

My Health Record Patient Portal Guide

We use My Health Record to give our patient's access to view and manage their health records, view and manage appointments, view medications, manage your personal information, view lab results, secure messaging portal to our providers, and more.

1. How do I set up my Patient Portal for the first time?

- a. Our front desk will send you an invite to gain access to your Patient Portal once they've completed your registration into our clinic system.
- b. You should see an email from **Southwest Family Physicians-**
donotreply@myhealthrecord.com with the subject "Register with Southwest Family Physicians"

From: **Southwest Family Physicians** <donotreply@myhealthrecord.com>

Date: [REDACTED]

Subject: Register with Southwest Family Physicians

To: [REDACTED]

Dear [REDACTED]

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.

After you register, go to <https://myhealthrecord.com> anytime to visit our portal.

Thank You,

Southwest Family Physicians

(503) 620-5556

- c. Click the “Register Here” green button included in the email. If you haven’t received this email from us yet, first check your Spam folder because they occasionally get routed there. If it’s not in your Spam folder, please call the front desk (503) 620-5556 and ask them to double check your email address was entered correctly by our staff and/or to resend the invite link.
- d. It will bring you to My Health Record and will ask you to enter in some personal information to verify your identity and start the registration process.



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

- e. If you receive an error during the Identification step above, please call our front desk (503) 620-5556 to verify the information the staff entered is matching what you’re entering in this field.
- f. After you are finished filling in the information in the Identification page, you will then see the User Profile page. Here you will be able to set your username, password, and set your security questions (you'll have to answer these if you forget your password). Select Register when complete.

User Profile

Username (required)

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

Password (required)

Password should be 8 to 20 characters with no spaces and no @ sign. Letters, numbers and special characters _!\$= allowed. Must include a combination of letters and numbers

Confirm Password (required)

Security Question #1 (required)

Please choose

▼

Answer (required)

Security Question #2 (required)

Please choose

▼

Answer (required)

Register

Back

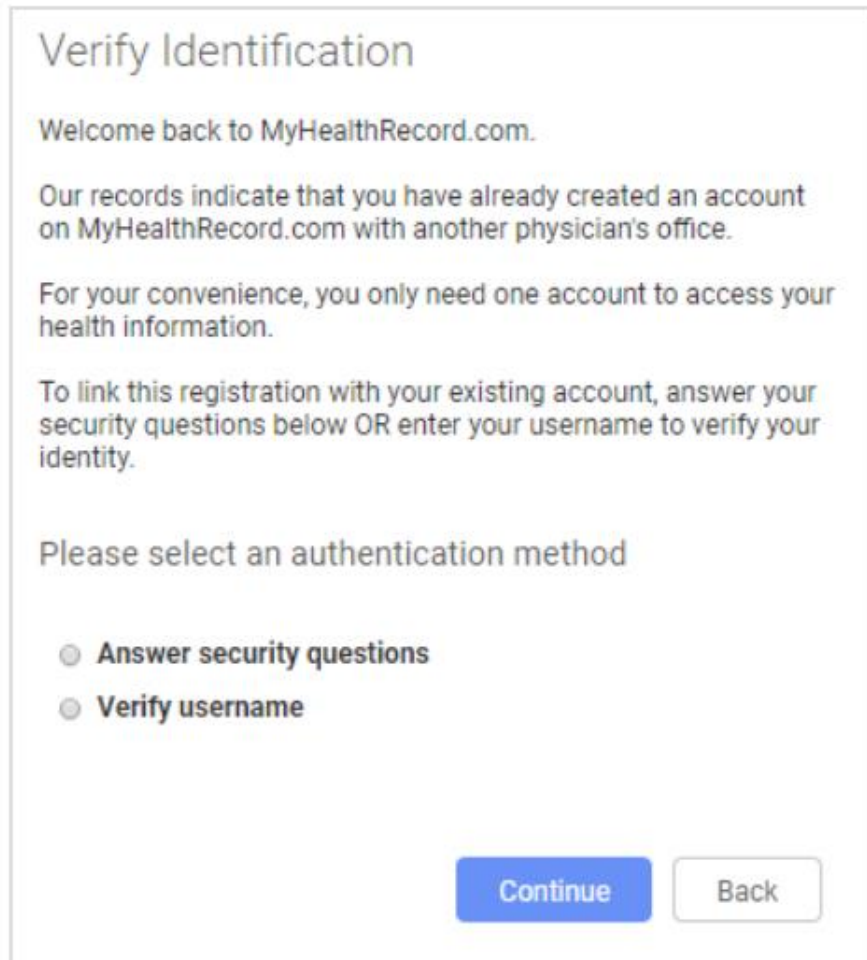
- g. If your chosen username is already in use, or if your password does not meet the password requirements, you will receive a warning message. Reenter a user name or password, if you see a warning message.

