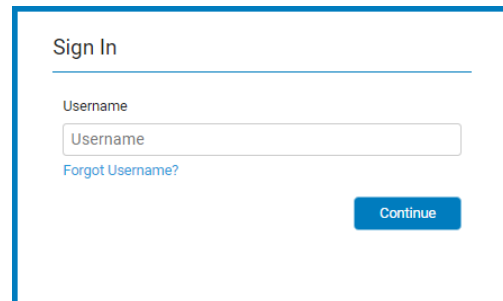


Existing Patient Security Services Migration

Greenway Health is requiring all patient portal users to update their login information to make the portal more secure. For users who currently share an email address to access the portal, we will be asking that you establish unique email addresses, one email for each patient accessing the portal, with the exception of minor patients. Follow the steps below to migrate to the Security Services platform.

1. Enter current username

When presented with the My Health Record sign in screen on myhealthrecord.com, enter your current username and select Continue.



Sign In

Username

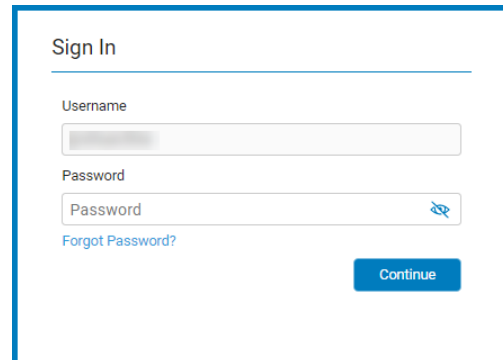
[Forgot Username?](#)

Continue

2. Enter current password

Enter your current password for your portal account and select Continue.

Result: The system validates whether you are already registered on the new platform and, if so, logs you into the portal. If not, the system presents you with the first step in the process, Step 3.



Sign In

Username

Password

[Forgot Password?](#)

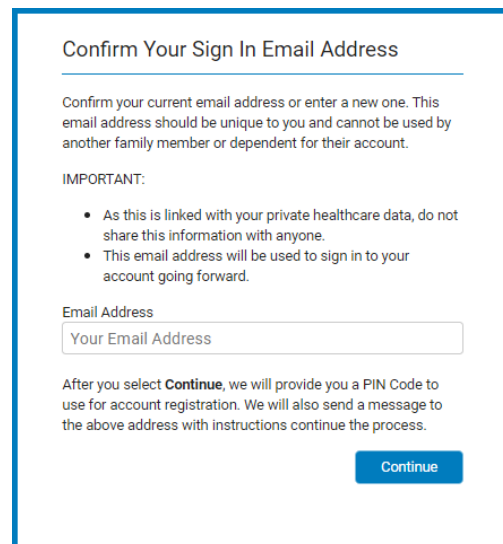
Continue

3. Confirm/update email address

Enter the email address currently associated with your portal account that is **not** currently being used for any other portal accounts.

In some cases, you may see the Email Address field is prefilled. This means that the email address is unique and not already being used by any other accounts. You can use this email or clear the address field and select a new one if you would like. Select Continue.

Click [here](#) for help with creating a new email address.



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 address will be used to sign in to your account going forward.

Email Address

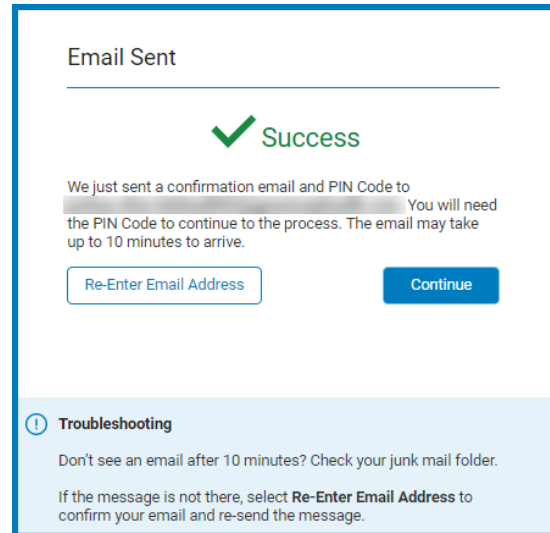
After you select **Continue**, we will provide you a PIN Code to use for account registration. We will also send a message to the above address with instructions continue the process.

