

The Web-based Patient Portal gives you secure and convenient access to your health information. You can use the Patient Portal to view, download, and transmit your health information, and send secure messages to your provider(s).

Supported browsers for the Patient Portal

To use the Patient Portal and during self-check-in, you must use a computer or mobile device with one of these supported browsers:

- Google Chrome
- Microsoft Edge (for Windows 7, Windows 8/8.1, and Windows 10)
- Mozilla Firefox
- Safari (for Apple devices only)

To create a Patient Portal account from an email invitation

Important: To comply with the Children's Online Privacy Protection Act (COPPA), patients under the age of 13 cannot create self-registered Patient Portal accounts, and the medical treatment facility cannot register or invite new Patient Portal users under the age of 13. For patients under 13 years old, it is recommend that medical treatment facilities set up a family access account for a parent or other caregiver to access to the patient's health and billing information.

Patients and family members can register for the Patient Portal in several ways:

- Patient Portal email invitation
- Notification email, such as an appointment reminder or notice that a lab result has been published to the Patient Portal
- During an office visit (see To register a patient for the Patient Portal or Patient Information Center in the office)

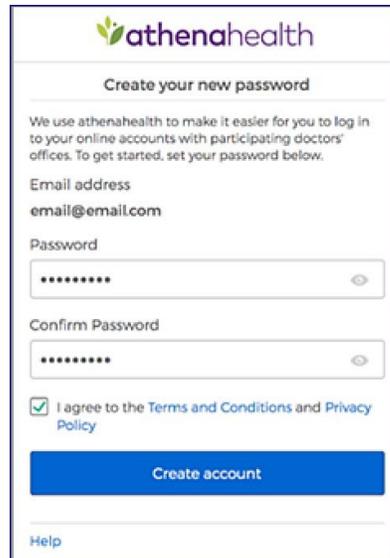
Patients and family members are prompted to create an athenahealth account when they register for the Patient Portal.

Following are instructions for a patient or family member who is creating a Patient Portal account for the first time from an email invitation or an athenaCommunicator notification email.

1. Click the Patient Portal link in the email.

In a Patient Portal invitation email, the link is Create My Account. In a lab result email, the link is View Results.

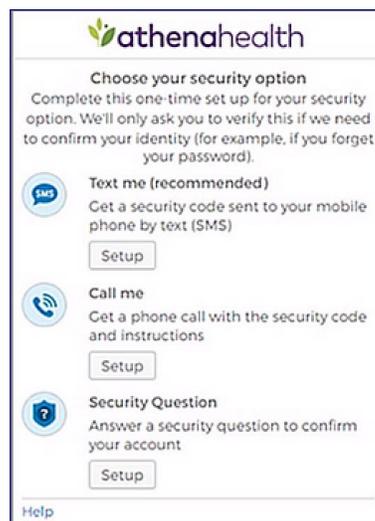
The Create your new password page appears.



The screenshot shows the 'Create your new password' page. At the top is the athenahealth logo. Below it is the heading 'Create your new password'. A message states: 'We use athenahealth to make it easier for you to log in to your online accounts with participating doctors' offices. To get started, set your password below.' There are three input fields: 'Email address' with the placeholder 'email@email.com', 'Password' with a masked field of seven dots and an eye icon, and 'Confirm Password' with a masked field of seven dots and an eye icon. Below the fields is a checked checkbox for 'I agree to the Terms and Conditions and Privacy Policy'. A blue 'Create account' button is at the bottom, with a 'Help' link below it.

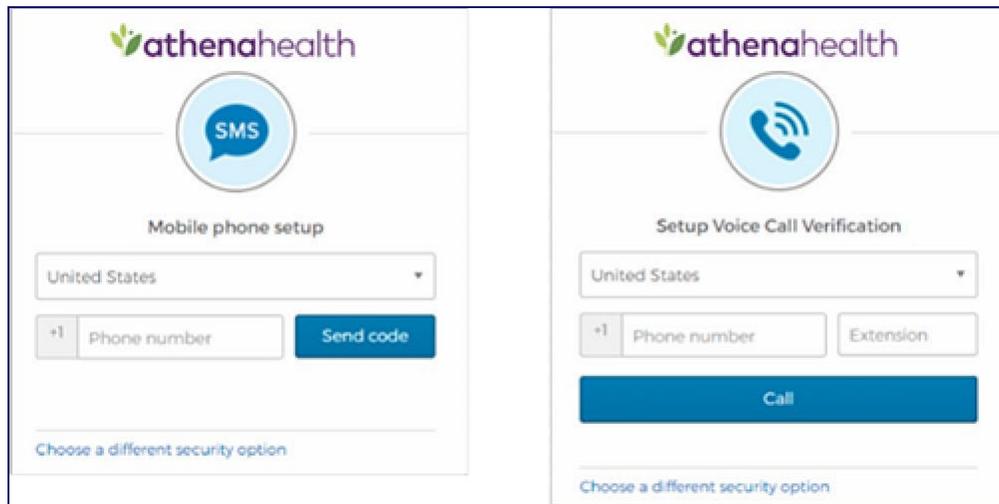
2. Confirm your email address and enter your password twice. After you review the Terms and Conditions and the Privacy Policy, check the box and click Create account.