Warning!
This username has already been taken. Please choose a different username.

- h. When finished, select Register. Accept the Disclaimer by selecting I accept. You will then receive a confirmation email in your inbox.

NOTE: If you do not see this page, but instead see a Verify Identification page (see below), then you already have an account in MyHealthRecord.com. Please read the next section for verifying your identification and further instructions.

- 2. I tried to start my Patient Portal registration, but I'm not seeing the same pages/screenshots listed above. I see this Verify Identification Page instead. Why is this happening, and what do I do now?**



The screenshot shows a web page titled "Verify Identification". The text on the page reads: "Welcome back to MyHealthRecord.com. Our records indicate that you have already created an account on MyHealthRecord.com with another physician's office. For your convenience, you only need one account to access your health information. To link this registration with your existing account, answer your security questions below OR enter your username to verify your identity." Below this text, there is a heading "Please select an authentication method" followed by two radio button options: "Answer security questions" and "Verify username". At the bottom right, there are two buttons: a blue "Continue" button and a white "Back" button with a grey border.

- a. If you see the Verify Identification page rather than the Patient Profile page it means that you already have an account with MyHealthRecord.com with another physician's office. Since you will only need one account to access your health information from more than one provider, you can link your new registration with your existing account. You will then need to verify your identity by either answering your security questions or entering your username. Select either Answer security questions or Verify username, and then select Continue (see above).

- i. If you select Answer security questions, you will need to provide the answers to the two previously set security questions. When finished, select Continue.

Verify Identification

Welcome back to MyHealthRecord.com.

Our records indicate that you have already created an account on MyHealthRecord.com with another physician's office.

For your convenience, you only need one account to access your health information.

To link this registration with your existing account, answer your security questions below OR enter your username to verify your identity.

Please select an authentication method

☒ Answer security questions

Name of 1st pet? *(required)*

Make/model of your 1st car? *(required)*

☐ Verify username

- ii. If you selected Verify username, enter your username and then select Continue. You will then see the following message.

