

1. **HOW CAN I CREATE AN ACCOUNT?** If you are 16 and over, let a staff member know you would like to have access to your studies via our App and we'll register you within our system. Shortly after, you'll receive a link with the necessary details allowing you to download the App to create an account. Once you have created an account, your images will be available approximately **three to four hours after your appointment**. Your report will be available **fourteen days after your referring Doctor has received it from us**.
2. **CAN I USE A SHARED MOBILE PHONE NUMBER?** No.
3. **CAN I USE A SHARED EMAIL ADDRESS?** Yes.
4. **WHY HASN'T MY ACTIVATION TEXT MESSAGE COME THROUGH YET?** Sometimes it takes up to 24 hours after your appointment for the activation text to arrive. If you've waited 24 hours then please email support@skg.com.au with your full name and date of birth and we'll resend.
5. **MY SMS CODE HAS EXPIRED OR ISN'T WORKING:** The activation code is a unique, one off code for you to create your account and is valid for 48 hours after you first receive it. If it's been longer than this time since you visited SKG Radiology, please contact us at support@skg.com.au to have a new activation SMS sent to your nominated mobile phone number. Or you can download our Patient Portal App and follow the steps.
6. **WHY WON'T IT SAVE MY PASSWORD?** When creating a password you'll need to make sure you include 6 characters including **one capital letter, one number** and a **special character** such as ! or \$ or #. For example **Australia17\$**.
7. **WHY CAN'T I SEE MY REPORT YET?** Your report will arrive fourteen days after your referring Doctor has received it from us. If you've waited for fourteen days and it still hasn't arrived, please email support@skg.com.au with your full name and date of birth.
8. **MY USERNAME AND PASSWORD ARE NOT WORKING:** If your username (which should be your mobile phone number) and password (which you will have created when you activated your account) are not working, please use the 'Forgot password?' link on the **login screen**. If you are still having difficulty, please email support@skg.com.au with your full name and date of birth and let us know what the issue is.
9. **I ALREADY HAVE AN ACCOUNT:**
 - A) **WHEN WILL MY NEWEST IMAGES BE AVAILABLE?** After we have completed your report and sent it to your referring Doctor to review, your latest images will be accessible within your account at the same time.
 - B) **WHEN WILL THE REPORT BE AVAILABLE TO ME?** Your report will arrive fourteen days after your referring Doctor has received it from us. If you've waited for fourteen days and it still hasn't arrived, please email support@skg.com.au with your full name and date of birth.
10. **HOW LONG WILL I BE ABLE TO ACCESS MY RESULTS FOR?** Images and reports are available to you indefinitely from the day you activate your account. The App isn't retrospective so will only be from the day you subscribe onwards. If it's been longer than 4 weeks since you had your scan, we may not be able to provide you with access.