

# YOUR GUIDE TO THE PATIENT PORTAL

1. When you arrive at the “Confirm Your Sign in Email Address” Screen Make sure you have entered the correct email address.

**Please only click continue one time. Clicking continue more than one time will cause an error and we will have to start the entire process over.**

2. After clicking continue, it may take 30 seconds to confirm your email address. It might appear that nothing is happening but it is processing in the background.

Confirm Your Sign In Email Address

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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

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**

3. An “Email Sent” page will open.
4. Click the Blue Continue button one time.
5. This will open a new page.

Email Sent

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✓ Success

We just sent a confirmation email and PIN Code to ju @gmail.com. 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

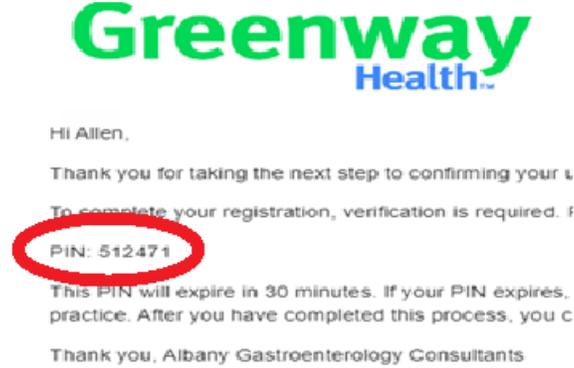
**Continue**

**PLEASE DO NOT CLOSE ANY OF YOUR OPEN WINDOWS. CLOSING ANY WINDOWS COULD CAUSE THE PROCESS TO FAIL AND YOU WILL HAVE TO START OVER**

6. Please open the email that you just confirmed in a new browser or tab.
7. Check for an email from [NoReply@greenwayhealth.com](mailto:NoReply@greenwayhealth.com) with a subject of Greenway Health - One Time PIN

**PLEASE DO NOT CLOSE ANY WINDOWS**

8. When you open this email it will present you with a PIN. Make a copy of this PIN



9. Return to the previous tab and create a new password

**Ensure that your password is between 14 - 64 characters.**

10. Enter the PIN from the previous screen

11. Click Save Password.

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 \*

Confirm New Password \*

Enter PIN Code \* 

[Resend Email](#)

Start Over

Save Password