

Registration Email

Your provider will send you an email to register with myhealthrecord.com to your email on file.

If you received a registration email, select the Register Here button.

Dear Emma,

We are excited to invite you to join our patient portal. On the portal, you can

- View your upcoming appointments
- Securely communicate with your provider
- View your health information

Sign up for an account to get anytime, anywhere access to all of the above – and more! It's an easy way to stay connected and communicate with us about your healthcare.

Let's get you started. To register and start taking advantage of the patient portal, visit this link:

[Register Here](#)

This link will expire in 14 days. If your link expires or you need assistance with registration, please call our office.

If you do not see a registration email in your Inbox, check your spam folder. If you did not see a registration email at all, contact your provider.

The registration link is only active for 14 days. If you see a message stating that the registration link has expired, you will need to contact your provider to resend the registration email.

Identification Page

After selecting the registration email, you will see the Identification page. Here, you identify yourself by providing the exact information that you gave to your practice (First and Last Name, Date of Birth, and Zip Code). Select Continue when finished.

Confirm Identity

Please confirm your identity to verify your account.
Use the exact same information that you gave the practice.

First Name *

Last Name *

Date of Birth (MM/DD/YYYY) *

Zip Code *

Continue

If your information does not match, you will receive the following error message:

 **Account not found. Please try again. If this keeps happening, contact us.**
Tip: Information must match our records. Do we know you as "David" instead of "Dave"? Has your ZIP code changed?

Confirm Identity

Please confirm your identity to verify your account.
Use the exact same information that you gave the practice.

First Name *

Last Name *

Date of Birth (MM/DD/YYYY) *

Zip Code *

Continue

Enter your information in the Identification fields again and then select Continue. If you continue to have difficulty, contact your provider.

Create Username and Security Question Answers

After confirming your identity, you will then create your username and select your security questions and answers. Select Continue when finished.

You may be asked to answer these security questions when [resetting your password](#).

Create Username

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

Username *

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 *

Answer 1

Question 2 *

Answer 2

Confirm Your Sign in Email Address

In the next window, enter a unique email address and then select Continue.

This email address must be unique to you and cannot be used by another family member or dependent for their account.

Confirm Your Sign In Email Address

Confirm your current email address or enter a new one. This email address should be unique to you and cannot be used by another family member or dependent for their account.

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

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 continue the process.

Continue



MyHealthRecord.com migration

We are migrating portal accounts to the new system to improve Greenway Health security level.

After you select Continue, we will send you a PIN Code to the email address you entered.

In your email account, you will see a message that looks similar to the following:

[EXTERNAL] Greenway Health - One Time Pin



noreply@

To

Reply

Reply All

Forward



Fri 1/21/2022 9:25 AM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Hi ,

Thank you for taking the next step to confirming your unique email for account registration. This process will help ensure the privacy of your secure health care information.

To complete your registration, verification is required. Please enter the PIN provided below on the My Health Record registration page.

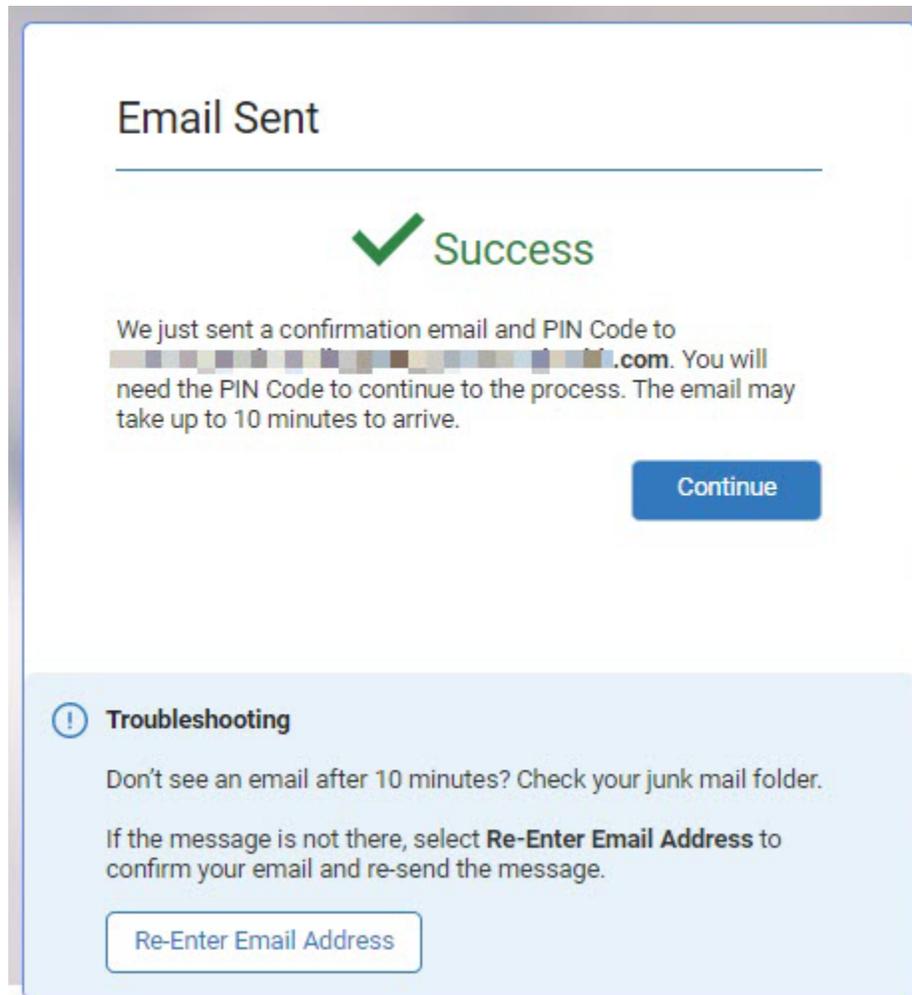
PIN:

