

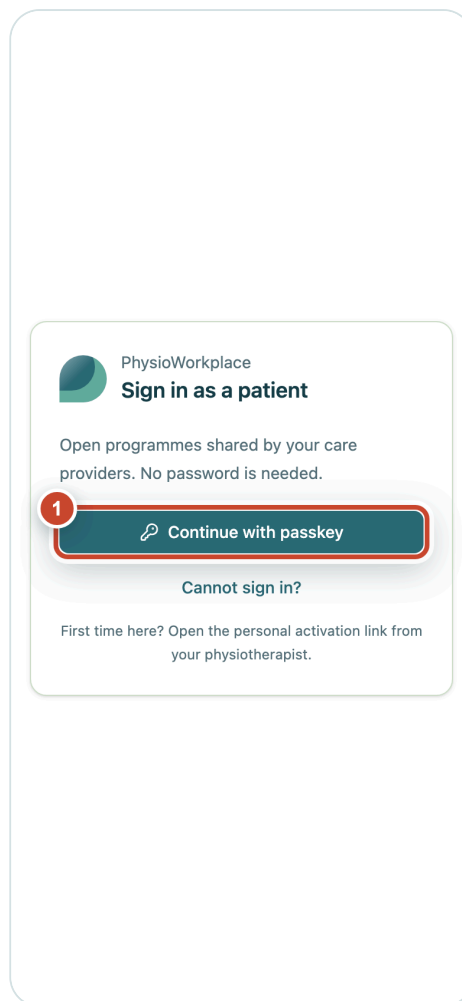
When you cannot sign in

Review your options if your passkey is not available on the device or patient sign-in cannot be completed.

1 Try your passkey

Where you are: Patient sign-in is open on the device you want to use.

What to do: Select Continue with passkey.



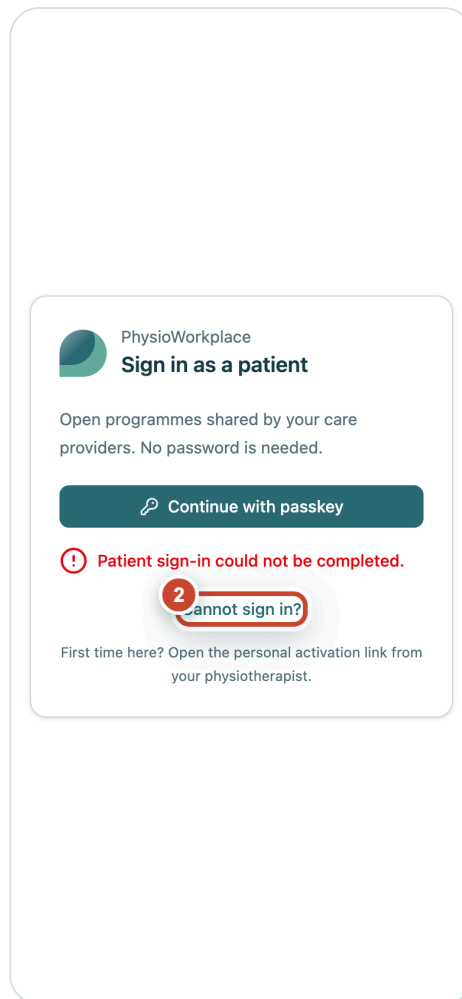
Complete when: If no usable passkey is available, the message Patient sign-in could not be completed appears.

2

Open sign-in help

Where you are: The sign-in page shows a neutral error without revealing account details.

What to do: Select “Cannot sign in?”.

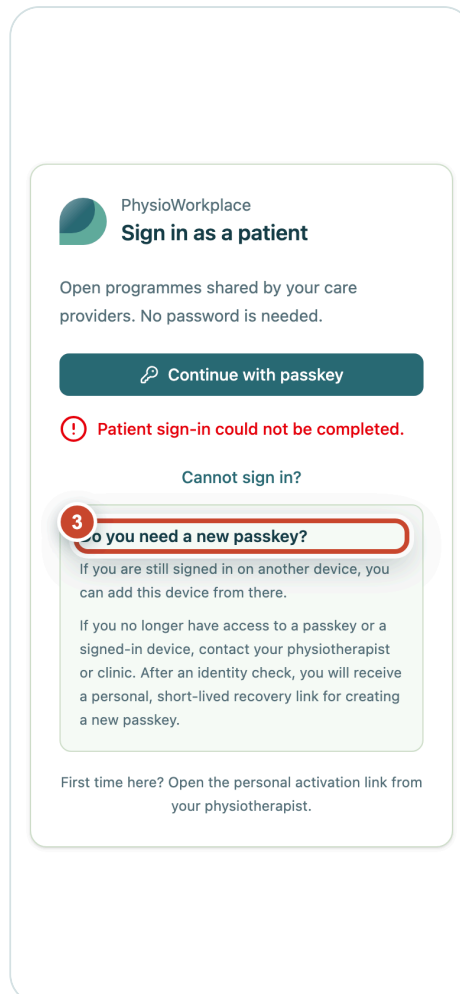


Complete when: The section “Do you need a new passkey?” opens.

Choose the route that fits

Where you are: The help separates the case where you are still signed in on another device from the case where no device is signed in.

What to do: Read the two options under “Do you need a new passkey?”.



Complete when: The text explains that you can add this device from a signed-in device or contact your care provider for a new personal link.