

# Getting Started

## Requesting a Patient Access Account

1. The Patient Access account must be requested from the hospital or facility. The facility administrator will set up an account and provide you with a **User Validation Code**.

**User Validation Key Code: g7M6Kc**

**Self-Registration email.** An email message has been sent from the Patient Access portal to the primary email account you provided during the Patient Authentication process. The email message contains instructions to complete the self-registration process and setup your user account within the Patient Access portal. If you haven't received the email, contact the office which setup your account.

**How to use the Validation Code.** The user validation key code displayed above is a secure key generated during the Patient Access authentication process. You must enter this validation key code exactly as it appears after following the link contained in the self-registration email in order to access your health records within

2. Upon receipt of the personalized User Validation Code, an email containing a **secure link to the Patient Access portal** will be sent to the email address provided.
3. If the **User Validation Code** is misplaced, please contact the office that set up the Patient Access portal.

## Validating your Patient Account

1. Log in to the email account registered for Patient Access.
2. Open the **New User Welcome email**. If the secure email is not received, check in spam or contact the office that set up the Patient Access account.
3. Select the **Click Here link** within the secure email. A new browser window will launch the Patient Access Portal.

From: noreply@mobilemd.com  
 To:  
 Cc:  
 Subject: Welcome new user

Hello

This email message was sent by the Patient Access portal to the primary email account you provided during the user authentication process. To complete the self-registration process and setup your user account within Patient Access portal [click here](#)

This web link is unique to your access request and can only be used with the matching validation code provided to you by our staff.

4. Enter **User Validation Code**, then select **Submit**.

### Patient Access Portal

This page allows you to complete the self-registration process and setup a user account with the Patient Access Portal.

#### How to use the Validation Code

Enter your validation key code in the box below exactly as provided to you. You will be directed to a self-registration page allowing you to create a user account with access to your authorized health records within the Patient Access Portal.

Enter your Validation Code:



5. A personalized username is auto-generated and prepopulated in the **Username** field. Continue with the **prepopulated username** or select a **new Username**.
6. Enter a personalized **password**, then confirm password.
7. Select **Create** to continue.
8. A pop-up window will confirm that the Provisioning Request is complete. The screen will default to Patient Access User Logon.
9. Logon using the **Username and Password**.

## Initial Patient Access Logon

1. Enter **Username and Password**.
2. Select **Logon** to continue.
3. Complete the **Password recovery Security Questions**, a total of three.
4. Select **Save Answer** to continue.

**Password Recovery Security Question Setup**

In order to recover a forgotten password, you must be able to correctly answer the security challenge questions setup for your account.

The system policy states that you must answer 2 required question(s) and 1 user selected question(s) in order to reset your password.

If you would like to skip the setup of these questions, [click here](#). You will be prompted to setup your security questions each time you logon.

Select Question: What is your date of birth? (MM/DD/YYYY)

Enter Answer:

5. Upon completion of security questions, a pop up screen will confirm the Security Questions have been successfully completed.
6. Click **Finish** to complete. Screen will default to Patient Access Portal home page.

## Change Password

1. Enter **Username and Password**.
2. Select **Logon** to continue.
3. Select **Change Password** in the menu options.

Home | My Account | **Change Password** | Contact Us | Help | Logout

4. Enter **Old Password**.
5. Enter **New Password**.
6. Retype **New Password**.
7. Select **OK** to update.

Old password:

New password:

Retype new:

 

### Having trouble with your Patient Access Account?

Simply click the **Contact Us** link to access our contact information. Our knowledgeable staff are here to help.

**Please Note:** When e-mailing MobileMD, please do not include Patient Health Information that includes Patient Name, Date of Birth, Social Security Number, etc. If this information is necessary to describe the issue, please call the numbers listed above.