

# Magview FAQ

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## 1) Received an e-mail to access your breast imaging results?

Dear  
[Login](#) to initiate your account and create your password. Enter your email as your login.  
[Click Here](#) to view your documents if you have already established your account. Enter your email and previously established password\*.  
Thank you for choosing Radiology Regional for your imaging care!  
Sincerely,  
Radiology Regional Center

### a. New Patients:

- Within the e-mail you received, please click the link to bring you to our breast imaging patient portal.
- You will then create a password (your username is the e-mail address that was provided at the time of your appointment).

### b. Existing Patients:

- Within the e-mail you received, please click the 'Login' link to bring you to our breast imaging patient portal with your e-mail and password that you created your account with.

### c. Didn't receive an email, but want to access your Breast Imaging Patient Portal?

- If you have not created an account before, you will need to call 239-931-8370 to have an e-mail sent to register for an account by one of our help desk representatives.
- If you HAVE an account, just go to radiologyregional.com, click on Patient Portal and select the Breast Imaging Patient Portal button on the right hand side of the website. Please fill the fields with the e-mail and password you have used to create your account.

The screenshot shows a web page for 'BREAST IMAGING RESULTS' by 'RADIOLOGY Regional'. It features a pink header with a flower image and the text 'Portal User Login'. Below this is a form with two input fields: 'Email address' with the placeholder 'Enter Email address' and 'Password' with the placeholder 'Enter password' and a visibility toggle icon. A large pink 'LOGIN' button is at the bottom, with a link for 'Forgot username or password?' below it.

## 2) What can you access in your breast imaging patient portal?

The screenshot shows a patient portal interface. At the top, there are three navigation tabs: HOME, DOCUMENTS (highlighted with a red box), and MY ACCOUNT. Below the tabs, there are three letter count indicators: Unread Letters (0), All Letters (16), and Other letters (0). The main content area is titled 'All Letters' and contains a table with the following columns: View, Date when sent, Study, Document Type, Read, and Acknowledged. The first row of the table is highlighted with a red box around the 'View' button. The table contains three rows of letter data.

View	Date when sent	Study	Document Type	Read	Acknowledged
	Thursday, July 2, 2020	DIGITAL BILATERAL IMPLANT SCREENING MAMMOGRAM WITH	Referring Physician Letter		Sent to doctor
	Wednesday, November 7, 2018	DIGITAL BILATERAL IMPLANT SCREENING MAMMOGRAM WITH	Notification Letter	On 11/8/2018	On 11/8/2018
	Tuesday, November 6, 2018	DIGITAL BILATERAL IMPLANT SCREENING MAMMOGRAM WITH	Referring Physician Letter		Sent to doctor

### a. Documents

- Unread Letters
  - Any new letters regarding your breast imaging you have had performed with Radiology Regional that have not been opened.
- All Letters
  - This will show your new/history of letters that you have received from Radiology Regional.
- Other Letters
  - Any letters regarding any corrections or updates to your account.

### b. My Account

- Update(s)/change(s) to:
  1. Name
  2. Home address
  3. Home/Mobile number
  4. E-mail address
  5. Preferred language
  6. Change your password

## 3) Troubleshooting

### a. Having trouble creating an account?

- Verify the spelling of information.
- You cannot use the same e-mail or mobile number as another patient such as your spouse, children or parents. You must have your own individual e-mail or mobile number.
- If you are getting the message that your username and/or password are incorrect when trying to login, try to use the [Forgot username/password?](#) feature at the bottom of the login window as you may already have an account.
- Still experiencing an issue? Please call us at 239-931-8370 and one of our representatives will help assist and give you resolution to your issue.

### b. Having trouble logging into your existing Patient Portal?

- If you are getting the message that your username and/or password are incorrect when trying to login, try to use the [Forgot username/password?](#) feature at the bottom of the login window.
- Still experiencing an issue? Please call us at 239-931-8370 and one of our representatives will help assist and give you resolution to your issue.