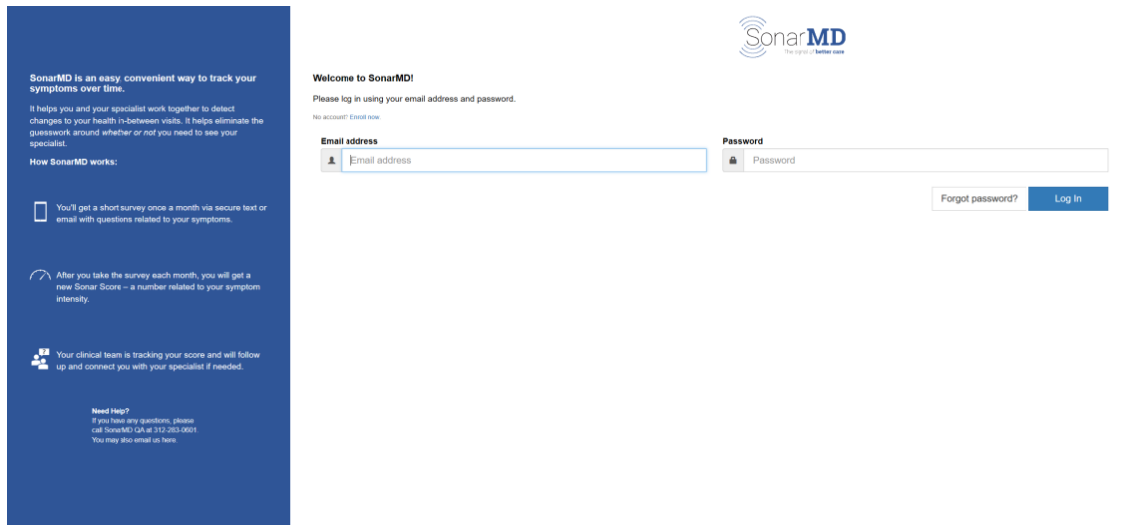


FAQ

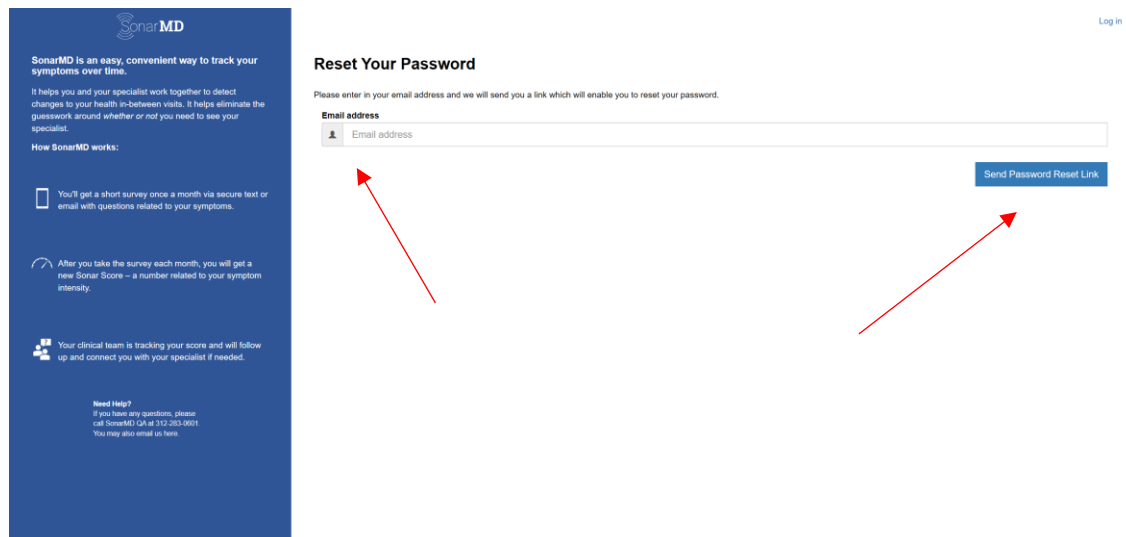
Question: I forgot my password; how do I go back and change it?

