

METABOLIC
SUPPLY GROUP

Provider Portal Guide

[MY.METABOLICSUPPLYGROUP.COM](https://my.metabolicsupplygroup.com)

Request Portal Access

Fill out the request form using your **invite link**. If you write prescriptions, include your NPI and state license too. When you're done, click Submit. Our team will review the request and **notify you once you're approved**.

The screenshot shows a web browser window displaying the 'Request portal access' form for the Metabolic Supply Group. The form is titled 'Request portal access' and includes a sub-header 'For clinics and providers. Fill this out once — our team reviews every request, sets up your account, and emails you when it's ready. Sign-in is passwordless: you'll log in with this email and a one-time code.' The form fields are as follows:

- FULL LEGAL NAME ***: A text input field with the placeholder text 'As it appears on your NPI record (if prescriber)'.
- WORK EMAIL ***: A text input field with the placeholder text 'you@yourclinic.com'. Below this field is a note: 'This exact address becomes your login — use the inbox you check.'
- PHONE**: A text input field.
- CLINIC NAME ***: A text input field.
- CLINIC SHIPPING ADDRESS**: A section header for the address fields.
- STREET**: A text input field with the placeholder text '123 Main St, Suite 200'.

Access your Provider Portal

To log in, go to the login page and enter the email you used to request access. You'll receive a six-digit code. **Type that code into the portal to sign in.**

A few tips: Enter the code (don't click the link in the email), and if you need a new code, wait at least a minute before asking for one. There's **no password to remember.**



Complete Credentialing

Before placing patient orders, prescribers verify their credentials. Enter your own NPI, then your state license number, state, and expiration date.

Add DEA details if your products require them. **Once your NPI and license are verified, patient ordering turns on.** Each prescriber must enter their own credentials.

METABOLIC SUPPLY GROUP
MY METABOLIC - PORTAL

COMMAND
Command Center

ORDERING
Place Order
Orders

ACCOUNTS
Patients

FINANCE
Invoices

SAFETY
Report AE

OPERATIONS
Support

SETTINGS
Billing

Provider credentialing

Verify your NPI, state license, and (for controlled products) your DEA registration to activate ordering.

STATUS

NPI · 1234567893 · TEST DATA — demo walkthrough account. Not a real NPI. Remove before real onboarding. Verified

State license · TEST-WALKTHROUGH-ONLY · TX · TEST DATA — demo walkthrough account (provider-view QA). Not a real license. Remove before real clinic onboarding of this account. Verified

DEA Not started

You are cleared to order non-controlled products. Add a verified DEA (Schedule 3/3N) to order controlled products.

