



## **Tower Patient Portal FAQ's**

1. Q: I do not know where to start. How do I access my account?  
A: After your visit to Tower Radiology you will receive an email from [patientportal@towerradiologycenters.com](mailto:patientportal@towerradiologycenters.com). Included in this email will be a link that will take you to the Account Generation page. If you do not receive this email, please add [patientportal@towerradiologycenters.com](mailto:patientportal@towerradiologycenters.com) to your list of approved senders and contact [portalsupport@ommi.net](mailto:portalsupport@ommi.net) to reissue your User Activation Link and Code.
  
2. Q: I am getting an error message saying my information does not match.  
A: Our system is extremely sensitive and the data must match exactly. In the paperwork you received from the Tower location, the registration clerk should have noted your name "exactly as entered in system". That should be the exact way you type it when setting up your account.

These are the most common reasons for the matching errors:

- The middle name field in the sign up process should only be your middle initial and NOT the full middle name. Please only enter the initial as shown on your paperwork.
  - If we did not enter a middle initial for you, you need to leave that field blank. Enter a middle initial only if there is one shown on your paperwork. Otherwise, leave the field blank.
  - Our system does not accept hyphenated names. Write your hyphenated name as a full name (i.e., SMITHJONES instead of SMITH-JONES). If you did not give us your full hyphenated name, you don't have to worry about this. Again, enter your last name exactly as noted on your paperwork.
3. Q: I am having trouble setting up the User ID and password. Can you help?  
A: There are constraints that must be adhered to for both User Name and Password.

### User Name:

- Must be at least 8 characters long and has a limit of 64 characters.
- Not case sensitive.
- Some special characters are allowed including @ if you want to use your email address.
- Note that the special characters cannot be the first or last character.

### Password:

- Must be at least 8 characters long and has a limit of 64 characters.
- Must have at least one upper case and one lower case letter.
- Must have at least one number.
- Must have at least one special character (~,!, @, #, \$, %, ^, &, \*, (, ), \_ , -, +, =, {, }, [, ], \, |, ;, :, ", <, >, ', ., ?, or /).

➤ Note that space is not allowed.

4. Q: When I am activating my account, the system is asking me to enter my date of birth and the User Code I got from the Tower staff. That code was entered for me initially. Now when I enter it I am getting a message that my Date of Birth and User Code combination is invalid.

A: The User code is long and the system requires you to enter it at the point of Activation. You should double check that all letters and numbers (including the dashes) match the code on your original paperwork and email. Note that there is a letter O that is different from the number 0, or the letter I and the number 1, and that has caused some patients issue. If you need your user code resent to you, please email [portalsupport@ommi.net](mailto:portalsupport@ommi.net) and we can resend.

The Date of Birth must be entered in the following format: MM/DD/YYYY. If the month or day of birth is only one digit, a zero should be entered to fill both spaces. For example, if your date of birth is 1/1/1967 it should be entered as 01/01/1967.

5. Q: I am receiving Error 64 Decrypted PUAG. How do I correct this?

A: Please contact [portalsupport@ommi.net](mailto:portalsupport@ommi.net) to have your account reset. That is the only way to correct this system anomaly.

6. Q: I sent an email to [portalsupport@ommi.net](mailto:portalsupport@ommi.net) earlier today and I have not heard back.

A: We are typically pretty quick at responses (same day), but some days we may get backed up with inquiries. Please allow us 24-48 hours for us to respond before resending your email. We are not staffed in the evenings or over the weekends, so please keep that in mind. We will respond at our earliest convenience.

7. Q: I forgot my User Name.

A: If you didn't write down your user name, please email us at [portalsupport@ommi.net](mailto:portalsupport@ommi.net) and we will look it up for you. We will need to confirm your identity before we release that information so we may need to do this over the phone. Please send us an email describing the situation, and if needed, we will call you on one of the numbers we have on file for you.

8. Q: I forgot my Password.

A: Please follow this link to [reset your password](#). If hyperlink doesn't work, below is the actual link.

<https://patients.towerradiologycenters.com/UsrMgmt/UsrMgmt.umt?html=1&mode=resetpw>

9. Q: How do I find the link to the Tower Patient Portal?

A: Please follow this link to get to the [Tower Patient Portal](#). If you are having trouble and want the actual link, here it is: <https://towerpacs.com/InterWorks/Patient>. Do not go back to your initial emails and use that link. Save this one as a Favorite or return here for the link.

10. Q: I am trying to log back into the Patient Portal and keep getting a message saying "Either you have successfully logged off or your session has timed out. Please close your browser."

A: You must close your internet browser entirely before trying to access the site again. If trouble continues when opening a new browser window, make sure all browser windows are closed first. Chrome seems to behave better for this issue than Internet Explorer.

If you're using a mobile device, you must clear your Safari or Chrome app and relaunch.

11. Q: How long do I need to wait before I can see my results on the portal?

A: It could take anywhere from 1-10 days to finalize the results depending on the exam and if we have all the information we need to have the Radiologist do his/her interpretation. If we have to wait for prior exams so the Radiologist can compare that to your current exam, it will take longer. Most likely results will be available within 1-3 days.

12. Q: I forgot the answers to my security questions. Can I reset them?

A: The answers to the two security questions must be entered every time you log into the patient portal. We strongly suggest you note these answers along with your user name and password. We also suggest you select questions that you will remember the answers to and not have to look them up. In the event you did not make a note of them and you do not remember them, we will need to reset your entire account and you will need to register for the Tower Patient Portal again from the beginning. You will need to send us a request for this to [portalsupport@ommi.net](mailto:portalsupport@ommi.net).

13. Q: I have not received an email like they said I would. I have a paper I received from Tower but not the email.

A: Please check your Junk or Spam folder. If you do not see it there, add [patientportal@towerradiologycenters.com](mailto:patientportal@towerradiologycenters.com) to your approved senders list and email us at [portalsupport@ommi.net](mailto:portalsupport@ommi.net) from your email account we have on file for you. We will research the issue. It may be that we entered your email address incorrectly. We will resolve and send you the email to begin the process, or we will be in touch.

14. Q: I have a follow up appointment and I need my results right away!

A: We encourage you to use the Tower Patient Portal as a means to easily access your results. Unfortunately the Portal Support team is not equipped to handle on demand support issues. If you have trouble accessing your account or are having issues with the site, we suggest you contact our Medical Records Department at (813) 875-7424 (or through our website) and request the results. You can always pick them up at any of our Tower locations.

15. Q: Why can't I use the same email address to access records for my entire family?

A: Unfortunately that will not be possible at this time. There are strict Privacy guidelines we are required to follow, and at this time, each account must have a unique email addresses. We expect an upgrade later this year and hope we can offer this feature at that time. You can always request copies of results to be picked up at any Tower location. This request can be made to our Medical Records department at (813) 875-7424 or through our website.