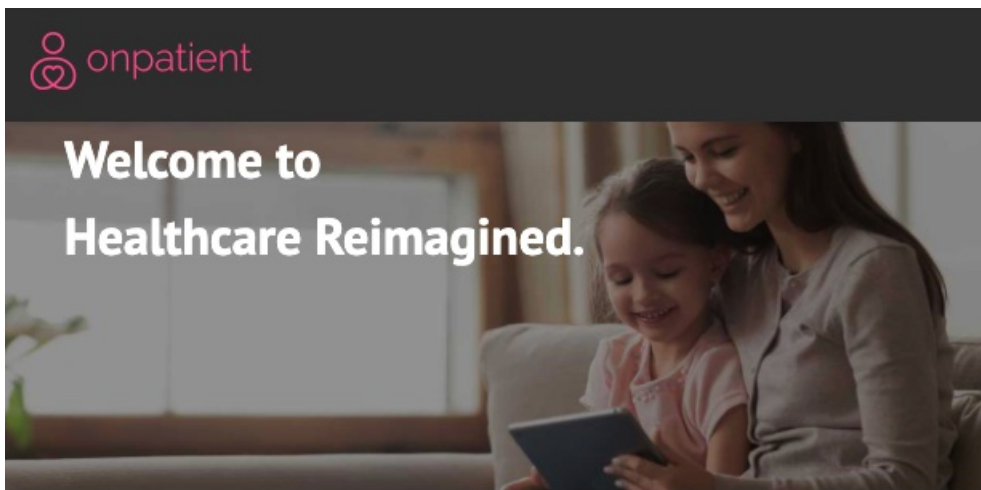


# When I clicked on the OnPatient invite I received, I was unable to complete the sign up process. I tried to start over, but I am not able to do so, why?

07/08/2024 7:55 pm EDT

The OnPatient invitation you receive from your healthcare provider expires 7 days after it is sent or if your healthcare provider resends an invitation.



## Hello Edward

Good day and hope you are doing well! I am inviting you to connect with me through my patient portal onpatient. onpatient is a platform that allows you to view your medical records, schedule appointments, fill out forms before coming into the office, and securely communicate with your doctors.

[Sign Up Now](#)

Thank you,  
James Smith.

This email invitation expires Oct. 14, 2020.



Please ensure you are accessing the most recent OnPatient invitation your healthcare provider has sent you.

If the OnPatient invitation has expired or if you are experiencing issues with it, please contact your healthcare provider to request a new one.

After you activate your account, please remember that you will not be able to access OnPatient through the invitation link in the future. You will need to access OnPatient by visiting [onpatient.com](https://onpatient.com).

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