

Help is on the way!

Read our troubleshooting tips and frequently asked questions about using our digital tools.

Patient Portal

How do I create a new account?

- Go to WellView.WellDyne.com* and click **Register Now**.
- Enter your ID number, name and date of birth.
- Create a username and password for your account and log into the patient portal.

I haven't received an email with my verification passcode. What can I do?

- Check your junk and spam folders. If you don't find it there, doublecheck the spelling of the email address you used during registration to make sure it's correct. Make sure you're using the same email account you used during registration.
- If you don't have access to the email account you registered with, contact Customer Care at the phone number listed on your prescription bottle.

Text Updates

What types of messages will I receive?

- From refill reminders to order updates, we give you the information you need right to your phone.

How do I sign up for text messages?

- Go to WellView.WellDyne.com* and log into the portal.
- Click on the settings icon, choose **Communication Settings** and select **WellConnect**.
- Enter your mobile phone number, and accept the terms and conditions.

For any additional questions, please contact Customer Care at the number listed on your prescription bottle.

*While many of our patients access the Patient Portal via wellview.welldyne.com, some may access the portal through their employer's intranet, benefits site or wellview.healthdyne.com. Additionally, some insurance plans may not be set up for patients to use the patient portal. Please contact your Patient Care Advocate for more information or for assistance.