

Registering for a Patient Portal (My Health Record) Account via Mobile Phone

As a start, we recommend registering using a PC, Mac or laptop device if you have one available to you. The process is a little more straightforward and does not require as many steps as registering with a mobile phone. Still, if you only have a mobile phone for registration, we hope this guide for iPhones and Android phones is helpful.

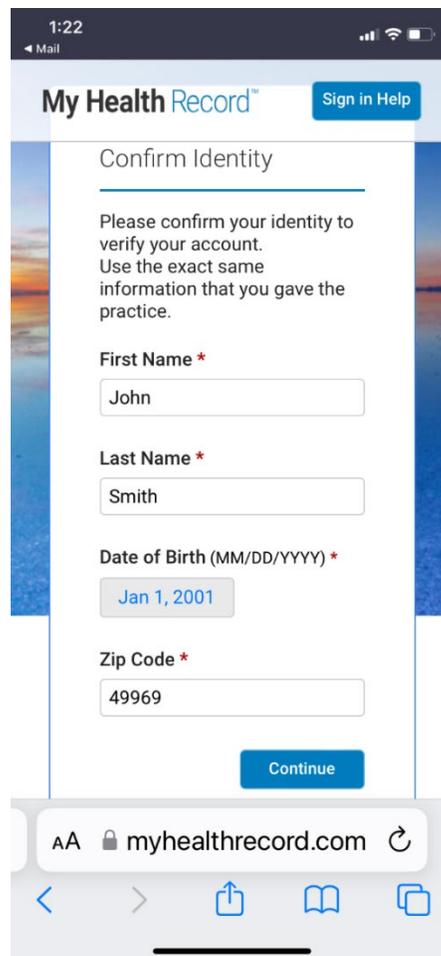
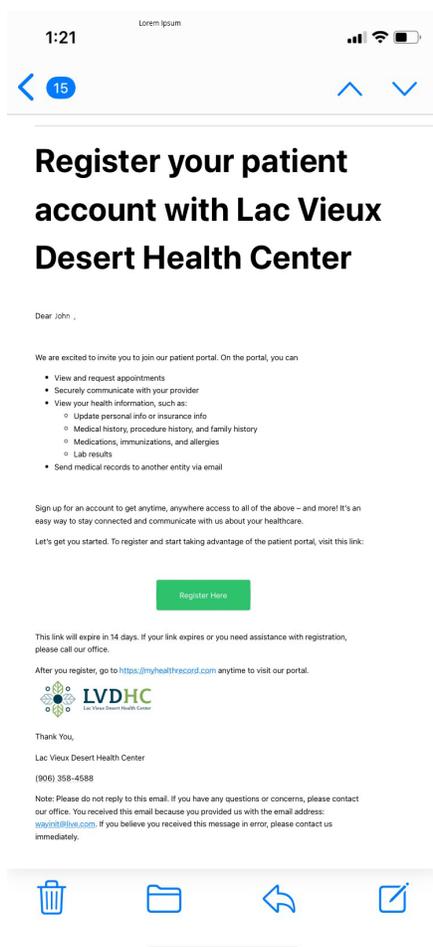
Note: The procedures and images below used to illustrate them are subject to change in actual use. We will update accordingly through time and as we learn of any significant changes.

After requesting access to the patient portal, you will receive an email invitation to register for a new account. If you do not receive the email, please check your “Spam” or “Junk” email folders.

iPhone

The following steps are for use using Apple’s Email app. If you are using a different email app the steps should be essentially the same. Please note, if you are using Webmail in a browser, you would be switching between open Web pages rather than between a web browser page and an email app.

1. Open the invitation email and tap the link named “Register Here”. This will open a Web page where you will enter your name, date of birth, and zip code. After completing, tap the “Continue” link to proceed to the next step.



- After confirming name and other personal information, you should see a screen to create a username and choose security questions and answers. Tap continue when done.

