Send Messages to Your Provider

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> **About the new OnPatient portal experience**
> The redesigned OnPatient portal experience is currently in beta and available to select early-access users. This knowledge article may be updated as the portal experience evolves.

You can message your provider in the OnPatient portal. Contact your provider's office if messaging is unavailable.

Send a message to your provider

1. Do one of the following:
   - Select the **Send New Message** card on the **Dashboard**.
   - Select **Messages** on the menu to open your inbox and then select **New Message**.
   - Select **Care Team** on the menu to open the **Care Team** page and select **Message** in the provider's card.
2. Select the provider. If you only have one provider, that provider appears by default.
3. Enter the subject and the message content.
4. **(Optional)** Select the paperclip icon to attach files. Allowed file types are PNG, JPG/JPEG, GIF, PDF, CSV, TXT, and RTF.
5. Select to send the message.

   The message appears in your inbox.