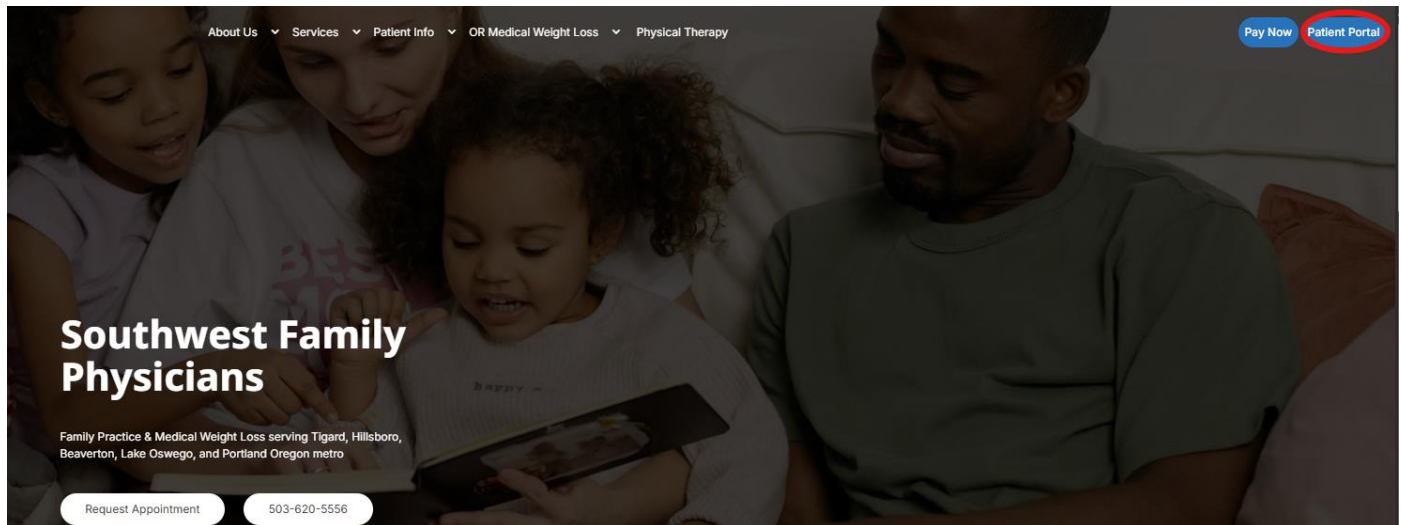
Identification Disclaimer

We were able to successfully verify your identification and link your portal accounts. Please proceed to the log in page.

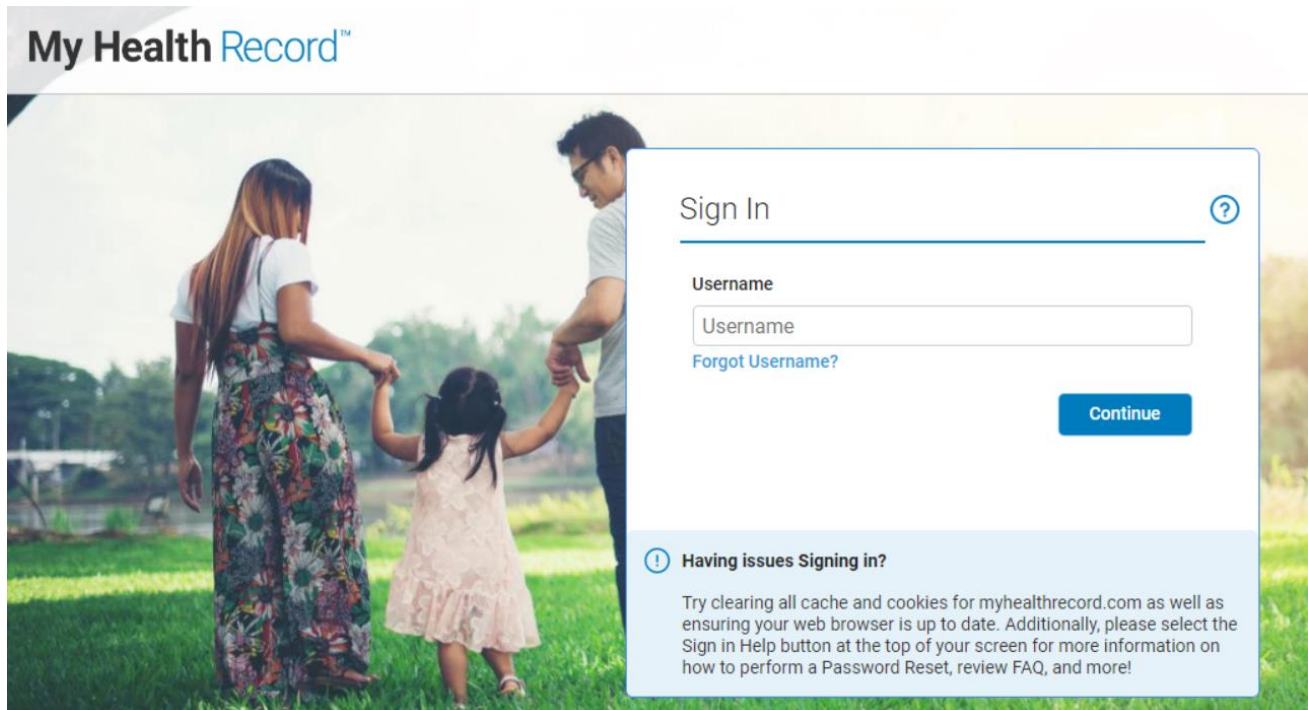
- iii. Your accounts are then linked. Select OK to go to the log in page.

3. How do I get to the Patient Portal again?

- a. You can go to our website www.swfamilyphysicians.com and click the “Patient Portal” button in the top right.



