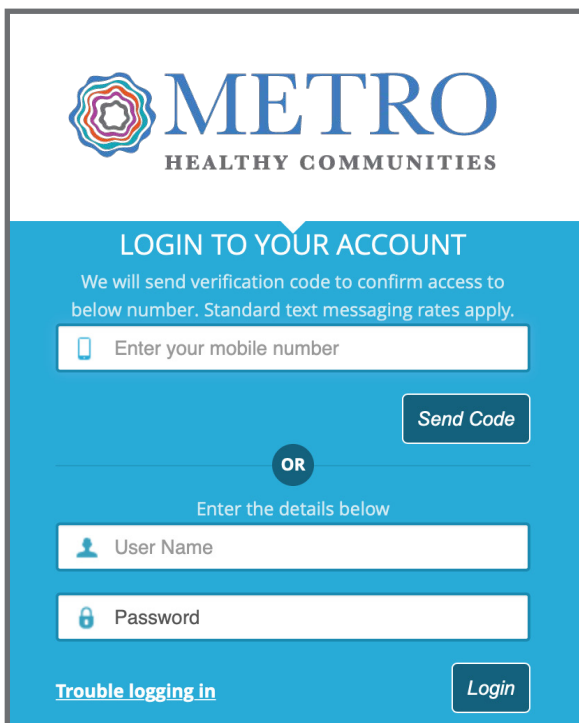


HEALOW PASSWORD RECOVERY

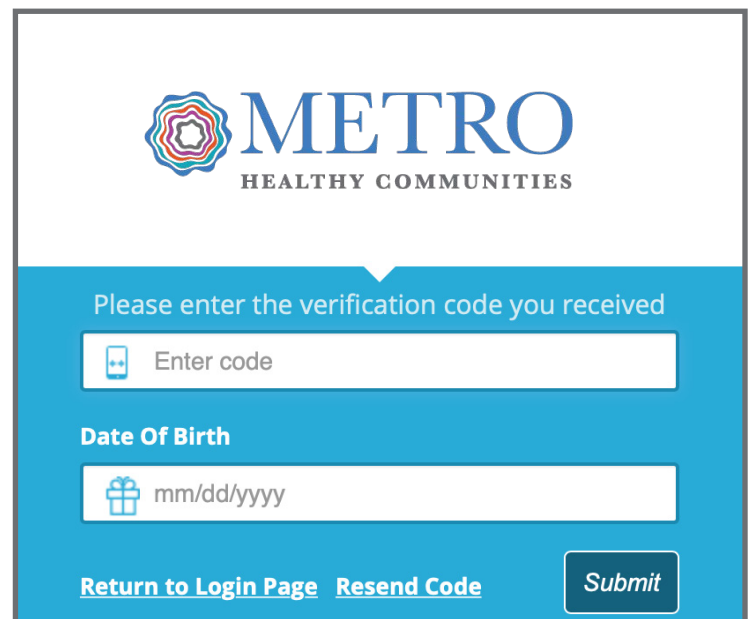
Using the METRO patient portal and Healow app, you can direct message your provider, request refills, check lab results and make and reschedule visits in just a few clicks, and at any time.

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)



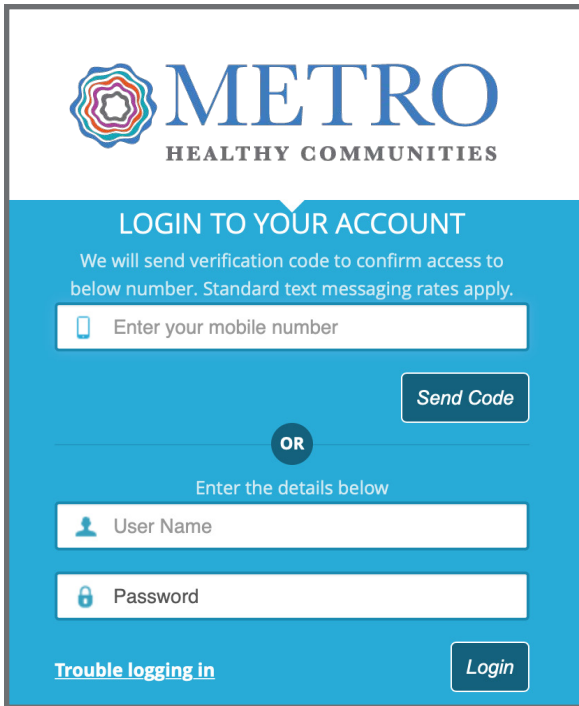
1. Click [HERE](#) to go to the METRO Portal and enter your mobile phone number.



