

How to Send a Document/File through My Navigator (patient portal)

Have a document for your provider to complete and sign? You can do this through the My Navigator patient portal. Just follow these steps:

Step 1 – Scan the document and save it as one of the following formats: PDF, DOC, DOCX, XLS, XLSX, JPG, JPEG, PNG, BMP, GIF.

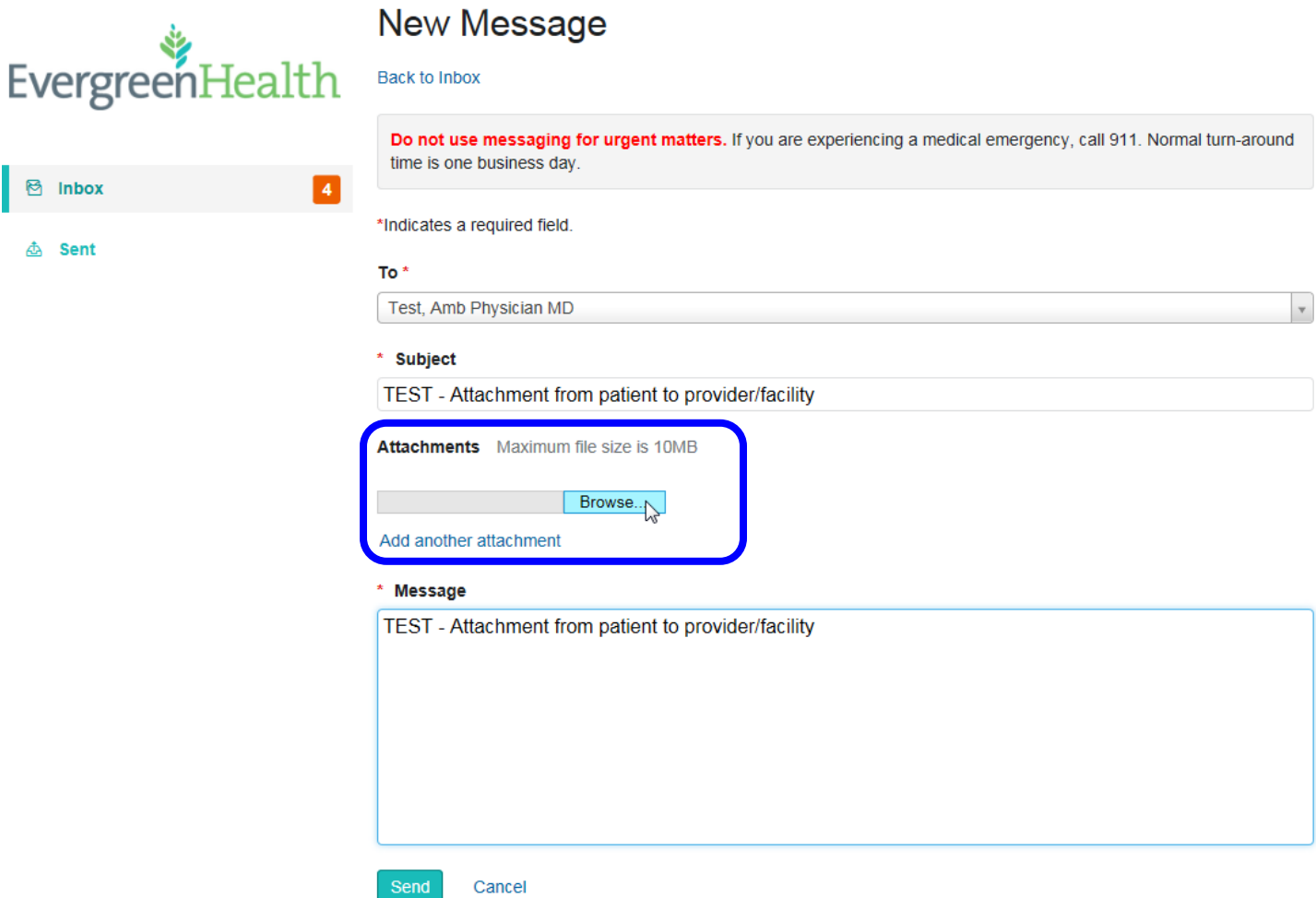
Step 2 – Log in to your **My Navigator patient portal account** and click on the Messaging icon



