



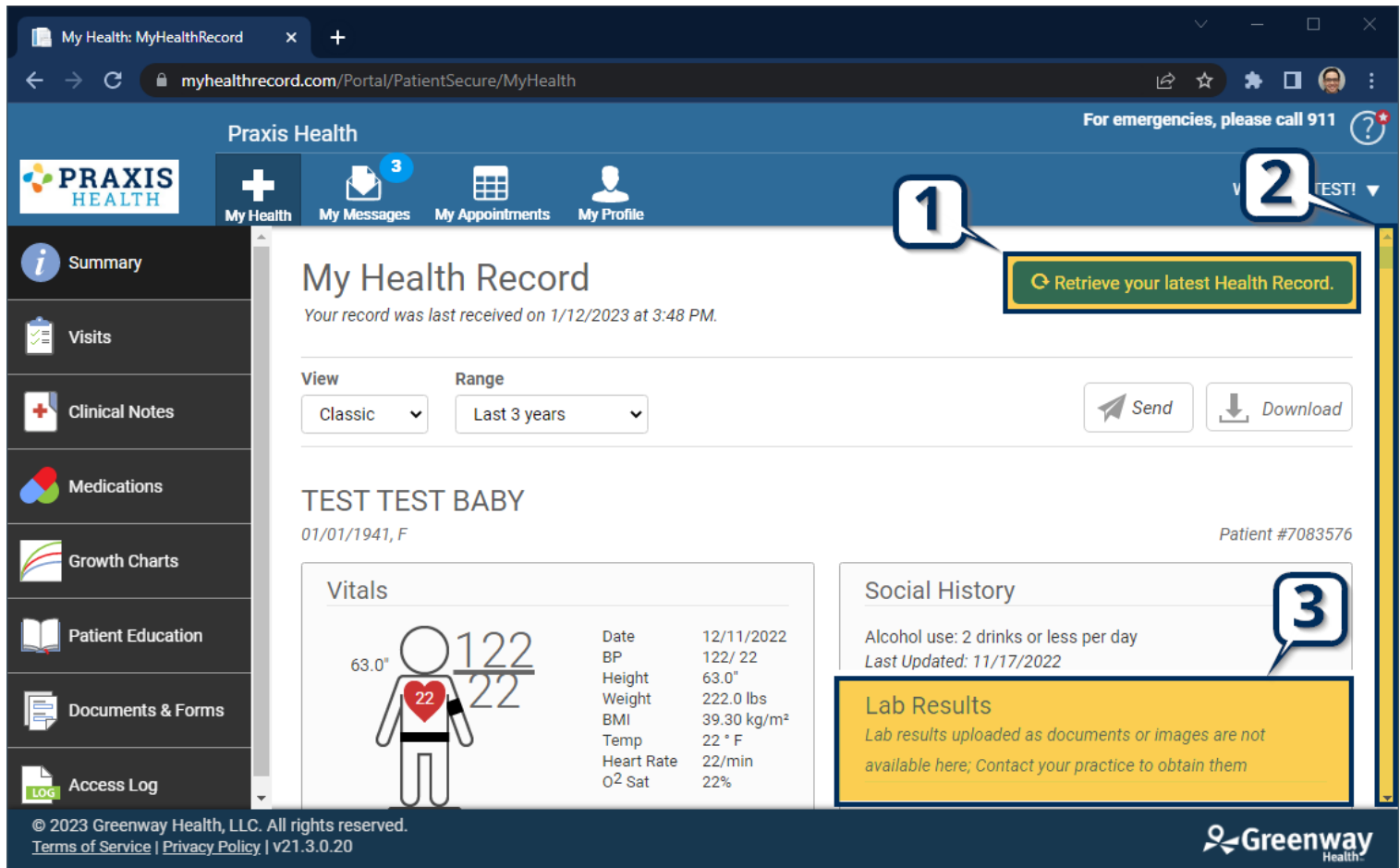
## *My Health Record Troubleshooting Guide*

