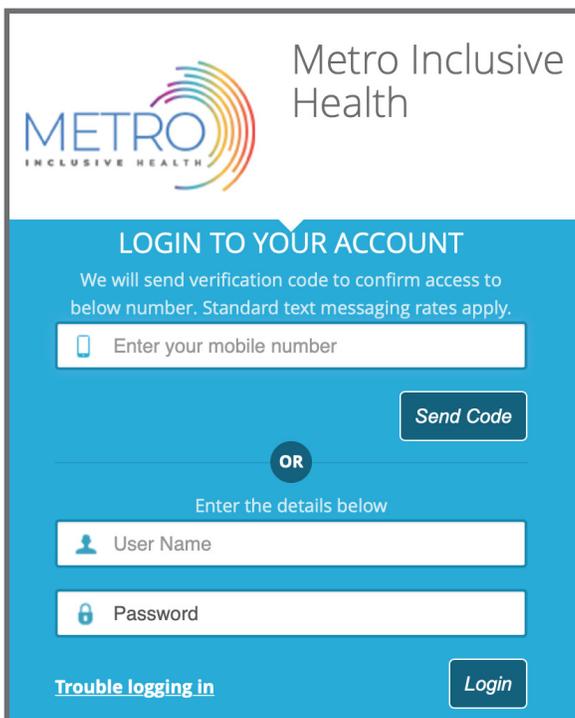


# HEALOW PASSWORD RECOVERY

Using the METRO patient portal and Healow app, you can direct message your provider, request refills, check lab results and make and reschedule visits in just a few clicks, and at any time.

If you have already registered with the Metro Patient Portal, follow these steps to retrieve your login information. Please note that **your username will always be the email you used to sign up for the METRO Patient Portal**. If you require any assistance, please contact our scheduling department at **727-321-3854 x 9002**.

## RETRIEVE PORTAL ACCESS BY TEXT (RECOMMENDED)



Metro Inclusive Health

**METRO**  
INCLUSIVE HEALTH

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to below number. Standard text messaging rates apply.