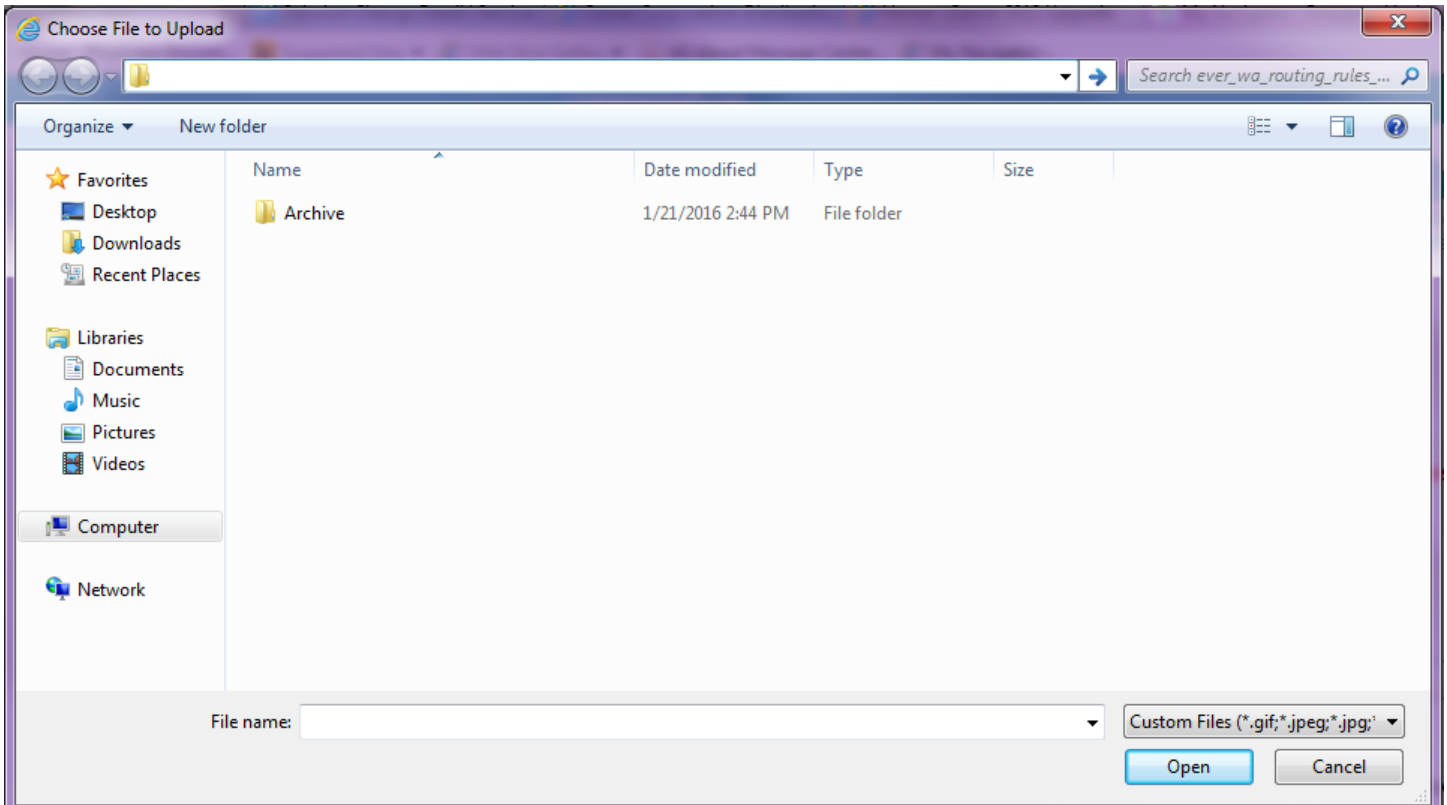
Step 3 – Click on **Send a message**



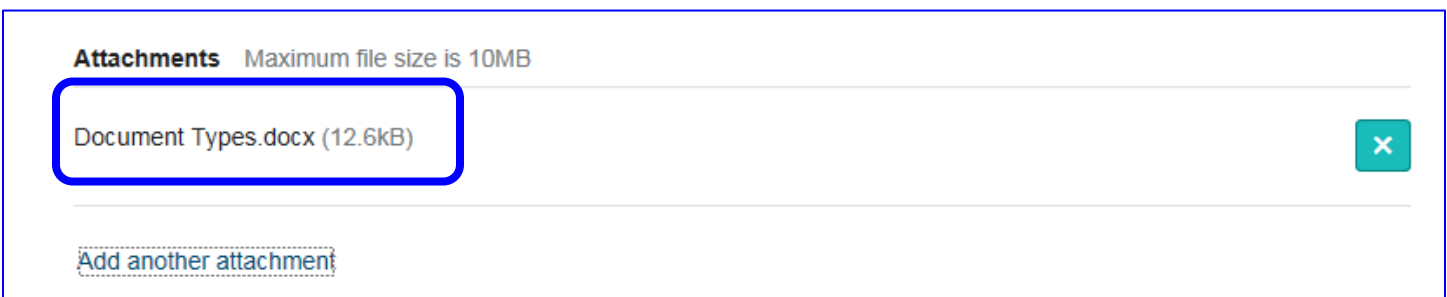
Step 4 – Fill out the **To**, **Subject** field. **Browse** for the document/file the user would like to attach (refer to screen shot below). Complete by filling in a message in the **Message** field and click **Send**.



Step 5 – the **Choose File to Upload** window will open. Select the document/file you wish to attach.



Once you have the document/file attached to the message, it will look like this (refer to screen shot below). You will have the option to attach another document.



Step 6 – Click **Send** once you have completed your message.

Please allow 5 business days for your provider to complete the document. If your provider is out of the office, we will notify you of the delay.

Let us know if you would like to pick up the completed document at your provider's office, or if you would like it sent back via the My Navigator portal for you to download.