You are prompted to select a security option to protect your account. This one-time setup enables you to confirm your identity in the future if you forget your password.



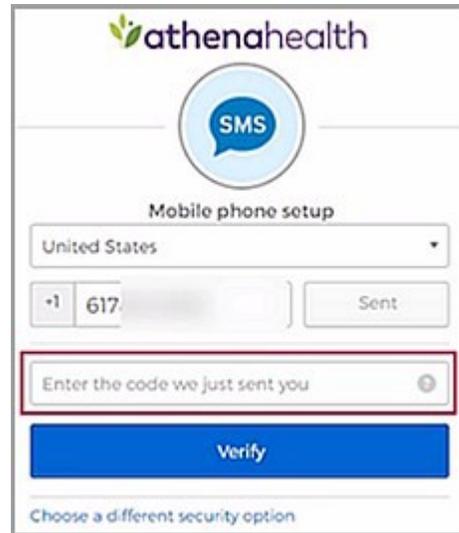
The screenshot shows the 'Choose your security option' page. At the top is the athenahealth logo. Below it is the heading 'Choose your security option'. A message states: 'Complete this one-time set up for your security option. We'll only ask you to verify this if we need to confirm your identity (for example, if you forget your password).' There are three options, each with a 'Setup' button: 'Text me (recommended)' with an SMS icon and description 'Get a security code sent to your mobile phone by text (SMS)'; 'Call me' with a phone icon and description 'Get a phone call with the security code and instructions'; and 'Security Question' with a question mark icon and description 'Answer a security question to confirm your account'. A 'Help' link is at the bottom.

3. Select a security option and then click the setup button below that option.
 - **Text me (recommended)** — Receive a verification code by text message.
 - **Call me** — Receive a verification code by phone call.
 - **Note:** Select this option if you entered the number of a landline phone.
 - **Security Question** — Select a security question from a list of questions.
4. If you selected **Text me** or **Call me**:
 - a. Enter your phone number and then click Send code (for text message) or Call (for phone call).



The verification code is sent to your phone.

- b. Enter the verification code you received by text message or phone call, and then click Verify.



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SMS

Mobile phone setup

United States

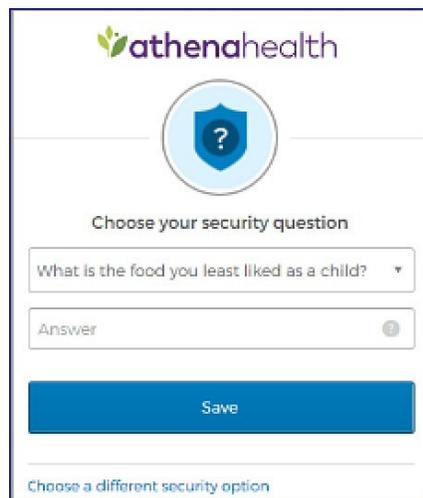
+1 617. Sent

Enter the code we just sent you

Verify

Choose a different security option

5. If you selected **Security Question**, select a question from the list, enter the answer, and then click Save.



athenahealth

Choose your security question

What is the food you least liked as a child?