This PIN will expire in 10 minutes. If your PIN expires, you can restart the process from <https://myhealthrecord.com/> to receive another email with a new PIN. If you need assistance with registration, please call your practice. After you have completed this process, you can visit your portal at any time at <https://myhealthrecord.com!>

Thank you,

Copy the six-digit PIN in your email. Be sure that you do not include any spaces or extra characters when copying the six-digit PIN.

If you did not receive an email within 10 minutes, select Re-Enter Email Address in the Success window.



If you received the email and copied your PIN, select Continue.

If you don't receive the PIN email, select Resend Email.

On the Create New Password page, enter a new password and confirm it. Passwords must have at least 14 characters, and may include uppercase and lowercase letters, numbers, special characters, and spaces. To view the password you entered, select the () icon.

In the PIN field, enter the PIN you copied from your email and then select Save Password.

If you want to start over the process, select Start Over.

Create New Password

Please verify the details below.

If your email address, first name, or last name is incorrect, contact your physician's office.

Email Address

Username

First Name

Last Name

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 *

Confirm New Password *

Enter PIN Code * 

[Resend Email](#)

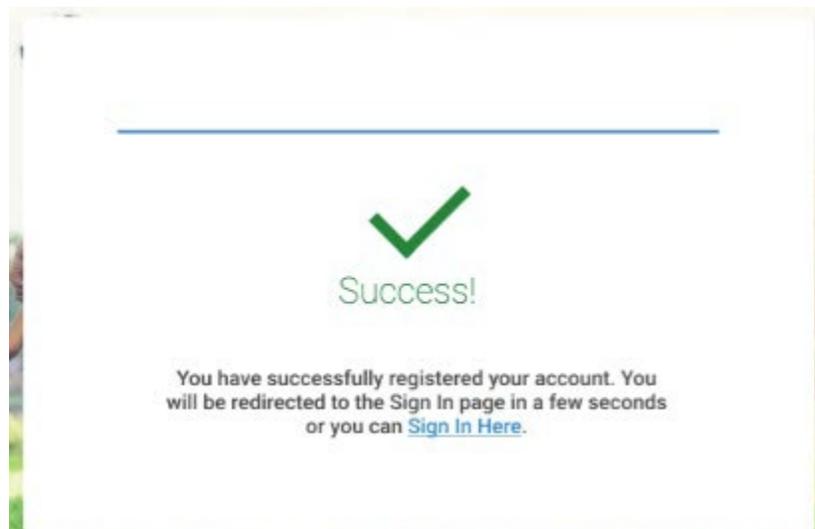
[Save Password](#)

Want to [Start Over?](#)

If you encounter an error while navigating to the 'Create New Password' page, a error message will pop up on the screen as shown in the below image. To return to the Sign In page, select the [Click here to Sign in](#) button.



After finishing your registration, a success message will be displayed, and you will be directed to the Sign In page automatically. However, if the redirection does not occur, you may click the Sign In Here button to proceed to the Sign In page.



On the Sign In page, sign in to your account with your username and new password.