



## Patient Portal Registration Guide

At CCRM New York you will be set up on our patient portal after you schedule your initial consultation. This document is intended to help with the setup process. Additionally, we ask that you complete certain paperwork on the portal before your appointment.

For your first time visiting the portal, you will receive emails from the portal and should initially access the portal via these emails. After your initial portal setup, you should access the portal through our website at: <https://www.ccrmivf.com/patientportal/>.

## Setting Up Your Portal Account

Within 24 hours of scheduling your appointment you will receive an email from the portal. You will receive a Welcome letter, and two password emails. We recommend setting up your portal from a computer, not a cell phone. Also, it is recommended to use Google Chrome to access your portal.

Your username is the email address that you provided when scheduling. Your password will be "ccrm" and your four digit year of birth. Example: ccrm1979. After the first time you log-in, you will be instructed to change your password. You will not be able to login until you have received all three of the emails.

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

## Completing New Patient Forms on the Portal

After logging into the Portal, you will need to complete steps 1 through 6 as shown in the screenshot below.

**New Patients**



**Step 1: New Patient Registration**

**Step 2: Personal Medical History and Information**

**Step 3: Prior Infertility Treatments (If applicable)**

**Step 4: Family History**



**Step 5: Photo ID and Insurance Card(s) - Upload**

**Step 6: Medical Records - Upload**

### How to Get Help

If you need assistance while completing your patient portal registration prior to your new patient appointment, please contact the CCRM Patient Support Center at (877) 201-6931. We are here to help and answer any of your questions.

Once you have completed your new patient appointment, your local care team will provide you with the appropriate support resources for any needs that arise.

Thank you for being a patient with CCRM.