Create Username

Username should be 6 to 50 characters with no spaces and no @ sign. Letters, numbers and special characters _!\$* = allowed

Username *

Jsmithex

Select Security Question

Please select two security questions and type your answers.

If you forget your password, you will be prompted to answer these questions to reset your password and login.

Do not share your security questions and answers with anyone.

Question 1 *

City or town of 1st job?

Answer 1

Watersmeet

Question 2 *

Name of 3rd grade teacher?

Answer 2

Smith

Continue

- You will be taken to a page to confirm your sign-in email address that you want to use for the patient portal. After confirming the email address, tap “continue”.

1:29

Mail

address or enter a new one.

The email address should be used by another family member or dependent for their account.

My Health Record Sign in Help

IMPORTANT:

- As this is linked with your private healthcare data, do not share this information with anyone.
- This email will be used for account recovery in the event of forgotten username or password.

Email Address

jsmith@example.com

After you select **Continue**, we will provide you a PIN Code to use for account registration. We will also send a message to the above address with instructions to continue the process.

Continue

AA myhealthrecord.com

4. You should see a confirmation screen that is titled “Email Sent”. *Do not yet check for that email or open any notification or banner link to open the received email, instead, click the “Continue” link. This will open a new page for you to provide a new username, password and to enter the pin code. We will check for the pin code in the next step, so please keep this page open for now.

1:30
Mail
If your email address, first name, last name, or phone number is incorrect, contact us for assistance.
My Health Record Sign in Help

Email Address
brubecksoft@gmail.com

Username
Ctestertest

First Name
Clyde

Last Name
Testertest

Create a new password for your account.
Passwords must be 14-64 characters and may include upper/lowercase letters, numbers, spaces, and special characters.

New Password *
New Password

Confirm New Password *
Confirm New Password

Enter PIN Code * ⓘ
PIN Code

[Resend Email](#)

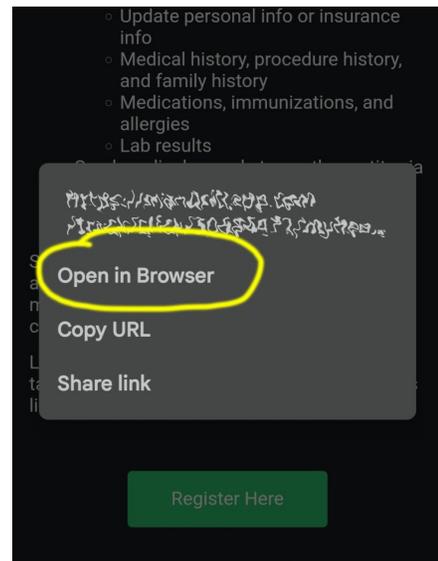
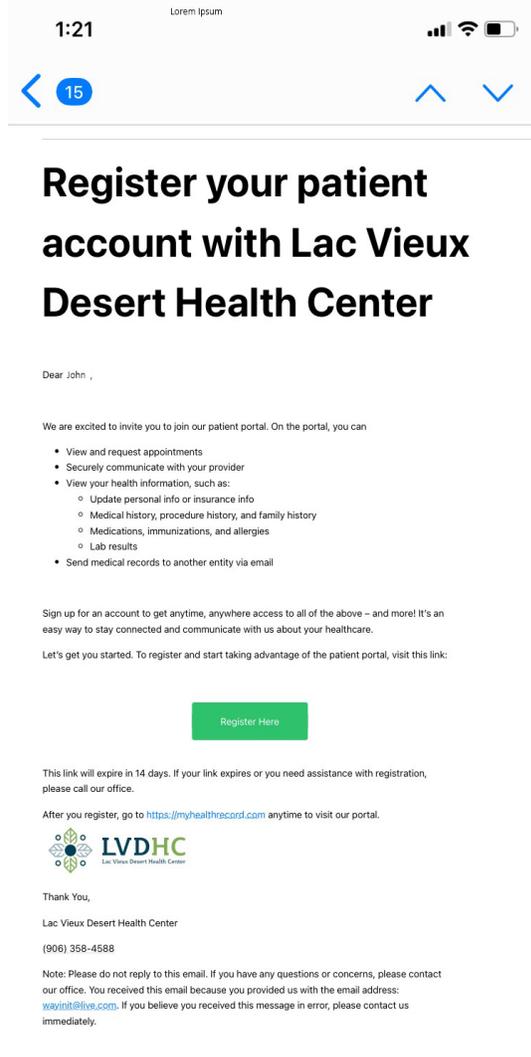
ui.login.greenwayhealth.com

