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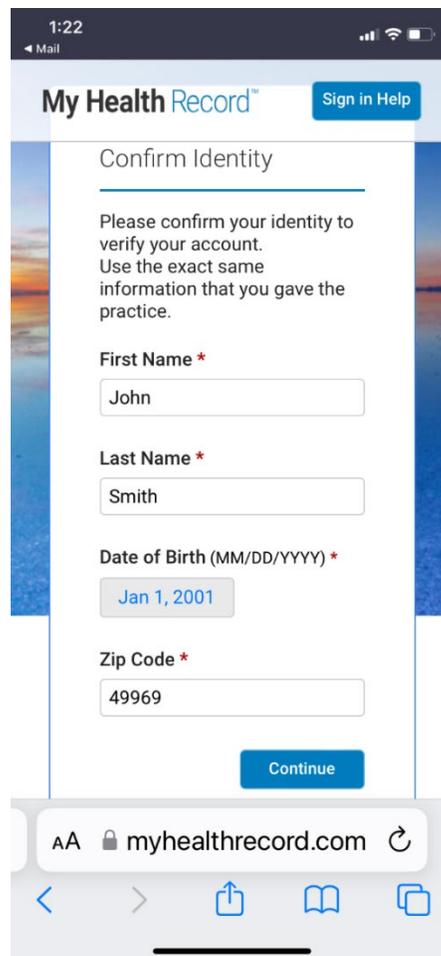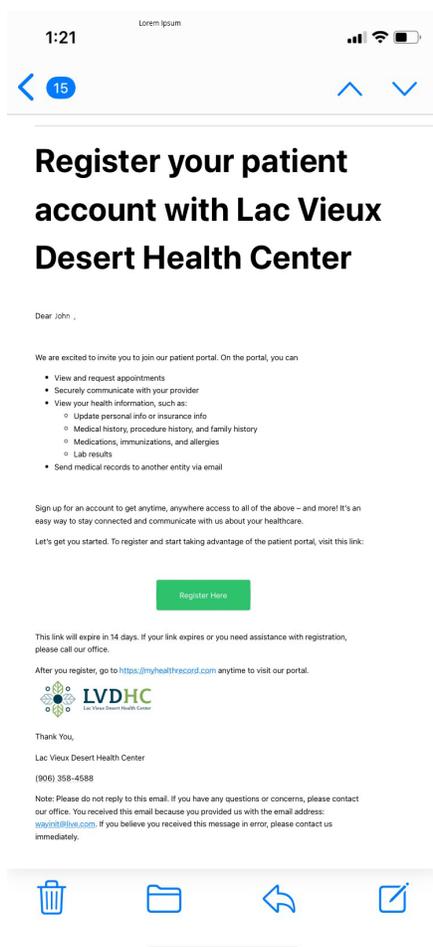
Note: The procedures and images below used to illustrate them are subject to change in actual use. We will update accordingly through time and as we learn of any significant changes.

> 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.

2. 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.

3. 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".

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.

5. To retrieve the pin code in email, if you see a very small "**<Email**" link in the far top left of your screen, <mark>**do not tap it**</mark>. 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.
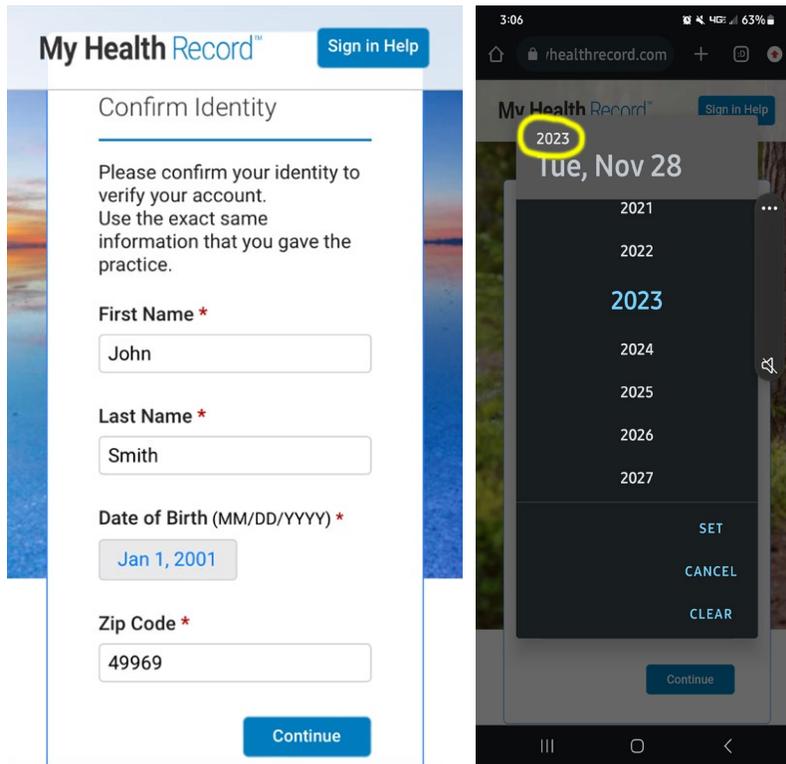
Android:

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 <u>long-press/tap</u> 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".
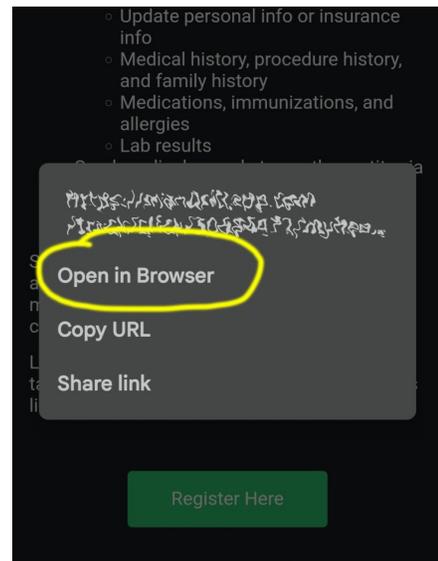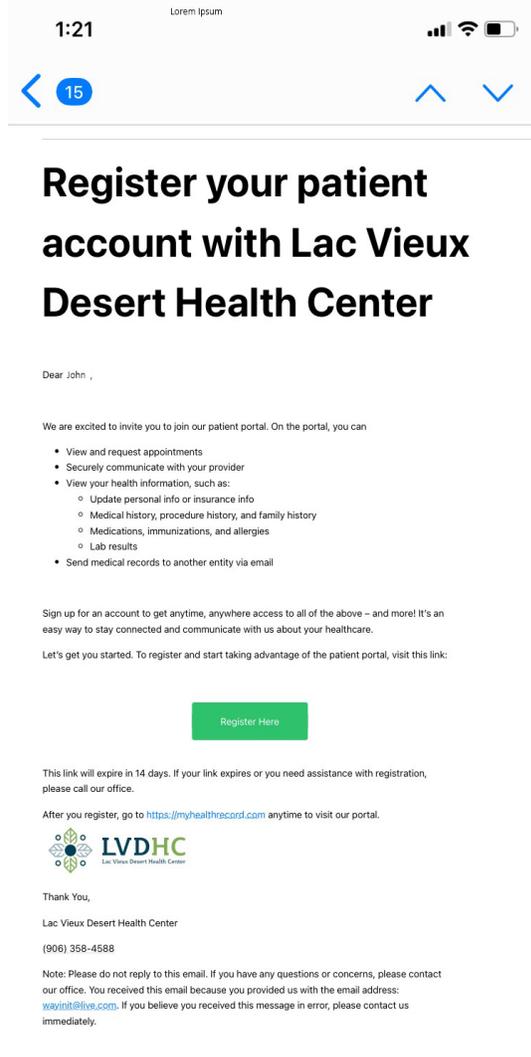
2. Now you should be presented with a Web page where you will enter your name, date of birth, and zip code. After completing, tap the "Continue" link to proceed to the next step.

    *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.


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.
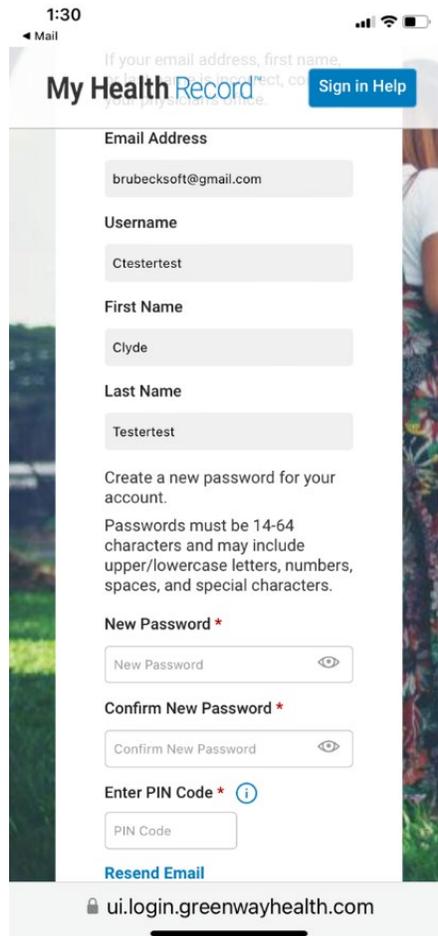
5. To be able to switch to email and retrieve the pin code in email, tap the "**|||**" symbol at the bottom of the Android screen and choose your already open email app.
6. Check the inbox and open the email with PIN code and either write down the code or copy it.

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.