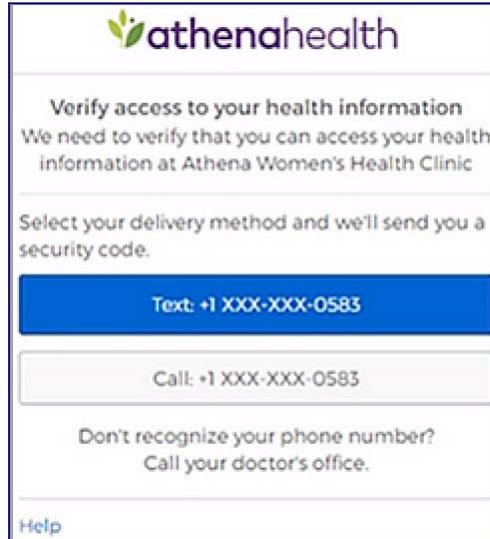
Answer

Save

Choose a different security option

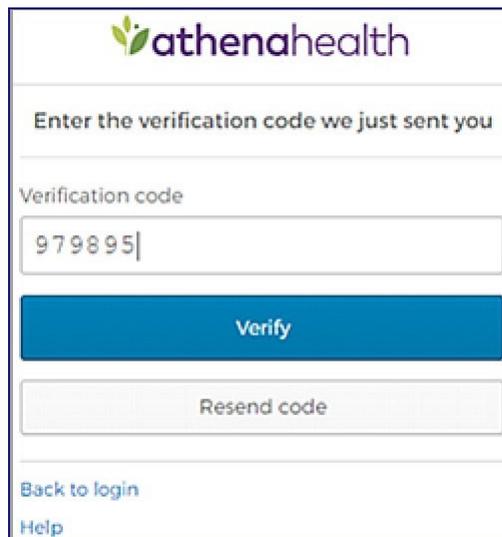
Important: If you enter any spaces or special characters (such as punctuation marks or underscores) in your answer, you will need to enter the same spaces and special characters in the future. The athenahealth account does not distinguish uppercase letters from lowercase letters.

6. If you set up a security question, or if you entered a recovery phone number that differs from the phone number in your patient record, you must verify access to the phone number on file with your healthcare provider.



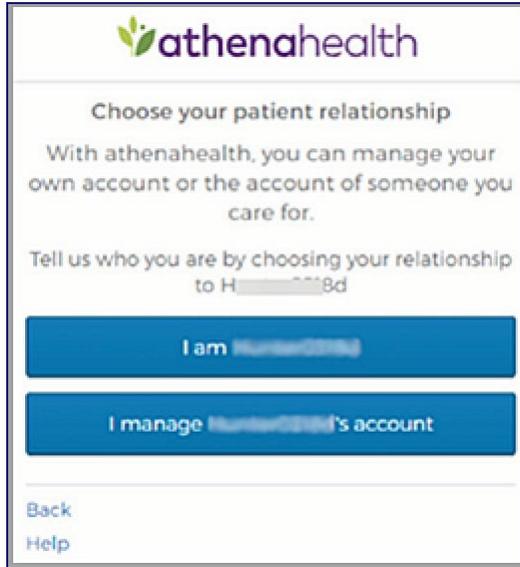
The screenshot shows the Athenahealth verification screen. At the top is the Athenahealth logo. Below it, the text reads: "Verify access to your health information. We need to verify that you can access your health information at Athena Women's Health Clinic." The next instruction is: "Select your delivery method and we'll send you a security code." There are two buttons: a blue "Text: +1 XXX-XXX-0583" button and a white "Call: +1 XXX-XXX-0583" button. Below these is the text: "Don't recognize your phone number? Call your doctor's office." At the bottom left is a "Help" link.

- a. Select **Text** or **Call** to receive a verification code at the phone number displayed in the message.
- b. Enter the verification code you received by text message or phone call, and then click Verify.



The screenshot shows the Athenahealth verification code entry screen. At the top is the Athenahealth logo. Below it, the text reads: "Enter the verification code we just sent you". There is a text input field labeled "Verification code" containing the number "979895". Below the input field are two buttons: a blue "Verify" button and a white "Resend code" button. At the bottom left are links for "Back to login" and "Help".

7. If you initiated your Patient Portal registration from a lab result email or during the online check-in workflow, you may see the Choose your patient relationship page. This page asks whether you are the patient or another person (family member or guardian) who manages the patient's account.



The screenshot shows the 'Choose your patient relationship' page. At the top is the athenahealth logo. Below it, the heading 'Choose your patient relationship' is followed by the text: 'With athenahealth, you can manage your own account or the account of someone you care for.' Below this is the instruction: 'Tell us who you are by choosing your relationship to H[redacted]8d'. There are two large blue buttons: 'I am [redacted]' and 'I manage [redacted]'s account'. At the bottom left, there are links for 'Back' and 'Help'.

8. Click I am <patient_name> or I manage <patient_name>'s account.
9. If you click I manage <patient_name>'s account, you must enter your name, email address, and date of birth. This information is associated with your athenahealth account.



The screenshot shows the 'Confirm your personal details' page. At the top is the athenahealth logo. Below it, the heading 'Confirm your personal details' is followed by the text: 'Please enter your own details, even if you are setting up a caregiver account to handle someone else's health information.' Below this are several input fields: 'Email address' with a placeholder '@gmail.com', 'First name' with a placeholder 'F', 'Last name' with a placeholder 'A', and 'Date of birth' with a dropdown menu set to 'June', and two input boxes for '20' and '1982'. A large blue 'Continue' button is at the bottom. A 'Help' link is at the bottom left.

10. Click Continue.
A confirmation page appears.
11. On the confirmation page, click Continue.
The home page of your Patient Portal appears.
Note: When you log in to the Patient Portal in the future, you will need to enter only your email address and password.