

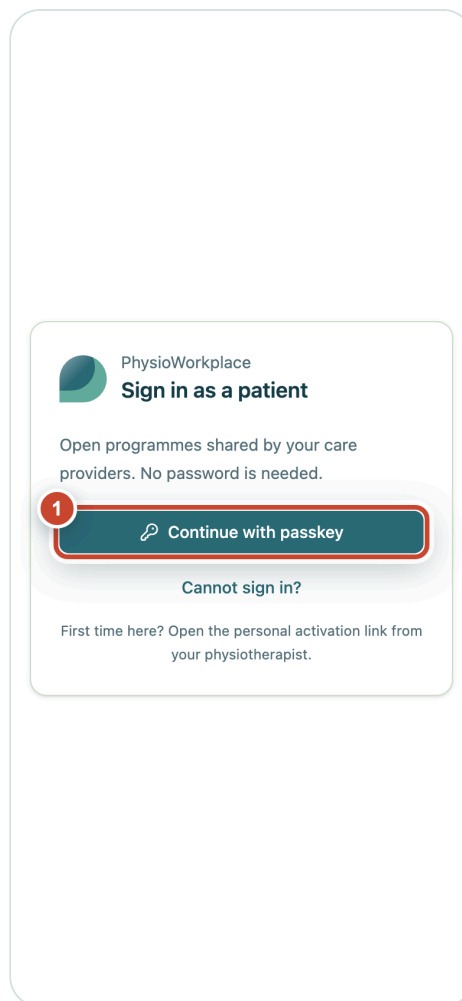
When you cannot sign in

Review your options if your passkey is not available on the device or patient sign-in cannot be completed.

1 Try your passkey

Where you are: Patient sign-in is open on the device you want to use.

What to do: Select Continue with passkey.



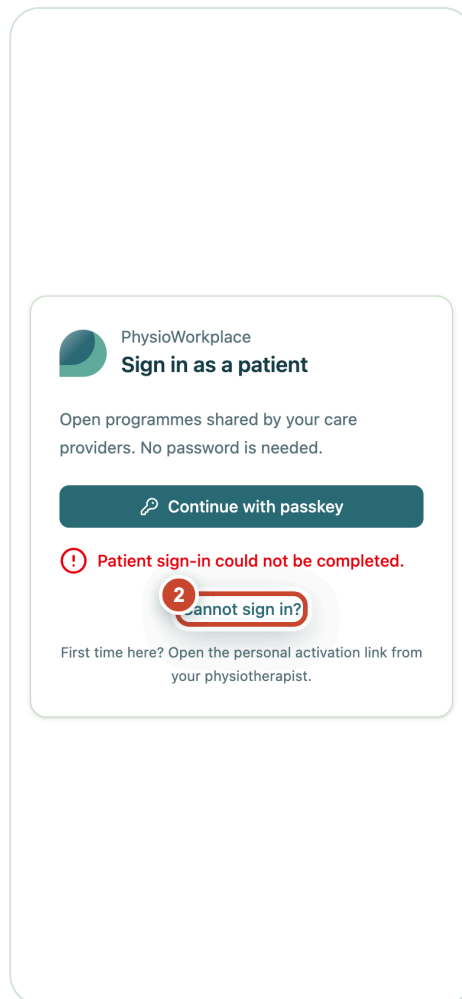
Complete when: If no usable passkey is available, the message Patient sign-in could not be completed appears.

2

Open sign-in help

Where you are: The sign-in page shows a neutral error without revealing account details.

What to do: Select “Cannot sign in?”.



Complete when: The section “Do you need a new passkey?” opens.

Choose the route that fits

Where you are: The help separates the case where you are still signed in on another device from the case where no device is signed in.

What to do: Read the two options under “Do you need a new passkey?”.

PhysioWorkplace
Sign in as a patient

Open programmes shared by your care providers. No password is needed.

 Continue with passkey

 **Patient sign-in could not be completed.**

Cannot sign in?

3 Do you need a new passkey?

If you are still signed in on another device, you can add this device from there.

If you no longer have access to a passkey or a signed-in device, contact your physiotherapist or clinic. After an identity check, you will receive a personal, short-lived recovery link for creating a new passkey.

First time here? Open the personal activation link from your physiotherapist.

Complete when: The text explains that you can add this device from a signed-in device or contact your care provider for a new personal link.