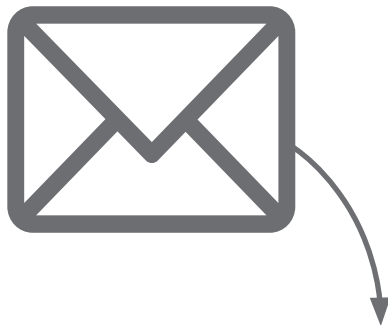
2. Check your mobile phone texts and **enter the verification code*** provided along with **your birthdate**. Update your password on the next screen.

* Codes are set to expire. Use immediately.

RETRIEVE PORTAL ACCESS BY EMAIL

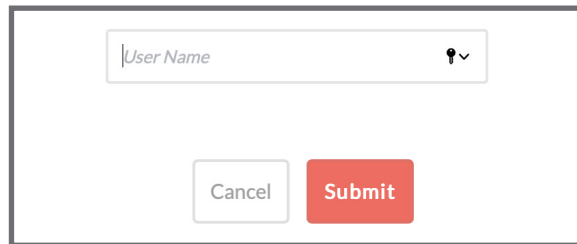
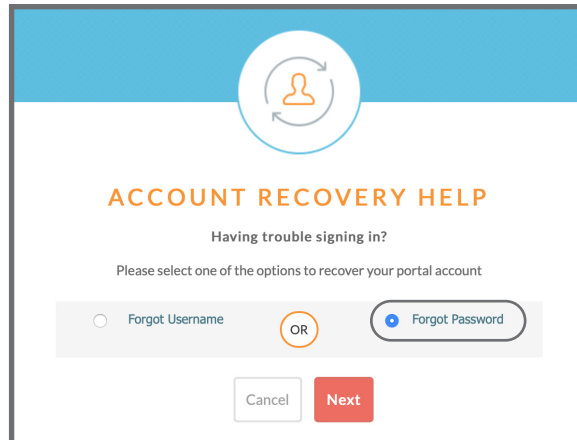


1. Click [HERE](#) to go to the METRO Portal and **click Trouble Logging In.**

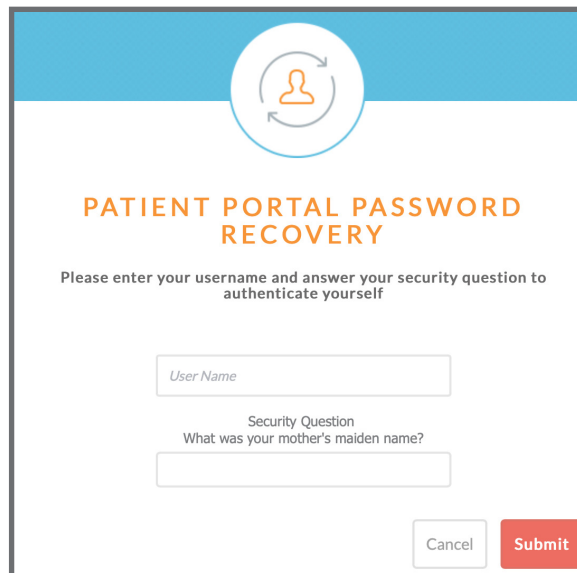


☐ Metro Inclusive Health ☒ Password Retrieval Help

4. Check your email inbox for an **email from Metro Healthy Communities** titled **Password Retrieval Help.**



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



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