

# FollowMyHealth® set up guide

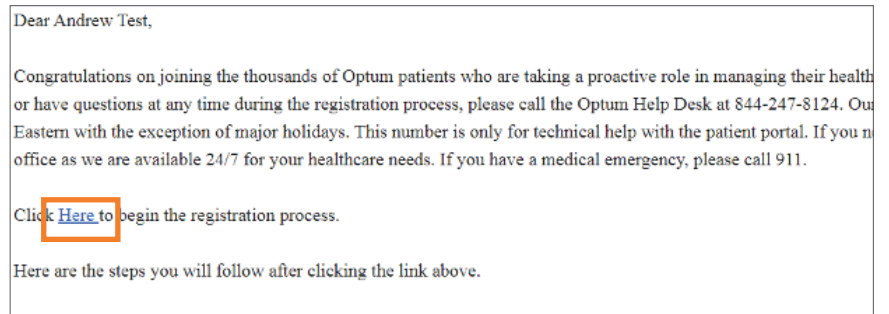
Web browsers



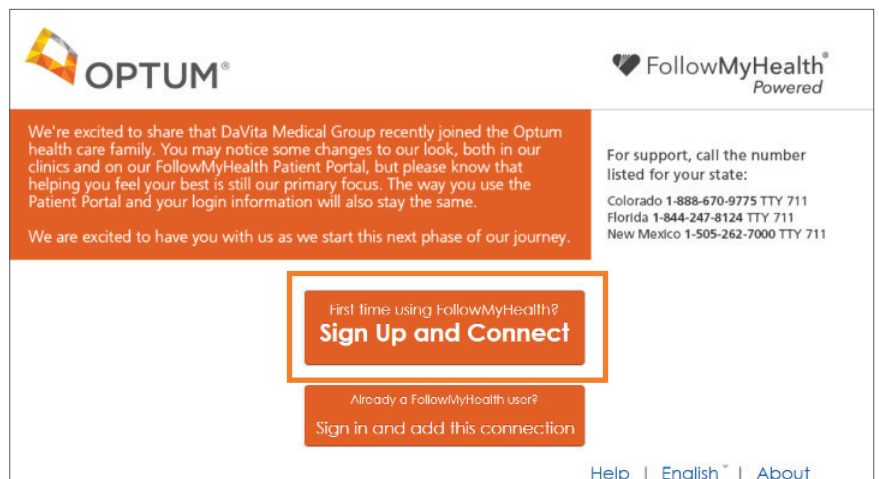
Take control of your health. With FollowMyHealth®, it's never been easier. The FollowMyHealth® patient portal will give you 24-hour access to your medical records as well as many other benefits such as; the ability to request prescription refills, access video visits and send a secure message to your doctor.

## FollowMyHealth® set up instructions for web browsers

**Step 1:** You will receive an email explaining the registration process. To start, click the **here** link.



**Step 2:** On the next screen, click on **Sign up and Connect.**



**Step 3:** Enter a username and password. We recommend using your email address as your username. Use the guide to create a strong password. Click **Confirm and Continue.**

### Sign Up and Connect

Create Username (Tip: Use your email address)

- ✓ Cannot contain the characters /, ?, #, or \
- ✓ If using your email, must be a valid email address

Create Password

✗ Must be at least 8 characters

✗ Must contain at least one number

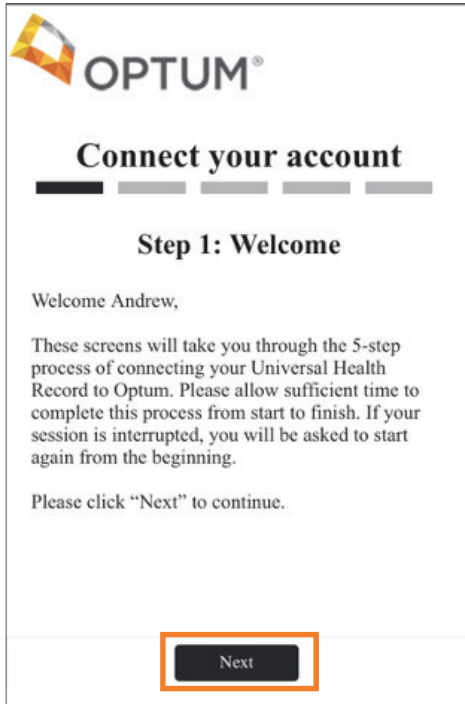
✗ Must contain at least one special character. For example: !@#\$%^&\*()-

✗ Passwords must match

<< Back **Confirm and Continue**

## FollowMyHealth® set up (continued)

**Step 4:** Click **Next** to be taken through the account creation process.



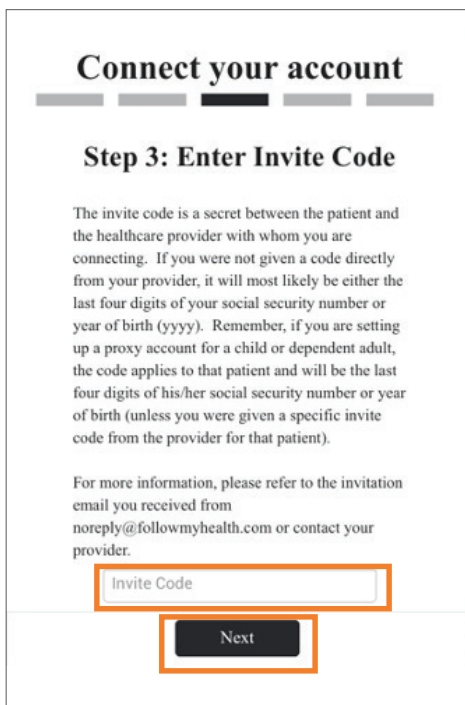
The screenshot shows the 'Connect your account' header with the OPTUM logo. Below it is 'Step 1: Welcome'. The text reads: 'Welcome Andrew, These screens will take you through the 5-step process of connecting your Universal Health Record to Optum. Please allow sufficient time to complete this process from start to finish. If your session is interrupted, you will be asked to start again from the beginning. Please click "Next" to continue.' At the bottom, there is a 'Next' button highlighted with an orange box.