Continue

4. Retrieve PIN code

A Success message will prompt you to check your email for a confirmation containing a PIN code.

Once you have received your confirmation email, copy the PIN code, return to My Health Record, and select Continue.



The screenshot shows a success message titled "Email Sent". At the top, there is a green checkmark and the word "Success". Below this, the text reads: "We just sent a confirmation email and PIN Code to [redacted]. You will need the PIN Code to continue to the process. The email may take up to 10 minutes to arrive." There are two buttons: "Re-Enter Email Address" and "Continue". At the bottom, there is a "Troubleshooting" section with an information icon, stating: "Don't see an email after 10 minutes? Check your junk mail folder. If the message is not there, select **Re-Enter Email Address** to confirm your email and re-send the message."

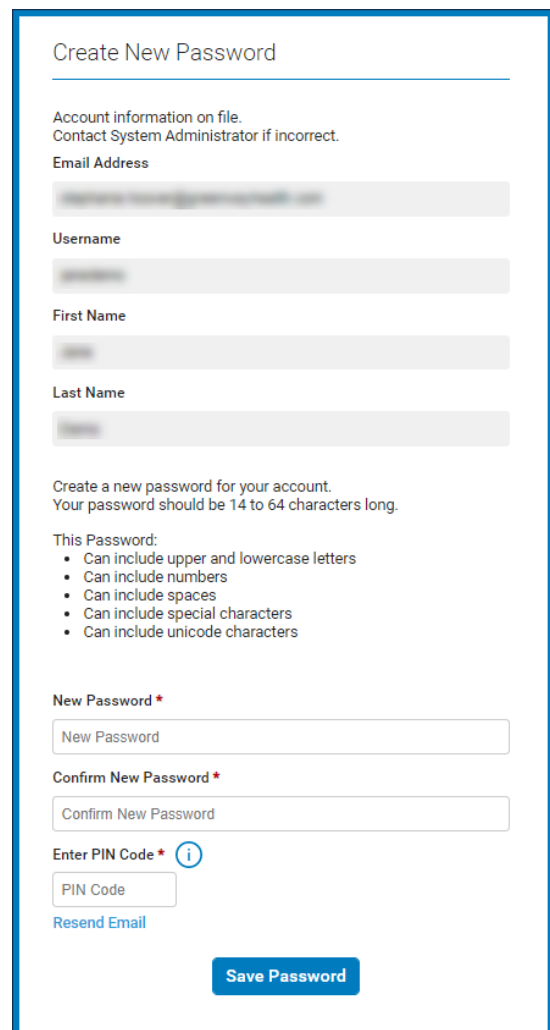
5. Create new password

Your account information is prefilled based on the previous entries. Enter a new password and the PIN code received in the email. Then, select Save Password.

Make note of your new password as you will need it to log in to the portal in the future.

A Success message will display, indicating that you have successfully registered.

You will then be redirected back to the patient portal sign in screen, where you can use your current username and new password to sign into the new My Health Record platform.



The screenshot shows a "Create New Password" form. It includes fields for "Email Address", "Username", "First Name", and "Last Name", all of which are prefilled with greyed-out text. Below these fields, there is a note: "Account information on file. Contact System Administrator if incorrect." The "New Password" section includes a "New Password" field, a "Confirm New Password" field, and an "Enter PIN Code" field with an information icon. A "Resend Email" link is located below the PIN code field. At the bottom right, there is a "Save Password" button. A list of password requirements is provided: "This Password: Can include upper and lowercase letters, Can include numbers, Can include spaces, Can include special characters, Can include unicode characters."

For more information, refer to [Sign In Help](#) or contact your practice.

White Hall Family Medicine / 870-247-9499