

# Greenway Patient: Migrating to a More Secure Platform



We embrace the technological advances that have been made over the last few decades and support the security advancements made for our patients.

## What is the Cures Act 2022?

It is known as the “Cures Rule,” this national policy requires healthcare providers to give patients access to all of the health information in their electronic medical records “without delay” and without charge.

In preparation for this, Greenway Health, our electronic health record, has made security upgrades to our patient portal to ensure your information is safe and secure.

My Health Record gives me access to my provider and my information 24/7



## How will this affect you?

If you are an already **registered patient** on my health record you will want to review the steps to migrate to the more secure platform.



If you are **not registered** and now desire to use my health record, then you will want to review how to register.



PATIENT  
PORTAL

**New Feature Includes the Reset of your  
Personal Password!**

[Read about the 21st Century Cures Act and click here.](#)

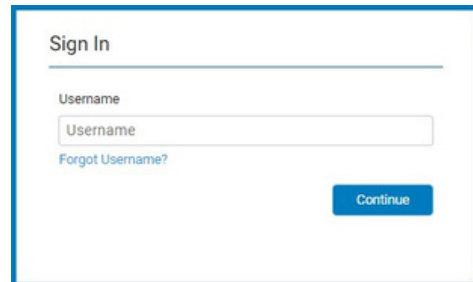
Message Us

# Existing Patient Security Services Migration

Greenway Health is requiring all patient portal users to update their login information to make the portal more secure. For users who currently share an email address to access the portal, we will be asking that you establish unique email addresses, one email for each patient accessing the portal, with the exception of minor patients. Follow the steps below to migrate to the Security Services platform.

## 1. Enter current username

When presented with the My Health Record sign in screen on [myhealthrecord.com](https://myhealthrecord.com), enter your current username and select Continue.



Sign In

Username

Username

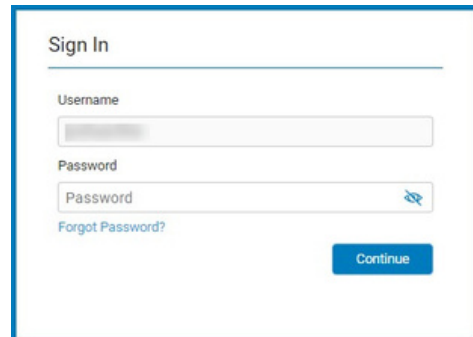
[Forgot Username?](#)

Continue

## 2. Enter current password

Enter your current password for your portal account and select Continue.

Result: The system validates whether you are already registered on the new platform and, if so, logs you into the portal. If not, the system presents you with the first step in the process, Step 3.



Sign In

Username

Password

Password

[Forgot Password?](#)

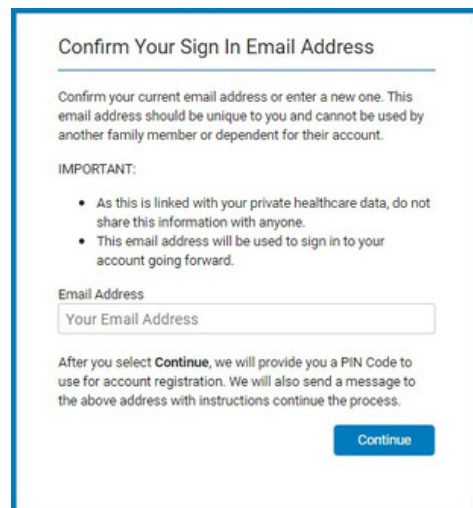
Continue

## 3. Confirm/update email address

Enter the email address currently associated with your portal account that is not currently being used for any other portal accounts.

In some cases, you may see the Email Address field is prefilled. This means that the email address is unique and not already being used by any other accounts. You can use this email or clear the address field and select a new one if you would like. Select Continue.

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



Confirm Your Sign In Email Address

Confirm your current email address or enter a new one. This email address should be unique to you and cannot be used by another family member or dependent for their account.

IMPORTANT:

- As this is linked with your private healthcare data, do not share this information with anyone.
- This email address will be used to sign in to your account going forward.

Email Address

Your Email Address

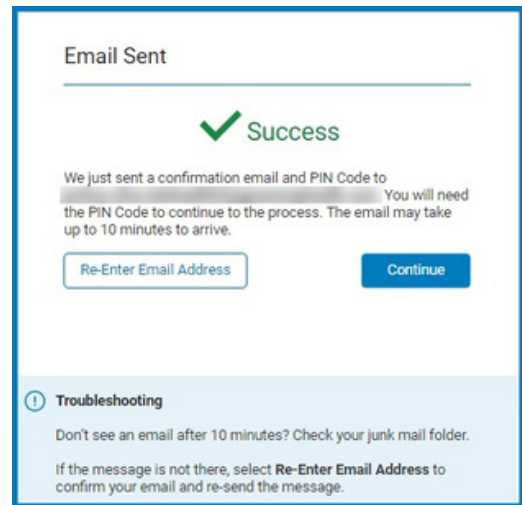
After you select **Continue**, we will provide you a PIN Code to use for account registration. We will also send a message to the above address with instructions continue the process.

