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Title

Security Migration Patient Portal SIGN IN HELP

Details

Following the patient portal security migration of August 2022, are there updated login steps for the patient to follow?

Suggested Actions

Sign in Help

We are currently migrating portal accounts to a new system to improve security. When signing into your account, you will see several windows that will ask you to enter in your email address (or a new one) and to create a new password. Note that you will only have to complete this process one time. After completing this process, you will sign into your account with your current username and new password.

If you have an existing Portal account but haven't signed in for a while, and you are invited to a new practice using My Health Record you might be asked to complete the migration process after your account has been successfully linked to your new practice.

1. In the myhealthrecord.com sign in page, enter your username.



If you forgot your username, select the **Forgot Username?** link. See the [Forgot Username](#) help topic for instructions on retrieving your username.

2. Select **Continue**.

3. Enter your password. Select the eye icon if you wish to display your password.



If you forgot your password, select the **Forgot Password?** link. See the [Forgot Password](#) help topic for instructions on retrieving your username.

4. Select **Continue**

5. Enter your current email address or enter a new one into **Confirm Your Sign In Email Address** window.

This email address must be unique to you and cannot be used by another family member or dependent for their account. Please note that this email address will be required to recover access to your account in the event that you forget your password, so be sure to pick an address that you expect to maintain access to.



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

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



7. Copy the six-digit PIN.

8. In the Success window, select **Re-Enter Email Address** if you did not receive an email within 10 minutes.



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

10. In the Sign Up page, enter a new password and confirm it. Passwords must have at least 14 characters, 1 lowercase letter, 1 number and 1 special character.



11. In the **PIN** field, enter the PIN you copied from your email.

12. Select **Sign Up**.

13. In the next window, sign into your account with your username and new password.

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