• Easy step-by-step instructions to sign up for the FLCH Patient Portal using the web:

Finger Lakes COMMUNITY HEALTH

1. Your first step is to provide a personal (non-work) email by contacting us at **PatientPortal@flchealth.org**. After doing so, you will receive an email from Finger Lakes Community Health **no-reply@eclinicalmail.com**. Check your inbox and junk or spam folders for this email.
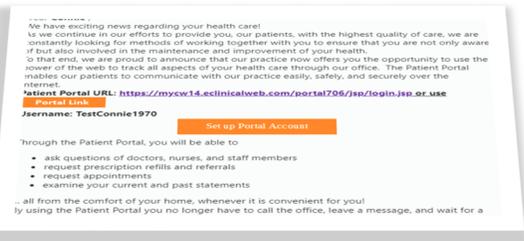
This is a sample of what the email will look like. To begin the process of accessing the patient portal, please click the "**Set Up Portal Account**" button.

SAMPLE EMAIL:

2. After you click on "**Set Up Portal Account**," you'll be asked to supply a telephone number and indicate how you would like to receive the verification code. Be sure to use the same phone number that you have on file with our health center. Enter the verification code.

VERIFY YOUR ACCOUNT:
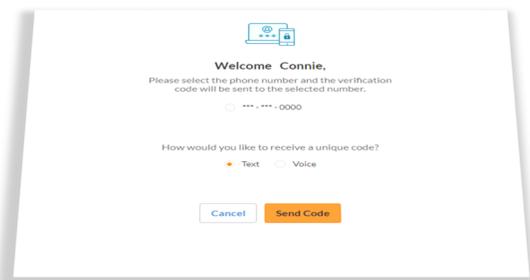
3. After entering the verification code, you will be brought to the **"Reset Password Screen."** This screen will allow you to choose a password of your own. After doing so, click **"Next."**

The following screen will ask you to set up a security question. After doing so, click **"Next."**

SET UP PASSWORD & SECURITY QUESTION:

4. You will now need to consent to the online communication guidelines. This is a 2-step process. After reading the consent, click the **"Agree and Next"** button on the first screen. Then check the **"I Have Read The Consent Form And Above Information"** box on the second screen and **"Agree."**

Once you have completed these steps, it will take you to the dashboard of your Patient Portal.

AGREE TO CONSENT FORM:

5. Once logged in, you will be taken to the main page of your portal. This is called your "dashboard." Here, you will be able to see your upcoming appointments, list of medications, and so much more!

AGREE TO CONSENT FORM:
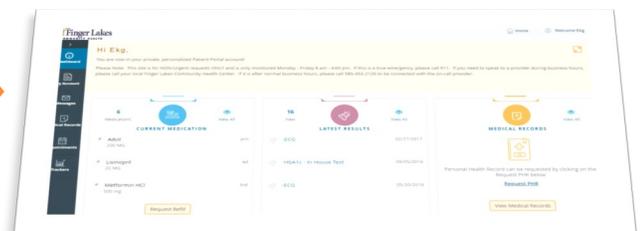
Questions? Please email PatientPortal@flchealth.org

- # Easy step-by-step instructions to sign up for the FLCH Patient Portal using your phone:

Finger Lakes
COMMUNITY HEALTH

1. *If you've already received your username and password, skip to Step #2.* Otherwise, your first step is to provide a personal (non-work) email by contacting us at **PatientPortal@flchealth.org.** After doing so, you will receive an email from Finger Lakes Community Health **no-reply@eclinicalmail.com**. Check your inbox and junk or spam folders for this email.
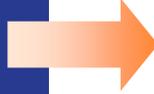
This is a sample of what the email will look like. To begin the process of accessing the patient portal, please click the URL and follow the prompts to create your password.

SAMPLE EMAIL:

Dear Connie,
We have exciting news regarding your health care!
As we continue in our efforts to provide you, our patients, with the highest quality of care, we are constantly looking for methods of working together with you to ensure that you are not only aware of but also involved in the maintenance and improvement of your health.
To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the web to track all aspects of your health care through our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the internet.
Patient Portal URL: **https://mycw14.eclinicalweb.com/portal706/jsp/login.jsp or use**
Portal Link
Username: TestConnie1970
Set up Portal Account

Through the Patient Portal, you will be able to
- ask questions of doctors, nurses, and staff members
- request prescription refills and referrals
- request appointments
- examine your current and past statements

... all from the comfort of your home, whenever it is convenient for you!
By using the Patient Portal you no longer have to call the office, leave a message, and wait for a

2. Next, go to the App Store on your phone and download the Healow app. Please be aware that this app will take up storage space on your phone.
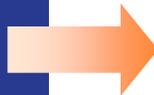
HEALOW APP:

h Healow

3. Open the Healow app. This is the screen that will appear on your phone. Click "**Get Started**."
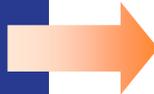
SCREEN SHOT:

4. This is the log-in screen that will appear next. Enter the FLCH code **HCGGAA** in the box on the bottom of the screen. On the following screen, enter your username and password for your Patient Portal account.
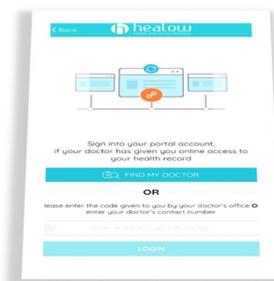
PLEASE NOTE: If you've forgotten your username or password, it can be reset by emailing PatientPortal@flchealth.org or by asking a front desk representative to reset it for you while you are on site.

LOG-IN SCREEN:

h healow
Sign into your portal account.
If your doctor has given you online access to your health record
FIND MY DOCTOR
OR
Please enter the code given to you by your doctor's office or enter your doctor's contact number
LOGIN

INSIDE THE HEALOW APP:

Connie Laursen

5. This is what the main screen of the Healow App looks like. You can click on any of the links to access your information.

Questions? Please email PatientPortal@flchealth.org