- b. Or go directly to the My Health Record login page (<https://myhealthrecord.com/Portal/SSO>)

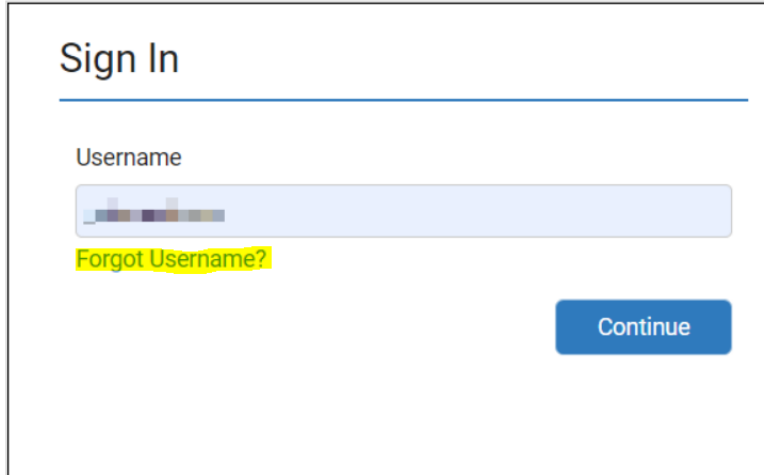


4. I forgot my username and/or password for My Health Record. What do I do?

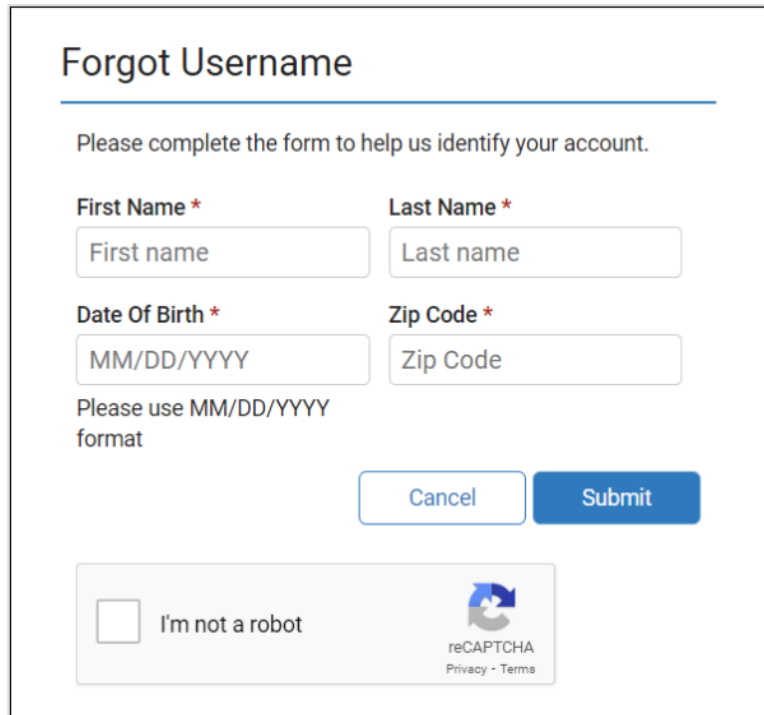
- a. If you need to retrieve your user name or reset your password, follow the instructions below. If these instructions do not resolve the issue or if you have other issues not covered here, contact the front desk (503) 620-5556.

i. Forgot Username

1. If you forgot your username, select Forgot Username on the MyHealthRecord.com Sign In page.



2. On the next screen, fill in the required fields (First Name, Last Name, etc.), select the check box next to "I'm not a robot", and then select Submit.



NOTE: If you enter information incorrectly, you will get a warning message.

Forgot Username



We could not locate a matching account. Please try again. If you need assistance, please contact your physician's office.

First Name *

First name

Last Name *

Last name

Date Of Birth *

MM/DD/YYYY

Zip Code *

Zip Code

Please use MM/DD/YYYY format

Cancel

Submit

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

- After you select Submit, you will get a message notifying you that an email has been sent to your email address. The email will contain your username.
- Select either Return to Sign In or the link to MyHealthRecord.com in the email to return to the Sign In screen. Enter your username and password and select Continue.

