Chrome

- Click the three dots in the upper right corner of the browser window
- Then select “Delete Browsing Data”
- Set the time range to “All Time” and make sure that browsing history, cookies and site data, and cached images and files are checked before clicking “Clear Data”

Safari

- Click on the Safari menu in the top left-hand corner next to the Apple symbol
- Click on Settings and then select Privacy in the navigation bar
- Click on the Manage Website Data button
- To remove any cached data and cookies from your computer, click Remove all
- A new dialogue box will open, click Remove Now
- Wait a few moments, then click Done.

Edge

- Go to settings and then click “Privacy”
- Select “Clear browsing Data”
- Set the Time Range to “All Time” and make sure that browsing history, cookies and site data, and cached images and files are checked before clicking “Clear Now”

Need Additional Help?

If you continue to experience issues, please contact your local clinic team for further assistance.