**Step 5:** Read the Terms of Service and click **I Accept**.



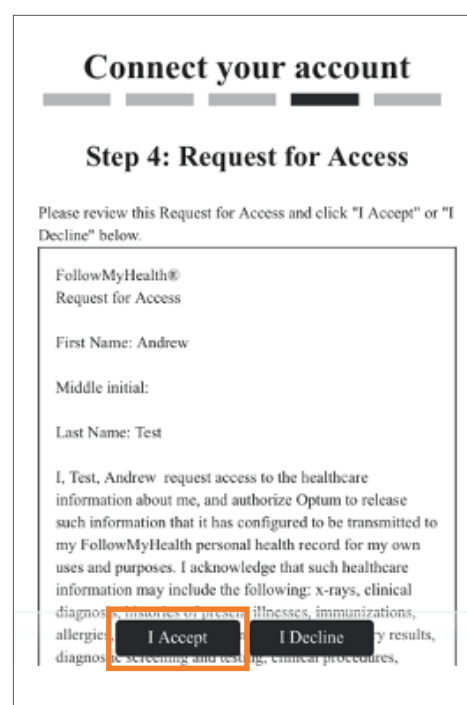
The screenshot shows the 'Connect your account' header with the OPTUM logo. Below it is 'Step 2: Accept Terms of Service'. The text reads: 'Please review the terms of service below: FollowMyHealth Universal Health Record Terms of Use Welcome to the FollowMyHealth Universal Health Record. All users of this web site, as well as the FollowMyHealth Universal Health Record and all related products and services (collectively, the "Service"), are subject to the following terms and conditions of use (the "Terms of Use").' At the bottom, there are two buttons: 'I Accept' and 'I Decline', both highlighted with orange boxes.

**Step 6:** Enter an invite code. This is the year you were born in full (e.g., 1960) and click **Next**.



The screenshot shows the 'Connect your account' header with the OPTUM logo. Below it is 'Step 3: Enter Invite Code'. The text reads: 'The invite code is a secret between the patient and the healthcare provider with whom you are connecting. If you were not given a code directly from your provider, it will most likely be either the last four digits of your social security number or year of birth (yyyy). Remember, if you are setting up a proxy account for a child or dependent adult, the code applies to that patient and will be the last four digits of his/her social security number or year of birth (unless you were given a specific invite code from the provider for that patient). For more information, please refer to the invitation email you received from noreply@followmyhealth.com or contact your provider.' At the bottom, there is an input field for 'Invite Code' and a 'Next' button, both highlighted with orange boxes.

**Step 7:** Read the **Request for Access** and click **I Accept**. Your FollowMyHealth® account will then be created. This may take a few minutes to complete. Please do not turn off or restart your personal computer or laptop.



The screenshot shows the 'Connect your account' header with the OPTUM logo. Below it is 'Step 4: Request for Access'. The text reads: 'Please review this Request for Access and click "I Accept" or "I Decline" below.' The request details are: 'FollowMyHealth® Request for Access First Name: Andrew Middle initial: Last Name: Test I, Test, Andrew request access to the healthcare information about me, and authorize Optum to release such information that it has configured to be transmitted to my FollowMyHealth personal health record for my own uses and purposes. I acknowledge that such healthcare information may include the following: x-rays, clinical diagnosis, procedures or prescriptions, illnesses, immunizations, allergies, screening and testing, laboratory results, diagnostic screening and testing, clinical procedures.' At the bottom, there are two buttons: 'I Accept' and 'I Decline', both highlighted with orange boxes.

You are now logged into FollowMyHealth®

The screenshot shows the Optum FollowMyHealth user dashboard. At the top, there is a navigation bar with the Optum logo on the left and several utility links: "Send a Message", "Schedule an Appointment", "Hello" (with a user icon), "My Account" (with a dropdown arrow), "English" (with a dropdown arrow), and a search icon. Below the navigation bar is a secondary menu with "Home", "Messages", "My Health" (with a dropdown arrow), and "Wellness".

The main content area is divided into several sections:

- Health Summary:** Features a placeholder profile picture and a table of personal health information:

Age	44
Birth Sex	Female
Blood Pressure	144/99 mm Hg
Primary Insurance	Humana POS FFS
- Appointments:** Includes a search input field, "Schedule" and "Export" buttons, and filter tabs for "Upcoming", "Past", and "Other". Below the filters, it states "You have no upcoming appointments."
- Action Center:** A notification bar at the bottom left of the dashboard area that says "You have 2 unread messages in your Inbox." with a red exclamation mark icon.
- Recent Activity:** A section at the bottom right with "Previous" and "Next" navigation buttons and "Page 1 of 2" in the center.

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