5. To retrieve the pin code in email, if you see a very small “<Email” link in the far top left of your screen, **do not tap it**. Doing so could remove you from the page where you need to enter the PIN code and we want to avoid that. Instead, to switch to the email app and retrieve the PIN code, swipe up from the bottom of your iPhone to display all your open apps and choose your email app.
6. Check the inbox and open the email with PIN code and either write down the code or copy it.
7. Now, swipe again from the bottom of the iPhone screen and switch to/open the browser which should still be showing the page for you to enter a password and the PIN code. Enter a password you would like to use and then either paste or enter the PIN code manually and then tap the “Save Password” link.

Android:

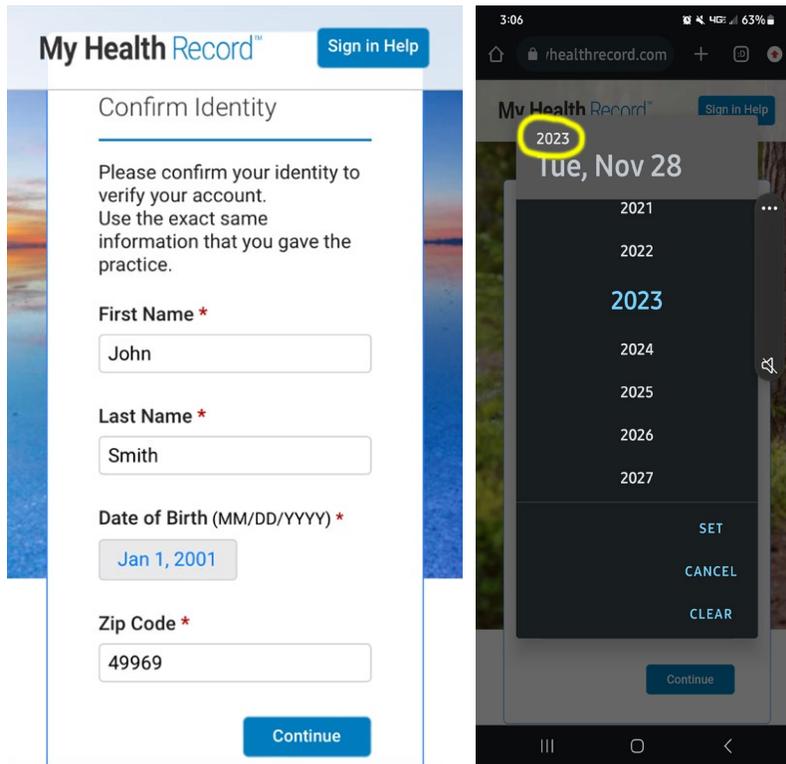
These steps are for those using the Android default email app or the Gmail app. Please note, if you are using Webmail in a browser, you would be switching between open Web pages rather than between a web browser page and an email app.

1. Open the invitation email and long-press/tap on the link named “Register Here”. *Depending on your email program, it may not be necessary to do this long-press/tap method and you can instead do a normal and brief tap. The long-tap/press method can be tried to avoid potential difficulties in later steps. After doing this, you should be presented options on how to open the link. Choose the option to “Open in Browser”.



