Click [here](#) to Login to Truman’s Student Portal.

## Activate Credentials

Check out the [Credentials Video](#) for additional guidance.

1. Go to [Truman's Student Portal login page](#).
2. Click **New User Registration**

3. Click **Activate Credentials**

4. Complete all required (*) fields
   a. Student ID
   b. Last Name
   c. First name
   d. Date of Birth
   e. E-mail Address (this must be your truman.edu email address)

5. Type the captcha code from the image
6. Click **Get Login Credentials**

7. **IF**
   a. you are prompted that “your information does not match our records,” double check that you’ve entered the email address on file with the health center - call 660-785-4182.

   b. you are prompted that you are already registered, that means you have already supplied answers to security questions. Proceed to [Forgot Credentials](#).
c. activation is successful, you will receive an email from no_reply@orchr.com with your Truman Student Portal login credentials. Proceed now to the next section – Portal Login.

Portal Login

Login to Truman's Student Portal using the credentials emailed to you in the prior step.

If prompted, reset your password

Login with your new password.
Your Portal Account

1. Answer the security questions so you will be able to retrieve a forgotten password or ID in the future.
2. Update missing or incorrect demographics

Appointments

1. Click on the Appointments menu option.
2. Click New Appointment.
3. Select your appointment reason from the dropdown list.
4. Select an appointment type from the drop down list.
5. Click Get Available Times
6. Select a provider. If only one option is available, use the default option. Your appointment may be moved to a more appropriate provider when the Center receives your request.

7. Navigate to the preferred date and time for an appointment.
   a. Online Appointments cannot be made for TODAY. Call the center at (660) 785-4182 for same day appointments.
   b. Grey shaded time blocks indicate no appointment availability for the center and/or the chosen provider.

8. Click your preferred available time on a preferred date.
9. If prompted, confirm the booking by clicking Yes.
10. Insure the box labeled **I would like a copy of the confirmation Email** is checked.
11. Enter/update your current valid phone number and email address.
12. Click **Submit** on your appointment request.
13. Click **OK** to confirm your appointment request.

**NOTE:** Your online appointment is a preliminary request. You will receive a reschedule email or a phone call if this time/date is not accepted.
14. Your requested appointment appears in your appointments table.
   a. Click the Edit icon to make changes to your appointment.
   b. Click the Cancel icon to cancel appointments 24+ hours in the future.

15. You will receive a confirmation email immediately.
16. If the time/date/provider needs to be changed, the center will call you and/or you will receive a Reschedule email. Be sure to double check any updated time/date/provider information in a reschedule email and call the center at (660) 785-4182 with questions or concerns.

Forgot Credentials

This feature only works on accounts with answered security questions.

Watch Video

Open the applicable tab. Complete all required fields. Both options require answering your security question. Your credentials will be emailed to the email address on record.

1. Forgot Password – allows you to reset your password
   a. Enter User ID (If you don’t remember your ID move to step 2)
   b. Type the CAPTCHA – Click Continue
   c. Answer your security question
   d. Enter your preferred password, confirm it and click Change Password.
   e. Login with your new password.
2. Forgot User ID – Have your ID and password emailed to you.
   a. Enter last & First name, Date of birth and the email address on file.
   b. Type the CAPTCHA – Click **Continue**
   c. Answer your security question
   d. Click Continue. Your User ID and Password are sent to your email ID.

**Proceed to portal login instructions.**