

- We recommend that you use (or change to) a relatively strong password, (at least 8 characters with at least one capital and at least one number) that is only known to you, for the logon service you are using.
- If you are not signed up with any of these services, you will need to register with one of them.
- Your personal health information is NOT linked to any of these accounts. These logons are simply used to verify your identity. For instance, there is no way another Facebook user can access your personal health information.

Once you logon you will be asked to put in a 4 digit access code.

The year of your birth is your security code

1. Read and agree to the Terms of Use.
2. You are now registered. It may take several minutes for your medical record to be uploaded.
3. Save this website to your Favorites so you can return to it in the future.

Congratulations – you are ready to go.

Here are things you can do now:

- ❖ Navigate around by clicking on the tabs at the top of the screen.
- ❖ You can see your health record by clicking on: **My Health**.
- ❖ You can send a message to us, or request a refill, or appointment by clicking on: the different areas on the **Home Page**; the **Individual Tabs**; and **My Info** tab dropdown and choose Providers.
- ❖ You can view past and future appointments on the **Home Page** – and you can request an appointment from that area as well.
- ❖ You will receive messages and responses from us at **Inbox**.
- ❖ You can print, download or email all or portions of your medical record in **My Health**. Use the icons in the top right hand corner.
- ❖ You can add health information to **My Health**. However, doing so will not send us that information at this time. And any information you put on this website will not be downloaded into your chart unless you bring the information in at the time of your appointments.
- ❖ If you get stuck and need help, click on the **Support** link at the very top of the screen in **My Account** drop down menu
call **1-888-670-9775**

PLEASE NOTE THIS SERVICE IS NEVER TO BE USED FOR URGENT ISSUES AS IT DOES NOT NECESSARILY SEND IMMEDIATELY AND WE MAY NOT HAVE STAFF LOOKING AT THESE TASKS ON AN URGENT BASIS.

Thank you.