IDENTITY — VERIFIED AGAINST THE CMS NPPES REGISTRY

NPI * *

1234567893

Verified

FIRST NAME * * **LAST NAME * ***

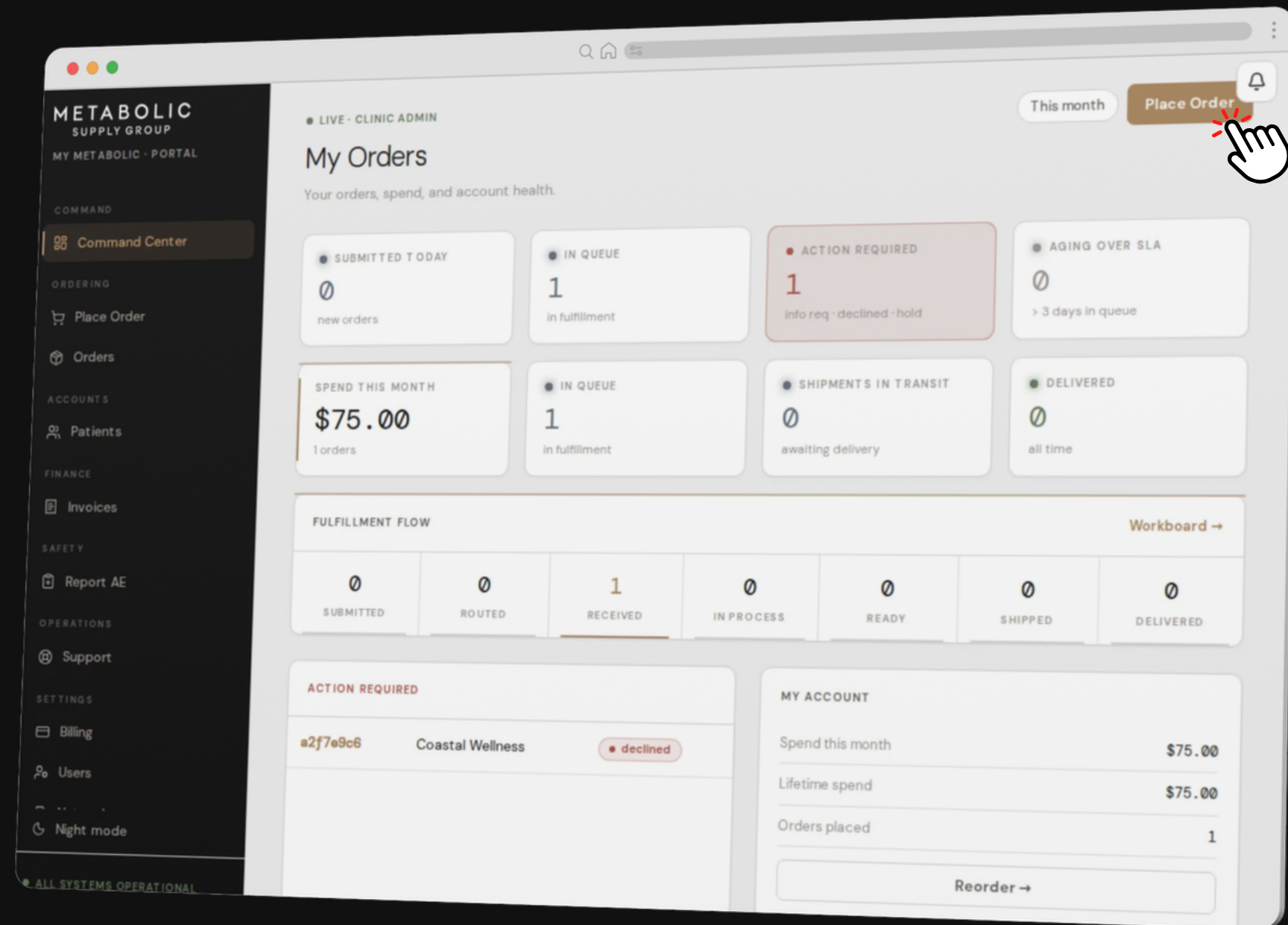
Joe Smith

Used to validate the DEA number.

