Patient Portal Troubleshooting

If you're having general trouble logging in

Make sure your account has been "Activated"

- When you first signed up for the portal you received a confirmation email from patientportal@myadsc.com
- Inside this email is a blue button called "Activate Account"
- Make sure you have clicked this button and logged in with your username/PW

If you don't remember your username

- Go to the Portal Login Page, https://patientportal.myadsc.com/portal.login.cls?practiceid=desai
- Click "Forgot Username"
- Enter the email address associated with the account
- Click "Request Username"
- Check your email Inbox or Spam folder

If don't remember your password

- Go to the Portal Login Page, https://patientportal.myadsc.com/portal.login.cls?practiceid=desai
- Click "Forgot Username"
- Enter your Portal Username
- Click "Request Access"
- Check your email Inbox or Spam folder for the temporary password
- Reset your Password

If you experience any other issues with your Patient Portal

- Please send us an email at drdesai@desaimedicalcenter.com
- Please describe what actions were taken leading up to the point of issue and the nature of the issue
- If you receive any error message, please include a screenshot of that message