

# I don't feel comfortable providing my Social Security Number as part of the identity verification process for OnPatient portal access. Do I have any other options?

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OnPatient requires successful verification of 2 out of 3 personal identifiers for your account before allowing access to the portal.

The three identity values that are offered for validation are Date of Birth (DOB), Social Security Number (SSN), and Cell Phone Number.

OnPatient uses the following to create and validate your account.

- Email address + Social Security Number **OR**
- Email address + Date of Birth + Phone Number

The information you enter for verification must match the information you have on record with the health provider who invited you to have access to the OnPatient portal.

If you do not feel comfortable entering your Social Security Number for identity verification, you are welcome to enter your Date of Birth and Cell Phone Number for verification purposes (provided that you have given this information to the office) to complete the account creation process.