Answer:

1. Click on the “Forgot password?” button



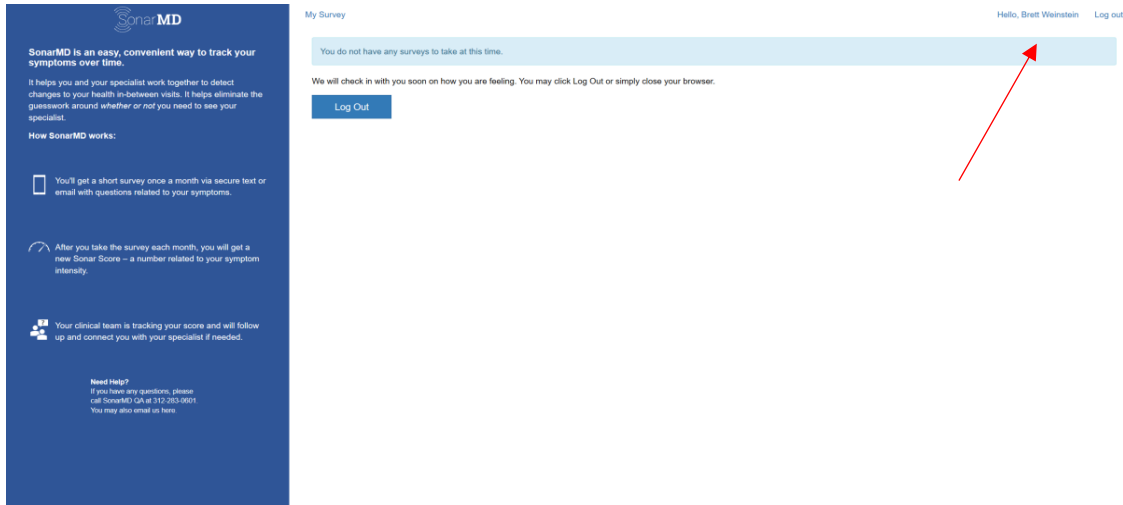
2. Then enter your email address associated with your account
3. Finally click the “Send Password Reset Link button”



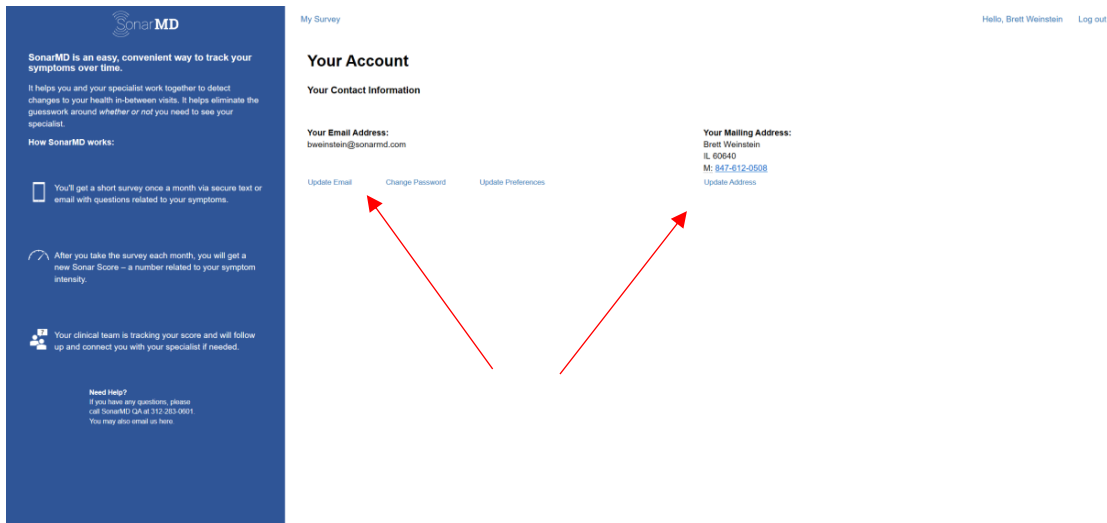
Question: How do I go back and change my information such as password, email and address?