Continue

#### 4. Retrieve PIN code

A Success message will prompt you to check your email for a confirmation containing a PIN code.

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



The screenshot shows a 'Success' message titled 'Email Sent'. It features a green checkmark icon and the word 'Success'. The text states: 'We just sent a confirmation email and PIN Code to [redacted]. You will need the PIN Code to continue to the process. The email may take up to 10 minutes to arrive.' Below this text are two buttons: 'Re-Enter Email Address' and 'Continue'. At the bottom, there is a 'Troubleshooting' section with an information icon, stating: 'Don't see an email after 10 minutes? Check your junk mail folder. If the message is not there, select Re-Enter Email Address to confirm your email and re-send the message.'

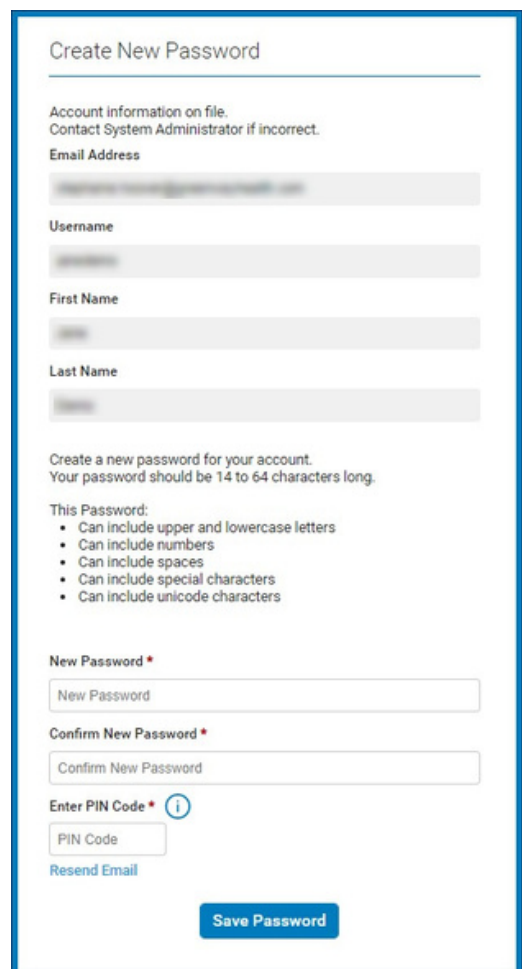
#### 5. Create new password

Your account information is prefilled based on the previous entries. Enter a new password and the PIN code received in the email. Then, select Save Password.

Make note of your new password as you will need it to log in to the portal in the future.

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

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



The screenshot shows the 'Create New Password' form. It includes a header 'Create New Password' and a note: 'Account information on file. Contact System Administrator if incorrect.' The form has several input fields: 'Email Address' (prefilled), 'Username' (prefilled), 'First Name' (prefilled), and 'Last Name' (prefilled). Below these is a section for password requirements: 'Create a new password for your account. Your password should be 14 to 64 characters long. This Password:' followed by a list of requirements: 'Can include upper and lowercase letters', 'Can include numbers', 'Can include spaces', 'Can include special characters', and 'Can include unicode characters'. There are two password input fields: 'New Password \*' and 'Confirm New Password \*'. Below these is a 'PIN Code' input field with an information icon, and a 'Resend Email' link. At the bottom is a 'Save Password' button.

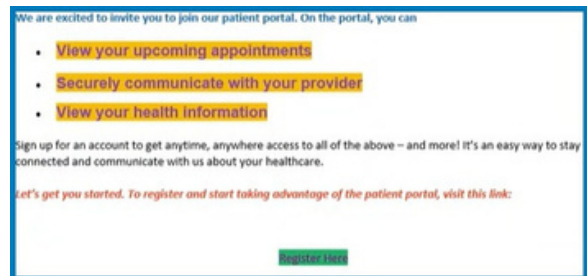
For more information, refer to [Sign In Help](#) or contact your practice.

# 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.



We are excited to invite you to join our patient portal. On the portal, you can

- View your upcoming appointments
- Securely communicate with your provider
- View your health information

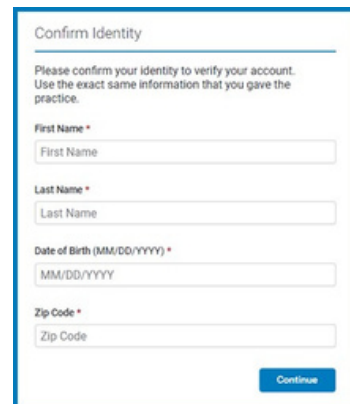
Sign up for an account to get anytime, anywhere access to all of the above – and more! It's an easy way to stay connected and communicate with us about your healthcare.

