



## Physician Registration Guide for the Novartis Patient Assistance Portal

### Obtain PIN

- Step 1:** The physician should obtain a PIN by calling **1-800-277-2254**
- Step 2:** Log on to the Novartis PAP Portal **[www.npcpportal.com](http://www.npcpportal.com)**
- Step 3:** Click on **New User Registration** and enter your PIN
- Step 4:** You will be prompted to create your profile by creating a username and password, listing your contact information, choosing security questions, and selecting a security image.
- Step 5:** If you have assistant(s) in your office who will be using the portal, **designate them now** as an “**advocate**” by opening the advocate tab
- For each advocate you designate, you will need their name and email address
- Each advocate will then receive an email from [NoReply@npcpportal.com](mailto:NoReply@npcpportal.com) with a link to the portal
- The **advocate(s)** must then log on to **accept the request** from the provider by **clicking the Continue button**. This will take the advocate(s) to the login page
- The advocate(s) will now be asked to register by selecting the **New User Registration link** and follow the instructions. The Advocate(s) will also be asked to create a profile

**You have successfully registered for the Novartis Patient Assistance Web Portal. Should you need assistance at any time, please call 1-800-277-2254**

### An advocate is an assigned representative of the physician or patient

Once registered for the portal, both providers and advocates can:

- Search for information on patients, including enrollment and order information
- Start the application process for new patients or start the re-enrollment process for patients who are already in the portal database for Novartis assistance programs
- Track the status of patient orders and refills
- Refill medication
- View and change patient data
- Manage your profile information