Answer:

1. Once you have already logged in, click on your name in the top right corner



2. Then at the middle of the page choose which information you would like to update





Question: How do I access my previous surveys?

Answer: This is a feature that is not yet available. If you would like to contact SonarMD for your Sonar Score history, please call us at 312-283-0601 or email us at info@sonar.md

Question: After I fill out my survey, when will I hear back from SonarMD?

Answer: You will hear back from us when it is time for your next survey. However, if your sonar score is high or you choose to be contacted, a representative will contact you as soon as possible.

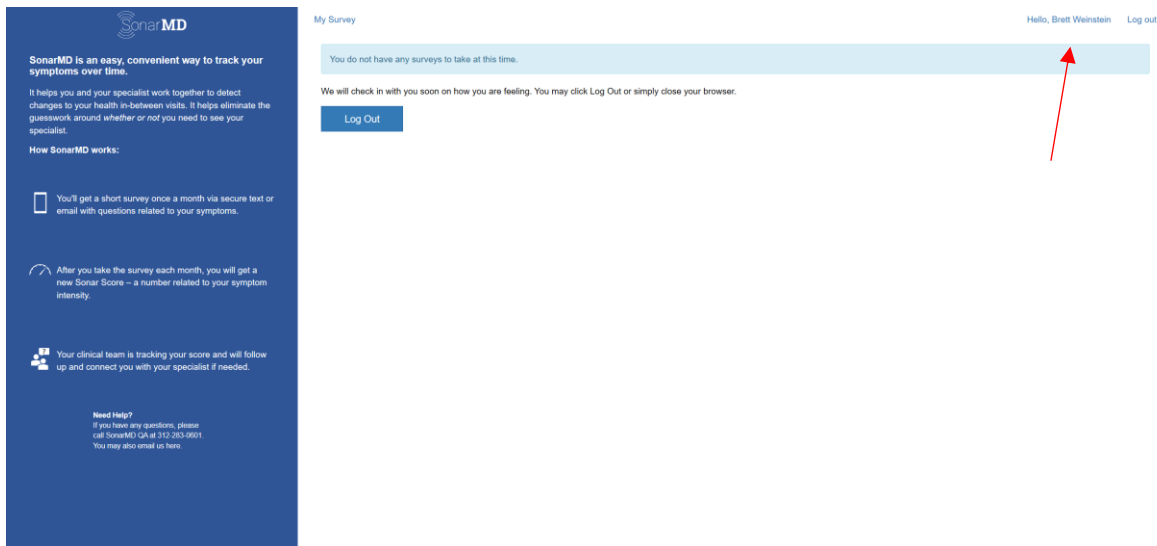
Question: How do I contact the nurse care coordinator directly?

Answer: The nurse care coordinator can be reached by calling SonarMD at 312-283-0601 Ext 2. If you have any additional questions you can email us at info@sonar.md.

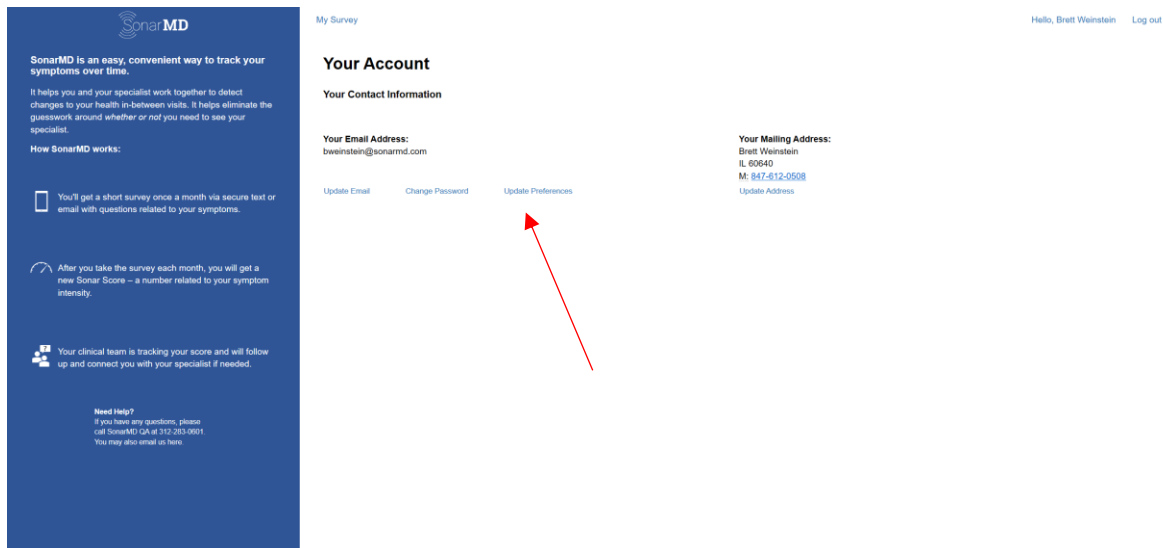
Question: I don't want to be contacted anymore, how can I be taken off the patient list?