Let's get you started. To register and start taking advantage of the patient portal, visit this link:

[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 \*

First Name

Last Name \*

Last Name

Date of Birth (MM/DD/YYYY) \*

MM/DD/YYYY

Zip Code \*

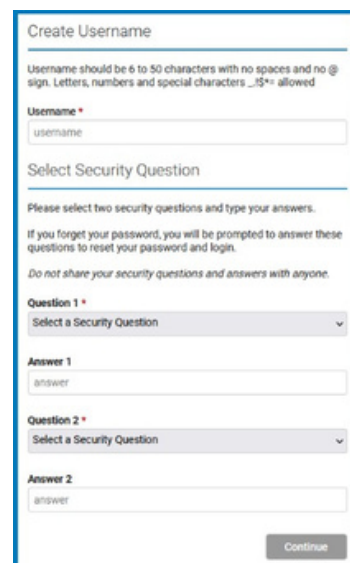
Zip Code

[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 \*

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

answer

Question 2 \*

Select a Security Question

Answer 2

answer

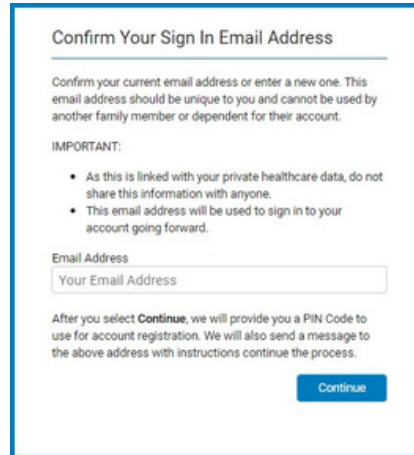
[Continue](#)

#### 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.



Confirm Your Sign In Email Address

Confirm your current email address or enter a new one. This email address should be unique to you and cannot be used by another family member or dependent for their account.

IMPORTANT:

- As this is linked with your private healthcare data, do not share this information with anyone.
- This email address will be used to sign in to your account going forward.

Email Address

Your Email Address

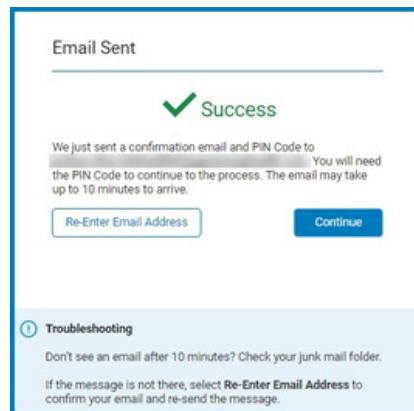
After you select Continue, we will provide you a PIN Code to use for account registration. We will also send a message to the above address with instructions continue the process.

Continue

#### 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.



Email Sent

✓ Success

We just sent a confirmation email and PIN Code to [redacted]. You will need the PIN Code to continue to the process. The email may take up to 10 minutes to arrive.

Re-Enter Email Address

Continue

**Troubleshooting**

Don't see an email after 10 minutes? Check your junk mail folder.

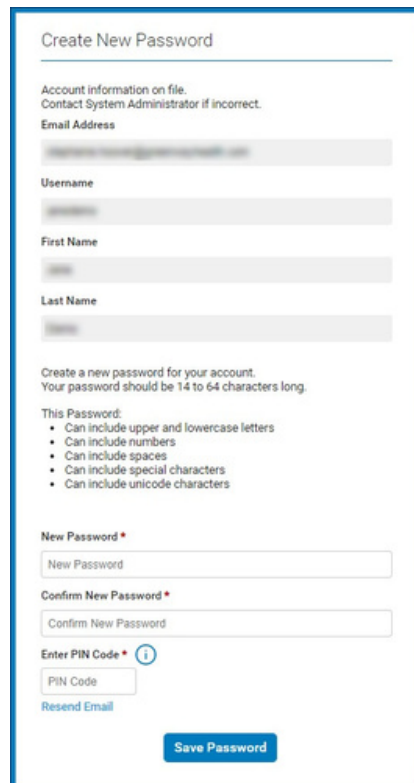
If the message is not there, select Re-Enter Email Address to confirm your email and re-send the message.

#### 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.



Create New Password

Account information on file.  
Contact System Administrator if incorrect.

Email Address

[redacted]

Username

[redacted]

First Name

[redacted]

Last Name

[redacted]

Create a new password for your account.  
Your password should be 14 to 64 characters long.

This Password:

- Can include upper and lowercase letters
- Can include numbers
- Can include spaces
- Can include special characters
- Can include unicode characters

New Password \*

New Password

Confirm New Password \*

Confirm New Password

Enter PIN Code \* ⓘ

PIN Code

Resend Email

Save Password

For more information, refer to [Sign In Help](#) or contact your practice.