Create a New Order

From your dashboard, click **“Place Order.”**

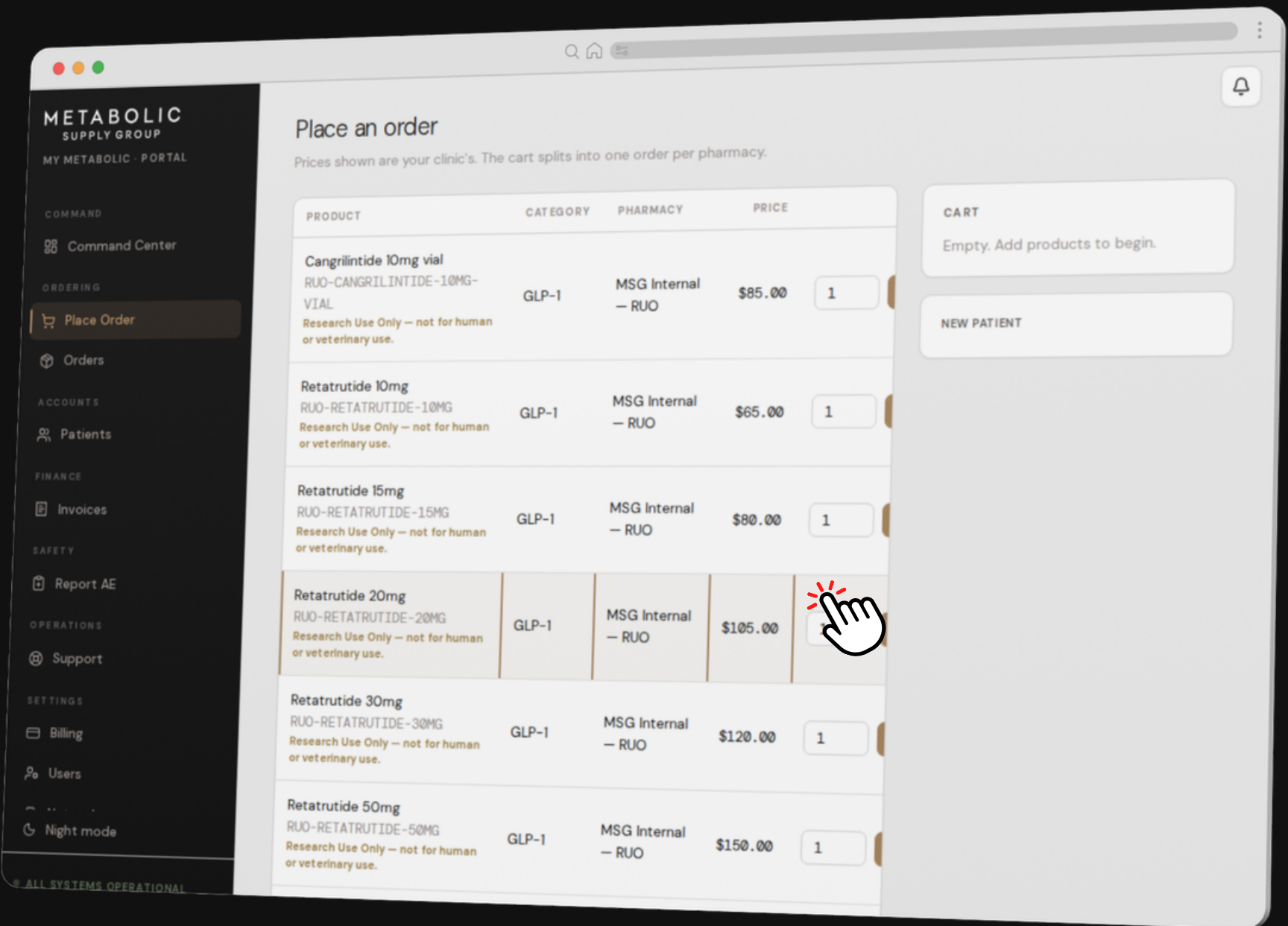
Choose your Provider, then select the pharamcy you want to order from.



Add Products to Order

Select the product you're wanting to add from the list, enter the **quantity**, then click "Add" to add it to your order.