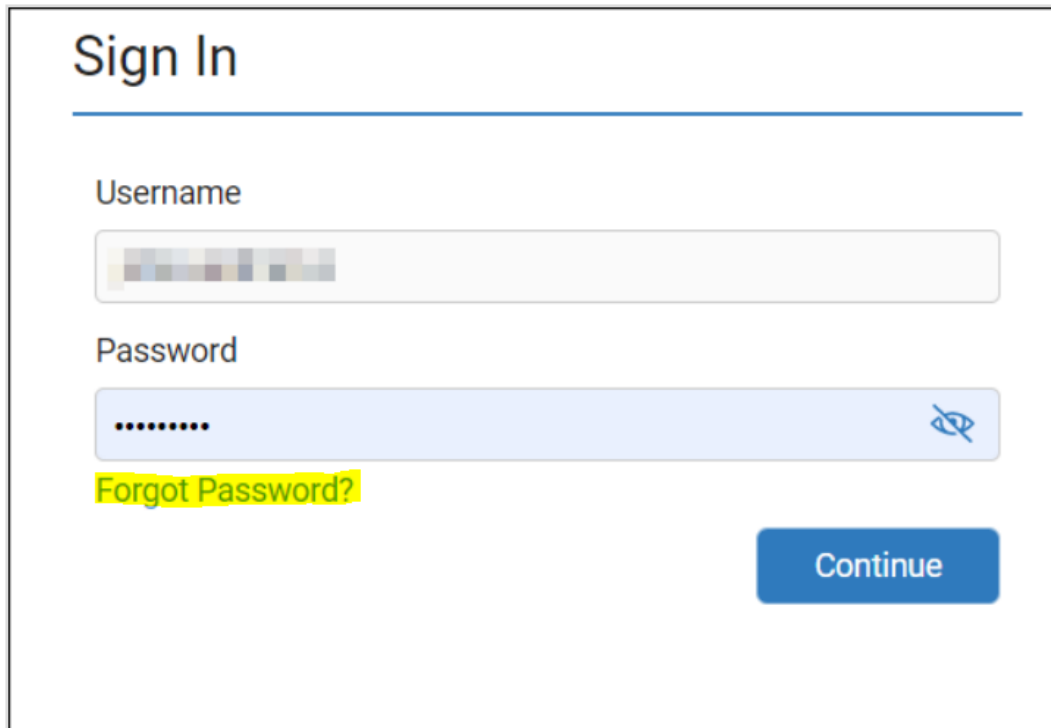
Forgot Username

A message with your username has been sent to the following email:
j**e@greenwayhealth.com**
If you do not see the message in your inbox, please check your email's junk folder.
If you do not receive the message, please contact your physician's office.

Return to Sign In

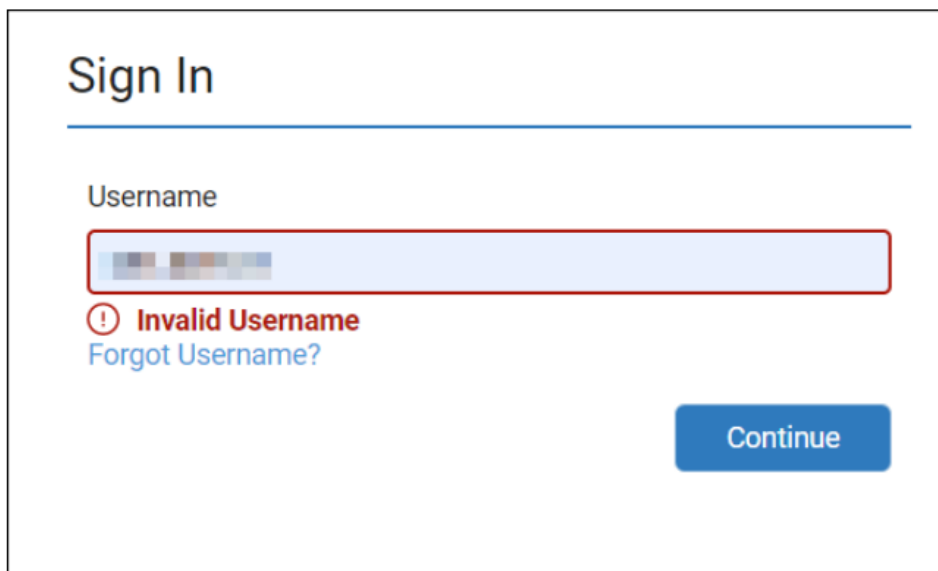
ii. **Forgot Password**

1. If you forgot your password, enter your username and then select Continue. Select Forgot Password below Password field.