If you are having difficulties logging in or registering for MyHealthRecord, please ensure the following:

- You are not in your browser's incognito mode.
- You are not connecting from outside of the United States, nor have a Proxy or VPN (Virtual Private Network) pointing to an address outside of the continental United States.
- Your computer is not running *Microsoft Windows XP* or *Microsoft Windows Vista* operating systems.
- Your computer and browser have received the most recent security updates.
- Your browser is allowed to receive cookies from MyHealthRecord.
- Your internet connection is strong and stable.

If you are unsure of any of these or one does apply to your computer/device, please contact a friend/family member to help. **Praxis Health and your clinic cannot help you with issues related to your computer.** You can also try accessing MyHealthRecord.com using another device, such as your phone. **Use the phone's browser; there is no phone app for MyHealthRecord.com!**

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The screenshot shows the Praxis Health My Health Record portal. The top navigation bar includes links for My Health, My Messages, My Appointments, and My Profile. A callout box labeled '1' points to the 'Retrieve your latest Health Record' button. Another callout box labeled '2' points to the 'TEST!' dropdown menu. The main content area displays the patient's health record, including vital signs, social history, and a section for lab results. A callout box labeled '3' points to the 'Lab Results' section, which contains a message stating that lab results are not available here and to contact the practice for more information.

**My Health Record**  
Your record was last received on 1/12/2023 at 3:48 PM.

View: Classic | Range: Last 3 years | Send | Download

**TEST TEST BABY**  
01/01/1941, F | Patient #7083576

**Vitals**

63.0"	122	Date	12/11/2022
	22	BP	122/ 22
		Height	63.0"
		Weight	222.0 lbs
		BMI	39.30 kg/m <sup>2</sup>
		Temp	22 ° F
		Heart Rate	22/min
		O <sub>2</sub> Sat	22%

**Social History**  
Alcohol use: 2 drinks or less per day  
Last Updated: 11/17/2022

**Lab Results**  
Lab results uploaded as documents or images are not available here; Contact your practice to obtain them

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Retrieve your latest Health Record.