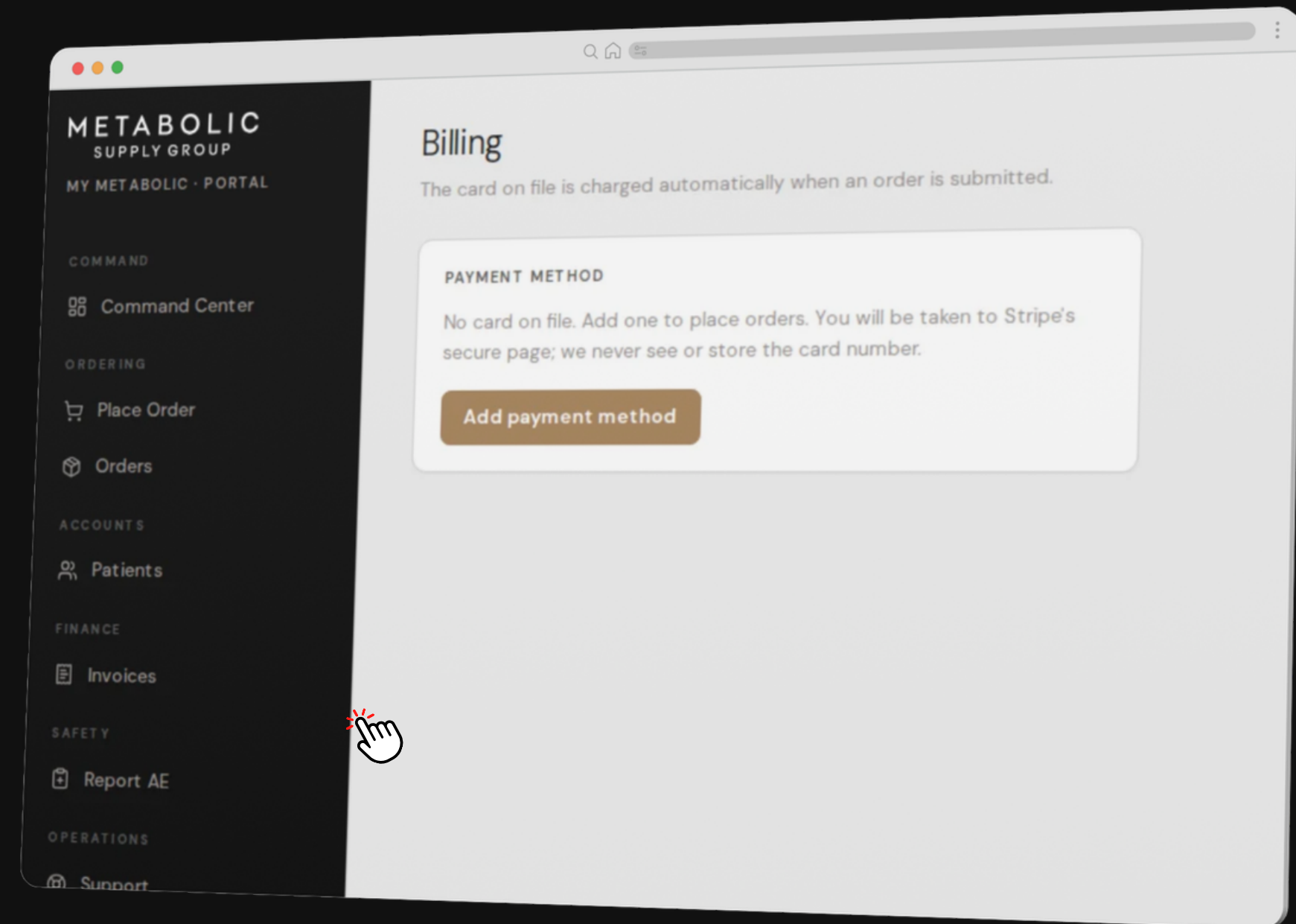
Once you've added your items, on the right sidebar, you'll select where you want the order to be shipped.



