

Patient Portal Registration

→→ NEXT STEPS

St. Joseph Health 
St. Joseph Heritage Healthcare

- 1 EMAIL:** Look for your email invitation from FollowMyHealth at noreply@followmyhealth.com. Be sure to check your Junk/Spam folder. If it has been over 48-hours since your in-office registration, and you have not received an email, please contact us at (855) 560-6645.
- 2 REGISTER:** Open email invitation and click the "Register Now" with FollowMyHealth link (embedded in the email invitation). You will be directed to the St. Joseph Health patient login screen.
- 3 LOG-ON AUTHENTICATION:** You will be prompted to select one of five log-on authentication icons: Facebook, Gmail, Yahoo, Windows Live or Cerner Health account. If you do not have an account with any of these service carriers, you can elect to create a unique username and password through Follow My Health or you can create a new account with one of the available service carriers, which will be used to verify your identity. Below are directions for creating a Google account.
- 4 ENTER USERNAME AND PASSWORD:** On the **New Connections** window, enter your 4-digit invitation code. Once entered:
 - Review and accept:
 - FollowMyHealth Terms of Use
 - HIPAA Agreement (Confidentiality Agreement) Terms of Use
- 5 PERSONAL HEALTH INFORMATION MIGRATION:** After accepting Terms of Use, you will see a screen showing the migration of your personal health information transferring into your account. The transfer could take up to five minutes, depending on the size of your medical record.
- 6 CONNECTION:** Congratulations!! You are now connected and have access to your medical record.

Connect your account

Step 2: Enter Invite Code

This code is a secret between you and the health care provider you are connecting to. Often, it is either the last four digits of your social security number or your year of birth (yyyy). For more information, consult your invitation email or contact this health care provider.



TROUBLESHOOTING

Not receiving Emails: If you did not receive the invitation, your email provider may require the domain [@followmyhealth.com](mailto:noreply@followmyhealth.com) be added to your safe sender list before you are able to receive emails.

Regardless of your email domain, feel free to add us (noreply@followmyhealth.com and patientportal@stjoe.org) as a safe sender to ensure all of our emails will arrive in your inbox. Depending on your carrier, this can be set up in the Settings, Option or Preference menu.



HOW TO SET UP A GOOGLE ACCOUNT FOR YOUR COMPUTER

- 1) Go to google.com
- 2) Click on gmail icon
- 3) Create an account
- 4) Follow prompts



ADDITIONAL SUPPORT

If you have any questions or need additional support, please contact us directly at **(855) 560-6645** or email us at patientportal@stjoe.org.