Email Validation Check

What is it?

This feature reduces the possibility of users mistyping their email address. With this feature, eVisit will check the email domain a user types in when registering a new account against a defined list of known email domains. If there appears to be a typo, our system will alert the user with a message, asking if the user misspelled anything.
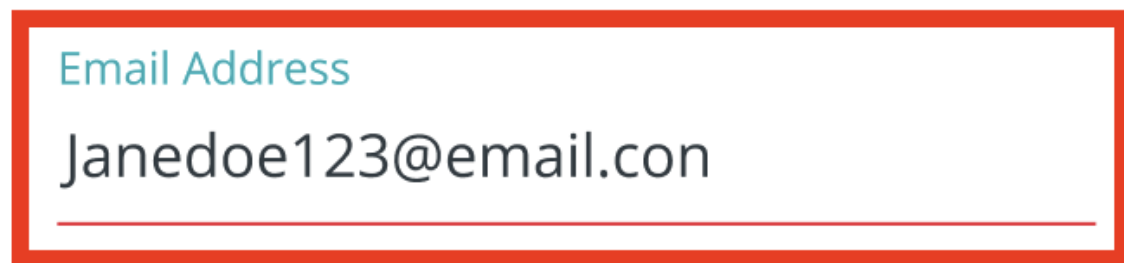
Why is it useful?

Care cannot be delivered to more patients if either the clinical staff or the patient cannot create an account. Historically, ~5% of attempts to create eVisit accounts fail due to what appear to be mistypes in email addresses. The goal here is to increase the success rate of attempted account creations.

provider group or groups for each visit type. They will have access to all other available providers outside of the group if that option was selected in the configuration process The user will experience an email validation check if the user follows these steps:
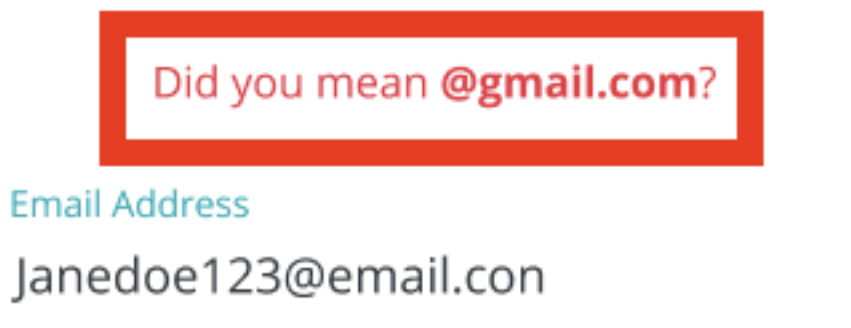
1. User attempts to sign up using an email domain that our product doesn't recognize

Email Address

Janedoe123@email.con

2. System will display an error message asking if the domain name was intentional, sometimes predicting a possible domain that's a close match

Did you mean **@gmail.com**?

Email Address

Janedoe123@email.con

How do I get started?

This improvement will be available to all users automatically.

Additional Information

Please note this does not impact any account that uses single-sign on (SSO).

This error message will not stop the user from creating their account, even if the user doesn't change the email address.

This will be present on new patient and provider login registration pages, regardless of whether on web, mobile web, or the native application. At this time, it will not be included in the create a patient or in the scheduling flow.