Place Order

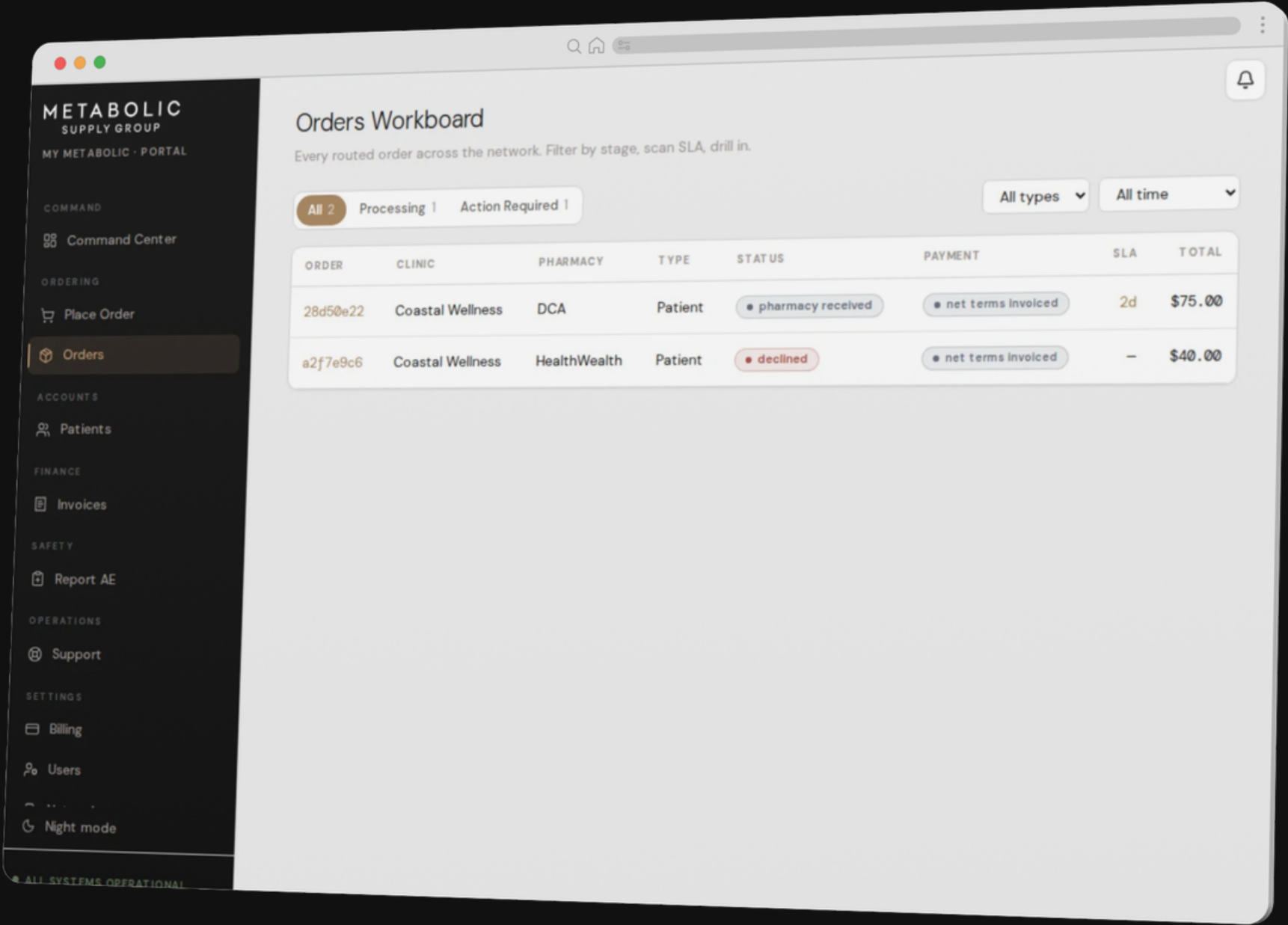
When you've added all of your products to your order, click "**Pay & submit.**" You'll be prompted to add a payment method.

We recommend keeping your **card on file** for easy ordering in the future. Your card information is not stored in our system, but rather with our secure payment processor.



Pharmacy Fulfillment & Tracking

Once your payment has been processed, the partnering pharmacy will begin working on your order. A tracking link will be added to your order within 24–48 hours so you can follow your shipment.



Still need help?

If you have questions about logging in, creating orders, or managing your account, please open a support ticket, reach out to your account manager or send an email to our team at Support@MetabolicSupplyGroup.com.