2. Now you should be presented with a Web page where you will enter your name, date of birth, and zip code. After completing, tap the “Continue” link to proceed to the next step.

*Note: Some may have difficulty changing the date, particularly choosing the correct year. If you are presented with a small calendar screen to select the date, tap the year at the top and you will be able to quickly choose a different year.



3. After confirming name and other personal information, you should see a screen to create a username and choose security questions and answers. Tap continue when done.

Create Username

Username should be 6 to 50 characters with no spaces and no @ sign. Letters, numbers and special characters _!\$*+ allowed

Username *

Jsmithex

Select Security Question

Please select two security questions and type your answers.

If you forget your password, you will be prompted to answer these questions to reset your password and login.

Do not share your security questions and answers with anyone.

Question 1 *

City or town of 1st job?

Answer 1

Watersmeet

Question 2 *

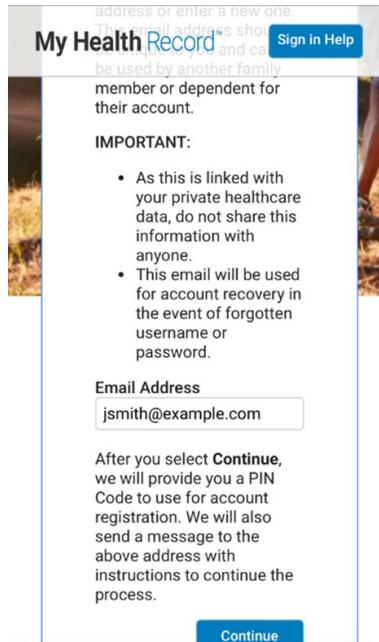
Name of 3rd grade teacher?

Answer 2

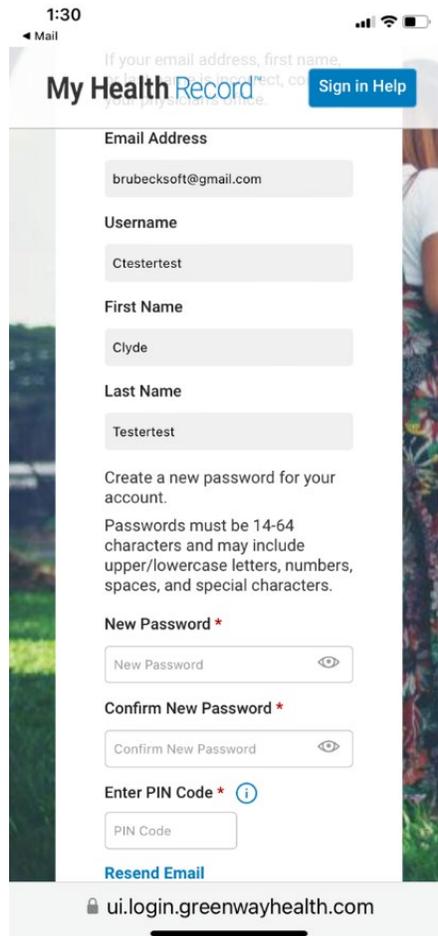
Smith

Continue

4. You will be taken to a page to confirm your sign-in email address that you want to use for the patient portal. After confirming the email address, tap "continue".



- a. You should see a confirmation screen that is titled "Email Sent". * Do not yet check for that email or open any notification or banner link to open the received email, instead, click the "Continue" link. This will open a new page for you to provide a new username, password and to enter the pin code. We will check for the pin code in the next step, so please keep this page open for now.



5. To be able to switch to email and retrieve the pin code in email, tap the “|||” symbol at the bottom of the Android screen and choose your already open email app.
6. Check the inbox and open the email with PIN code and either write down the code or copy it.
7. Tap the “|||” symbol at the bottom of the Android phone screen and switch to the browser which should still be showing the page for you to enter a password and the PIN code. Enter a password you would like to use and then either paste or enter the PIN code manually and then tap the “Save Password” link. This should be the last step.