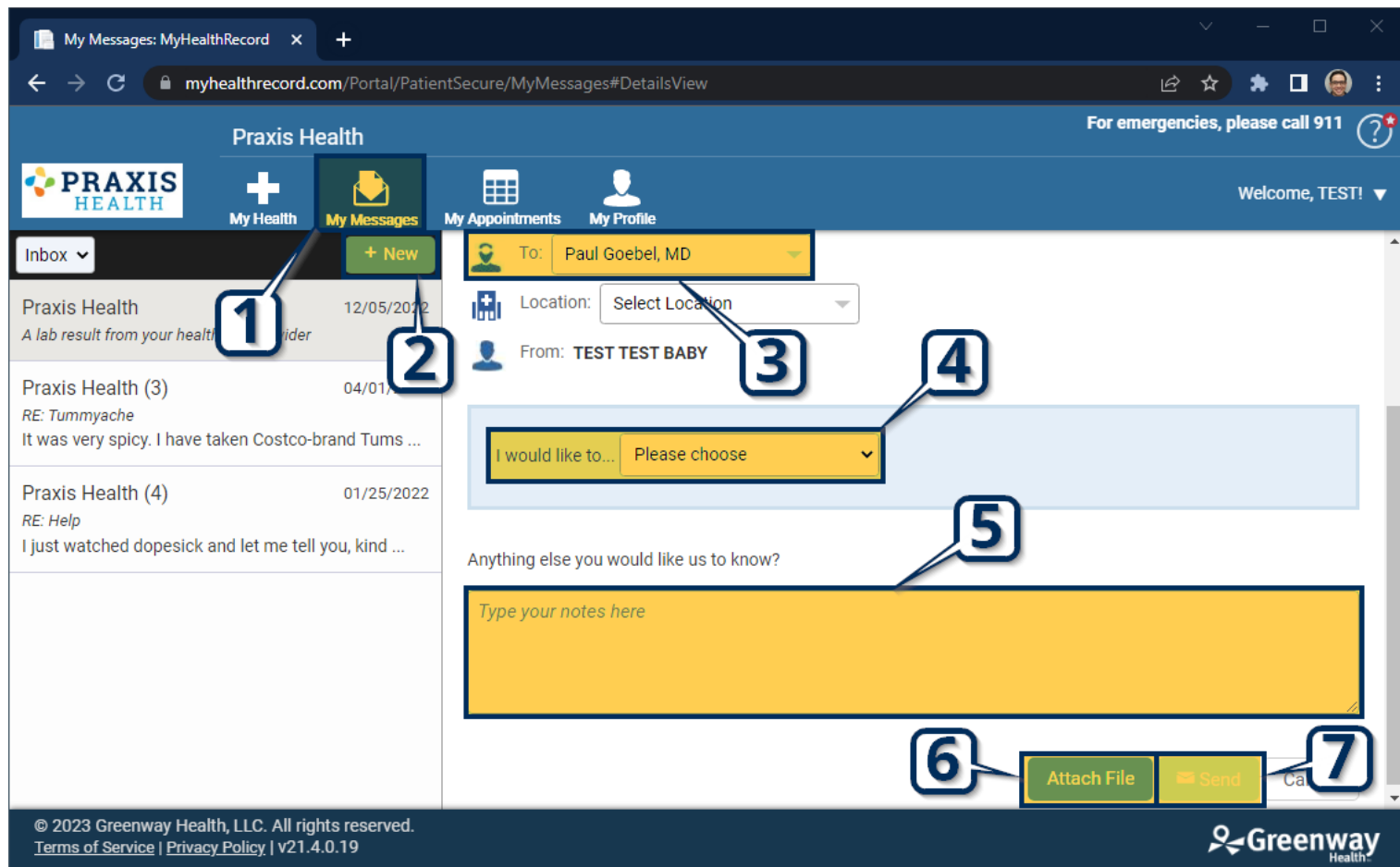
1. Select **Retrieve your latest Health Record**.



2. Scroll down the page until you see **Lab Results**.

**Lab Results**  
Lab results uploaded as documents or images are not available here; Contact your practice to obtain them

3. **Lab Results** are visible in the right-hand column.



The screenshot shows the Praxis Health web portal. The top navigation bar includes 'My Health', 'My Messages' (highlighted with a blue box and callout 1), 'My Appointments', and 'My Profile'. Below this is an 'Inbox' section with a list of messages. The 'My Messages' section is highlighted with a blue box and callout 2, containing a '+ New' button. The 'To:' field is set to 'Paul Goebel, MD' (callout 3). The 'Location' dropdown is set to 'Select Location' (callout 4). The 'From:' field is set to 'TEST TEST BABY' (callout 5). The 'Reason' dropdown is set to 'Please choose' (callout 6). The 'Message' text area is highlighted with a blue box and callout 7. The 'Attach File' button is highlighted with a blue box and callout 8. The 'Send' button is highlighted with a blue box and callout 9.



