Frequently Asked Questions

How do I become a collaborator?

To become a collaborator, please send an email to portal.support@novartis.com with your name and contact information, and a Novartis associate will reach out to you.

What do I do if I forgot my password?

If you forgot your password, click on the "Forgot Password" link on the login page of the Novartis Pro Portal. Follow the instructions provided to reset your password and regain access to your account.

How often do I receive notifications/emails?

The frequency of notifications/emails you receive will depend on your notification settings and preferences. Generally, email notifications are sent when new content for your therapeutic area has been published.

Do I need to prescribe Novartis products to register/join?

No, prescribing Novartis products is not a requirement for registering or joining the Novartis Pro Portal. This platform aims to provide healthcare professionals with valuable resources, information, and collaboration opportunities, irrespective of their prescribing decisions.

I’ve recently graduated from medical school, would I benefit from joining the Portal?

Yes, joining the Novartis Pro Portal can be beneficial for recently graduated medical professionals. The portal offers a wealth of educational resources, insights, disease information, and information about Novartis products, which can enhance your knowledge and support your professional growth.

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