The image shows a 'Sign In' form. At the top, the text 'Sign In' is followed by a horizontal blue line. Below this, there are two input fields: 'Username' and 'Password'. The 'Username' field contains a blurred placeholder. The 'Password' field contains a series of dots and a toggle icon (an eye with a diagonal line through it) on the right. Below the 'Password' field, the text 'Forgot Password?' is highlighted in yellow. At the bottom right of the form is a blue button labeled 'Continue'.

NOTE: If you enter in the wrong username, you will see the message "Invalid Username" Reenter your username and then select Continue. If you continue to have difficulty, contact the front desk (503) 620-5556.



The image shows the same 'Sign In' form as above, but with an error message. The 'Username' field is now outlined in red. Below the field, there is a red exclamation mark icon followed by the text 'Invalid Username' in red. Below that, the text 'Forgot Username?' is displayed in blue. The 'Continue' button remains at the bottom right.

2. In the next screen, check the box next to "I'm not a robot", and then select Continue. Your username will automatically populate since you entered it in the previous screen.

Forgot Password

Enter your username to help us locate your account.

Username

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

3. Next, provide the answer to your security questions and then select Submit. If you cannot remember your answers, contact your provider. To learn how to configure your security questions see the My Account Settings topic.

Forgot Password

Answer these security questions to create a New Password.

Name of 1st pet?

Hospital you were born in?

4. After answering your questions correctly, you will get a message notifying you that a password reset link has been sent to the email address on file. To reset your password, select the link in your email. To go back to Sign In page, select Return To Sign In.

Forgot Password

A message with a link to reset your password has been sent to the following email: j****e@greenwayhealth.com The link will expire after 24 hours. If you do not see the message in your inbox, please check your email's junk folder. If you do not receive the message, please contact your physician's office.

Return To Sign In

NOTE: The password reset link in the email will expire after 24 hours.

5. Enter your new password and confirm it. Be sure to follow the following password requirements:
 - a. Passwords should be between 8 and 64 characters.
 - b. Special characters may be included, but are not required.
 - c. Users are not allowed to use their current password when resetting or changing their password.
6. Select Reset Password

Create New Password

Password should be 8-64 characters, and may include special characters. Your password should be simple enough that you can remember it without reusing or varying one of your existing passwords, and long enough that attackers can't easily guess it. Phrases or complete sentences such as, "My dog Spot is a good boy." are recommended.

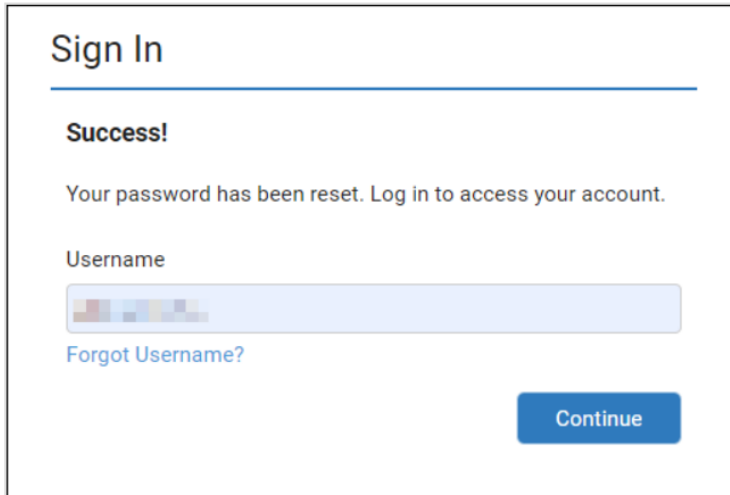
New Password (required)

Confirm New Password (required)