Enter your mobile number

Send Code

OR

Enter the details below

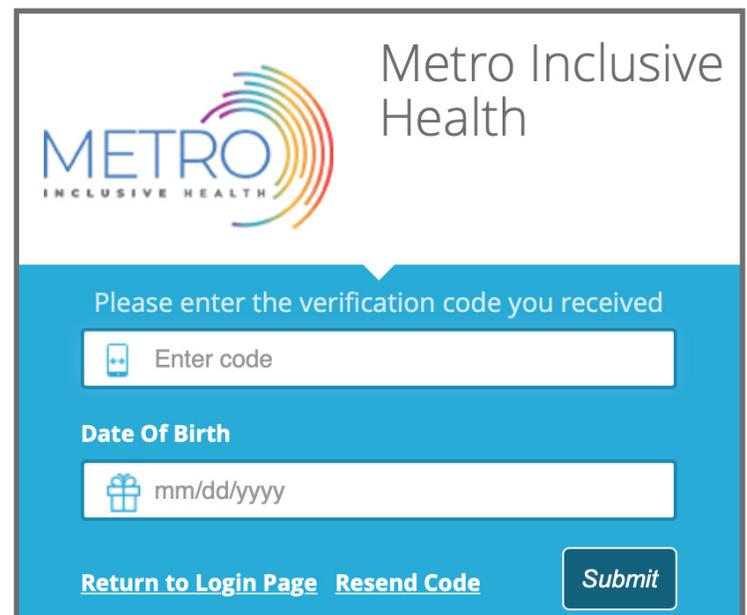
User Name

Password

Trouble logging in

Login

1. Click [HERE](#) to go to the METRO Portal and enter your mobile phone number.



Metro Inclusive Health

**METRO**  
INCLUSIVE HEALTH

Please enter the verification code you received

Enter code

Date Of Birth

mm/dd/yyyy

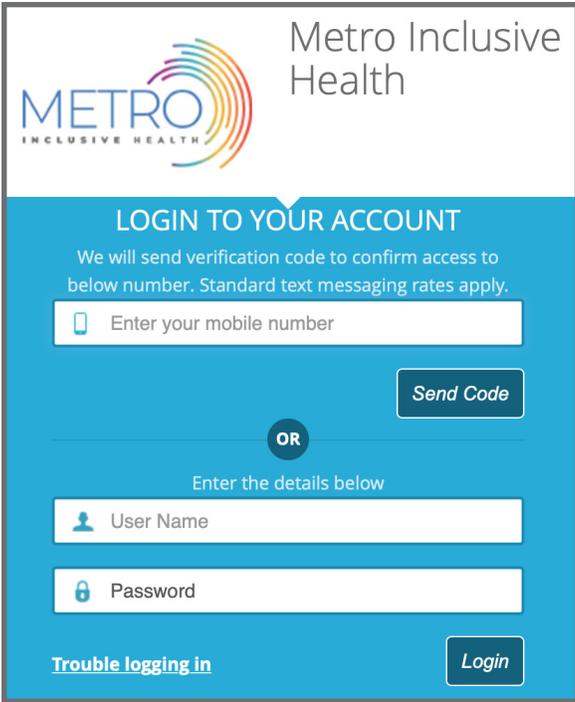
Return to Login Page Resend Code

Submit

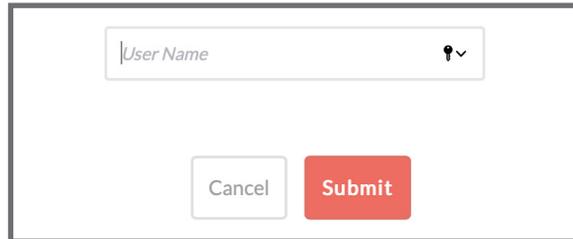
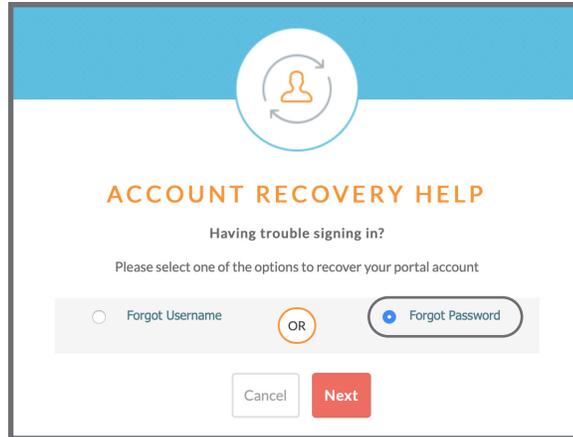
2. Check your mobile phone texts and **enter the verification code\*** provided along with **your birthdate**. Update your password on the next screen.

\* Codes are set to expire. Use immediately.

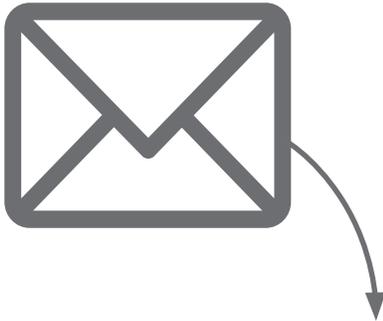
# RETRIEVE PORTAL ACCESS BY EMAIL



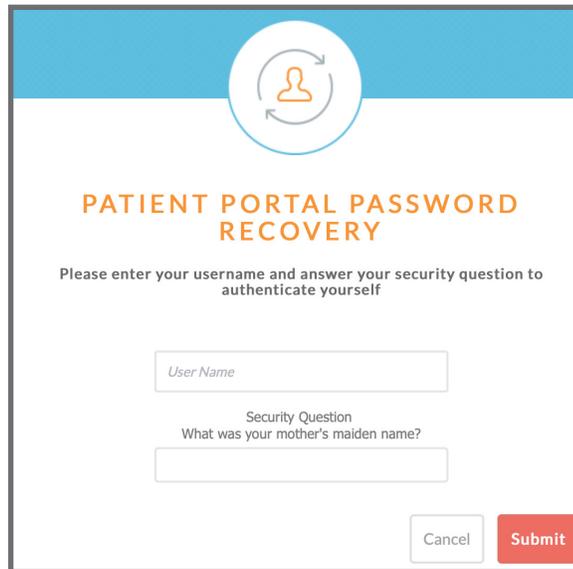
1. Click [HERE](#) to go to the METRO Portal and **click Trouble Logging In.**



2. Select **Forgot Password.**  
3. Enter **Username (the email address you signed up with).**



4. Check your email inbox for an **email from Metro Inclusive Health** titled **Password Retrieval Help.**



5. Enter **Username** and answer the **Security Question.** Submit and **update your password.**



Visit our site to learn about the range of METRO's inclusive programs and services:  
**METROTAMPABAY.ORG**