

Two-Factor Authentication

Step 1:

Go to <https://nicu.usahealthsystem.com/> and log in if registered. If you're not registered, please do so by clicking on "Create a Patient Portal Account."

Step 2:

After submitting your username/email and password, a prompt will appear requesting a verification code, which will be sent to the email associated with your account. Please allow a few minutes for the code to be delivered to your inbox. You'll have a 15-minute window to input the verification code before it expires, and you'll have up to three attempts to enter the correct code.

If you haven't received the email containing your code (as shown below), please ensure you've checked your spam or junk folder.

If you still haven't received the code or it has expired, you can request a new one. For assistance with account access issues, feel free to contact us via email at NICUPortalSupport@health.southalabama.edu or by calling 251-415-1270.

