Create a FollowMyHealth account without an email invitation

If you did not receive an invitation from your provider, but want to use the patient portal, you must create an account from the FollowMyHealth sign-in window.
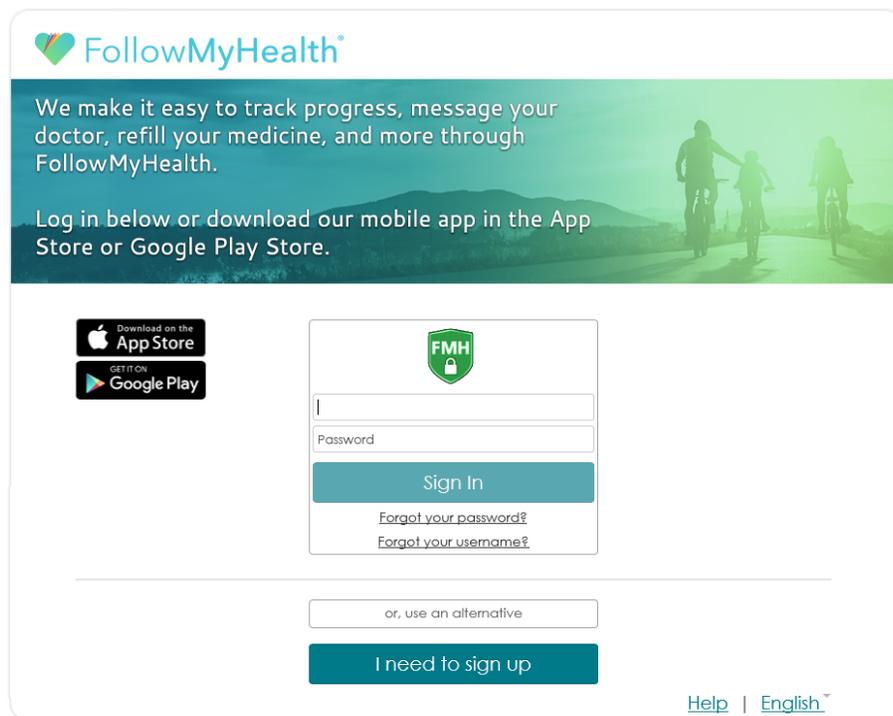
Before you begin

The user name and password that you create are your *FMH Sign In* credentials. As a best practice, use these credentials to sign in to your account. The *FMH Sign In* section is identified by the icon.

Alternative sign in options are available after you complete your account registration. If you have a Facebook, Google, Yahoo!®, or Microsoft® account, you can use the user name and password associated with that account to sign in to the patient portal. This is offered as a convenience to eliminate the need to remember new credentials. Information within FollowMyHealth is never shared, posted, or exchanged with these services.

> **Note**: If you forget your sign in information for Facebook, Google, Yahoo!®, or Microsoft®, you must recover your user name and password from these services, not from FollowMyHealth.

1. Go to **www.followmyhealth.com** or the URL provided by the health care provider or organization.

   The FollowMyHealth sign-in window opens.

Alternative sign in options are available after you complete your account registration. If you have a Facebook, Google, Yahoo!®, or Microsoft® account, you can use the user name and password associated with that account to sign in to the patient portal. This is offered as a convenience to eliminate the need to remember new credentials. Information within FollowMyHealth is never shared, posted, or exchanged with these services.

> **Note**: If you forget your sign in information for Facebook, Google, Yahoo!®, or Microsoft®, you must recover your user name and password from these services, not from FollowMyHealth.

1. Go to **www.followmyhealth.com** or the URL provided by the health care provider or organization.

   The FollowMyHealth sign-in window opens.

> **Note**: Images, colors, and text might look different, but **Sign In** and **or, use an alternative**, and **I need to sign up** always appear.

2. Click **I need to sign up**.

Sign Up and Connect opens.

3. Enter the requested information.

Notifications Email

Specify an email address where you can receive notifications regarding your health record. This email address is also used for your user name. The **Create Username** box automatically fills with an email address when you get to the step to create a user name and password.

After you create your account, this same email address is listed under **My Info > Demographics > Contact Information**.

First Name – Enter your first name.

Last Name – Enter your last name.

Date of Birth – Enter your date of birth.

Zip Code – Enter your ZIP Code.

Home Phone Number
Enter your home phone number. Select the country code. Click the country list and select a country code represented by a flag. Country code is optional.

> +1 Canada

> +44 United Kingdom

> +1 United States

Social Security Number – Enter your Social Security number. This is optional.

4. Click **Confirm and Continue**.

FollowMyHealth Universal Record Terms of Use opens.

5. Read and accept the terms of service .

> **Note**: You must accept the terms of service to use the patient portal.

Sign Up and Connect opens.

6. Enter your email address if it does not already appear.

> **Note:** Alternatively, enter a user name other than an email address.

7. Enter and confirm your new password.
8. Click **Confirm and Continue**.

   Request Connections to Healthcare Organizations opens.

Click **Skip This Step** to skip connecting to organizations. Verify that you do not want to search for connections and the patient portal **Home** tab opens.

Search automatically fills based on the ZIP Code that you used on **Sign Up and Connect**. You can also search by organization or provider.

9. Click **Connect** adjacent to the organization that you want to connect to.

The organization is listed in **My Organizations**.

> **Note:** You can add multiple connections.

10. Click **Next**.

Sign Request for Access Authorization displays.

> **Important:** You must accept a request for access for each organization that you want to connect to.

11. Click **I Accept**.

Your Connection Request is Pending displays.

> **Note:**
> The organization that you want to connect to might require patient identification verification. If the organization requires this verification, **Patient Identification Authorization** opens instead of **Your Connection Request is Pending**.
>
> Continue with the following steps to verify your identification. After the following steps are complete, **Your Connection Request is Pending** opens.
>
> 1. Click **I Agree** to authorize the organization to verify your identification. After you agree to the authorization, the text under the date is saved as a document and sent to your health record. The document is listed in the **Documents** tab.
>
> 2. Enter the requested information.
>   Information that you provided on **Sign Up and Connect** automatically fills this window.
>
>   > **First Name**: The first name of the account holder.
>   > **Last Name**: The last name of the account holder.
>   > **Middle Name**: The middle name of the account holder. **Middle Name** is optional.
>   > **Suffix**: The suffix of the account holder. **Suffix** is optional.
>   > **Date of Birth**: The date of birth of the account holder.
>   > **Social Security Number**: The Social Security number of the account holder. **Social Security Number** is optional.
>   > **Email**: The email address of the account holder. **Email** is optional.

> **Primary Phone**: The primary phone number of the account holder. **Primary Phone** is optional. Select from **Home**, **Mobile**, **Work**, or **None**. If you select **Home** or **Mobile**, the phone number that you added on **Create an account** automatically fills.

> **Street**: The street number of the account holder.

> **City**: The city of the account holder.

> **County**: The county of the account holder.

> **ZIP Code**: The ZIP Code of the account holder.

3. Click **OK**.

   You must answer a series of questions. Click **Next** to open the next question. The last question displays **Finish**.

4. Click **Finish**.

12 Click **Continue**.

The patient portal opens.

Your health care organizations are notified that you want to receive your health information online. Response times to connection requests vary by organization.Some organizations might require more information before releasing your information. Until the organizations respond to your connection request, your FollowMyHealth account contains only the demographics information that you provided when you created your account.

Results of this task
A new account is created and connected to an organization.

What to do next
View pending connections at **My Account > Connections**.