Reset Password

Cancel

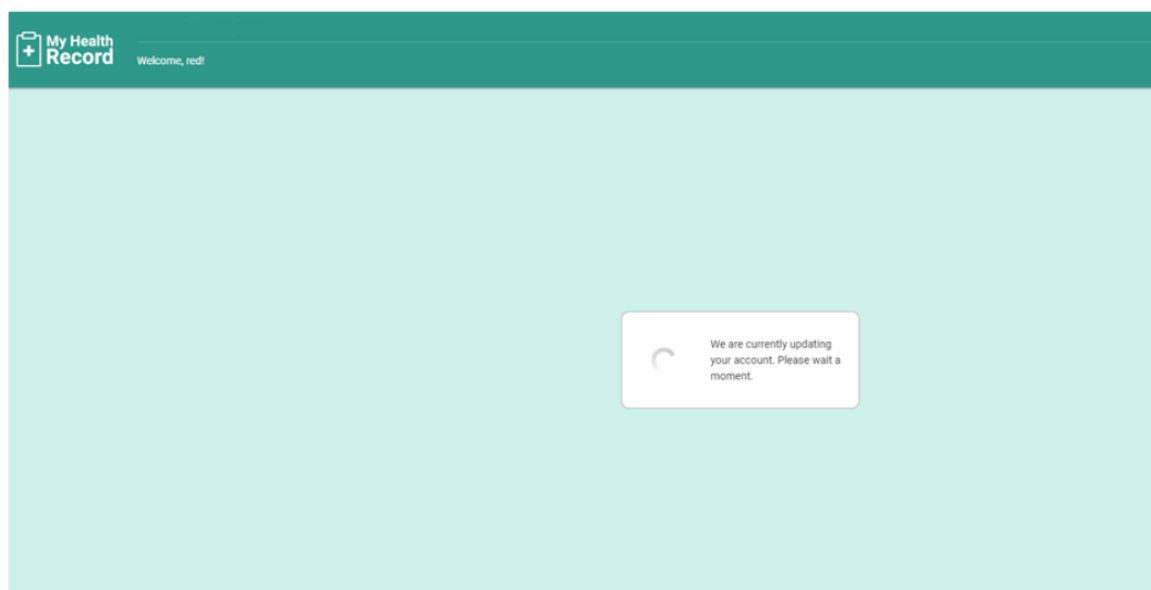
7. You will then see a success message. You will also receive an email stating that your password has been reset.



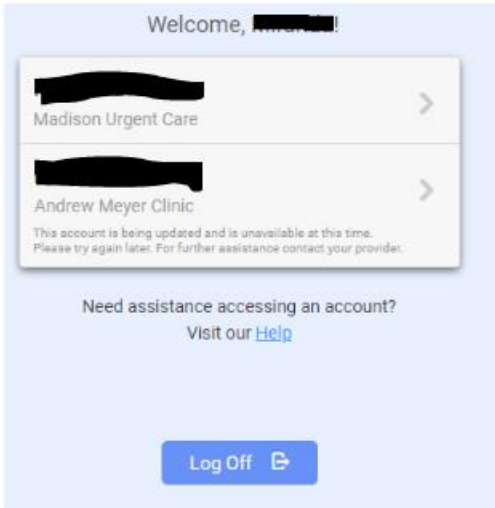
The image shows a 'Sign In' interface. At the top, the text 'Sign In' is displayed. Below it, a blue horizontal line separates the header from the content. A 'Success!' message is shown, followed by the text 'Your password has been reset. Log in to access your account.' Below this, there is a 'Username' label and a text input field. A link 'Forgot Username?' is positioned below the input field. At the bottom right, there is a blue button labeled 'Continue'.

5. Additional Sign In Issues

- a. If you see the message "Attention! We are working to update your account at this time. Please try again later. For assistance please contact your provider." after attempting to sign in to MyHealthRecord.com, your account is currently being updated. If you continue to have difficulty accessing your account after trying again at a later time, please contact the front desk (503) 620-5556.
 - i. You may also see the screen below after signing in. Your account is updating and will be available momentarily. If you receive a message stating that the account update failed, please contact the front desk (503) 620-5556.



- ii. If you have access to more than one portal account, you may see the following message in the practice selection screen under another practice: "This account is being updated and is unavailable at this time. Please try again later. For further assistance contact your provider."



- iii. Additionally, if you have more than one portal account and are able to access one of those accounts, you may not be able to switch to another account under the practice selection drop-down menu and will see the following message when hovering over the inaccessible account: "This account is being updated and is unavailable at this time. Please try again later. For further assistance contact your provider."

