

New Patient Security Services Registration

To make the patient portal more secure, Greenway Health is requiring all users to login with a unique email address, one email for each patient accessing the portal, with the exception of minor patients. Follow the steps below to register for the Security Services platform.

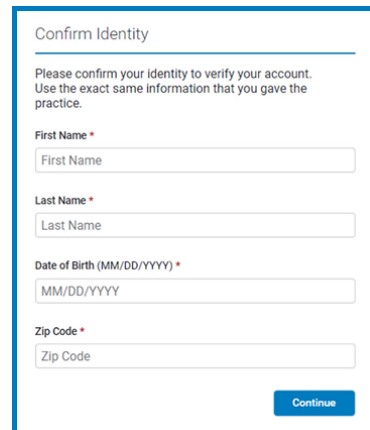
1. Navigate to invitation email

Navigate to the invitation email and select Register Here.



2. Confirm identity

You will be directed to the Identity Confirmation page within My Health Record where you will enter your date of birth and zip code, as provided to your practice. Then, select Continue.



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) *

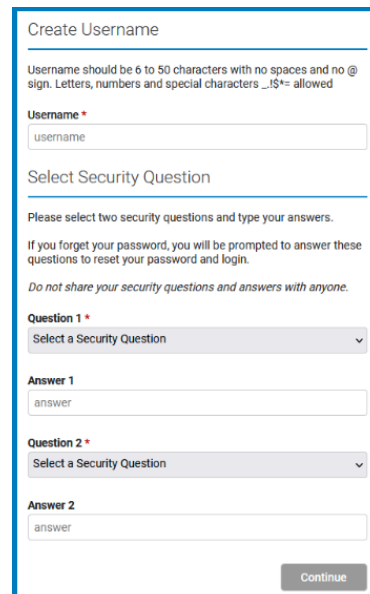
Zip Code *

[Continue](#)

3. Create username & security questions

Create a username that you would like to use to log in to your portal account.

Select two of the security questions from the drop down menu and type your answers. These are only to be used as a backup recovery option during the practice's migration to the new portal platform. Select Continue.



Create Username

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

Username *

Select Security Question

Please select two security questions and type your answers.

If you forget your password, you will be prompted to answer these questions to reset your password and login.

Do not share your security questions and answers with anyone.

Question 1 *

Select a Security Question

Answer 1

Question 2 *

Select a Security Question

Answer 2

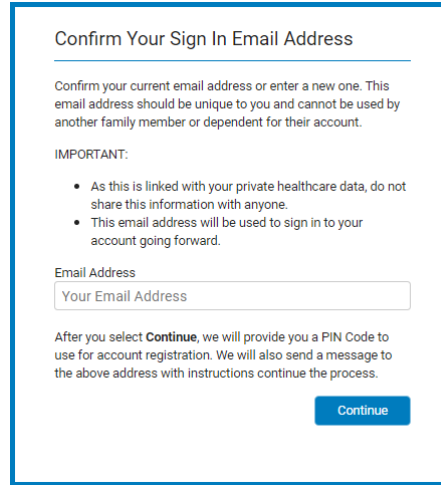
[Continue](#)

4. Confirm email address

If your email address displays in the email address field, the email is unique, not yet in the system, and available for use.

If your email address is already being used by another account in the system, it will not display in the Email Address field. Or, if you enter an email address that is already in use, you will receive an error message, and will need to select a different unique email to use for your account. Select Continue.

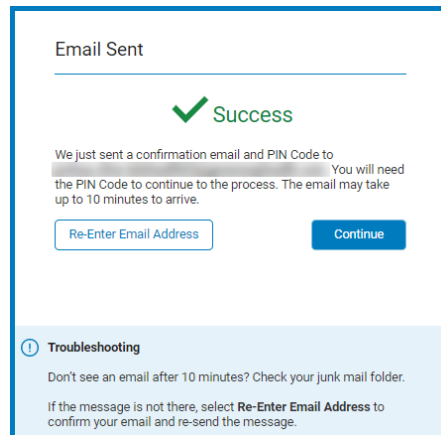
Click [here](#) for help with creating a new email address.



5. Retrieve PIN code

You will receive a Success message alerting you of a confirmation email that was sent to the email address used.

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



6. Enter a password and PIN

Your information is pre-filled on the Create New Password screen based on the previous entries. Enter a password and the PIN code received in the email. Then, select Save Password.

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

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