Answer:

1. First click on your account

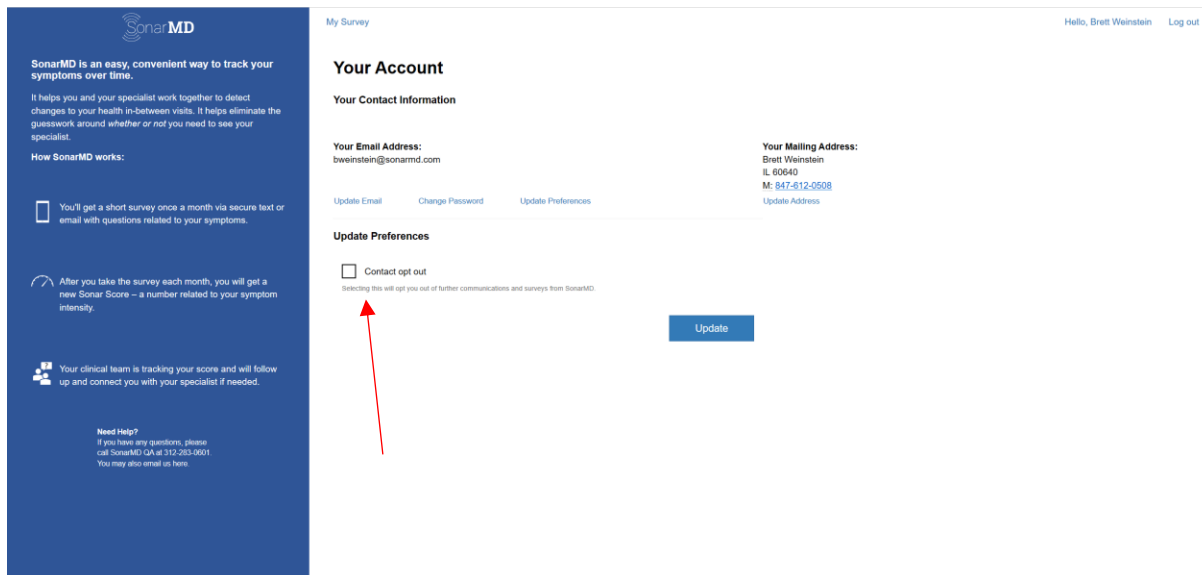


2. Then towards the middle of the page click on “Update Preferences”



The screenshot shows the SonarMD user interface. On the left is a blue sidebar with the SonarMD logo and text explaining the service. The main content area is titled "Your Account" and includes "Your Contact Information" with fields for email and mailing address. Below this, there are three links: "Update Email", "Change Password", and "Update Preferences". A red arrow points to the "Update Preferences" link.

3. Select the “Contact opt out” box and click “Update” to save your response. You will be logged out of your account at this time.



The screenshot shows the "Update Preferences" section of the SonarMD account page. It features a checkbox labeled "Contact opt out" with the text "Selecting this will opt you out of further communications and surveys from SonarMD." below it. A red arrow points to the checkbox. To the right of the checkbox is a blue "Update" button.

*note if you would like to resign up and join the program you can call our office and access your account