My Messages

+ New



To: Paul Goebel, MD

I would like to... Please choose

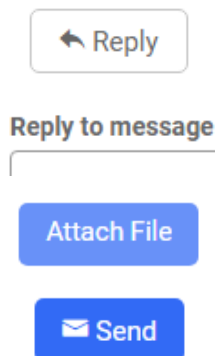
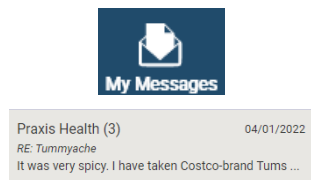
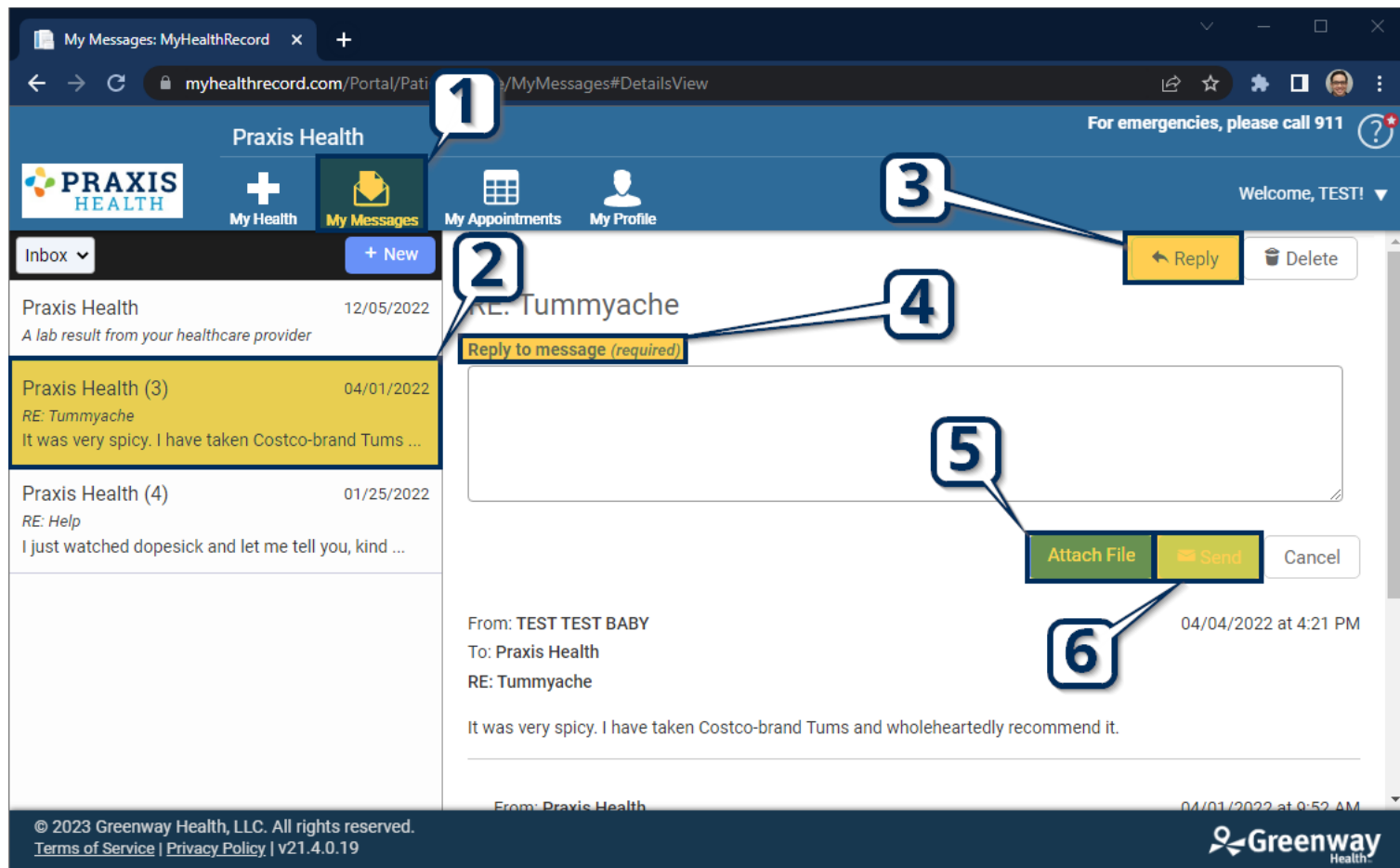
Anything else you would like us to know?

Type your notes here

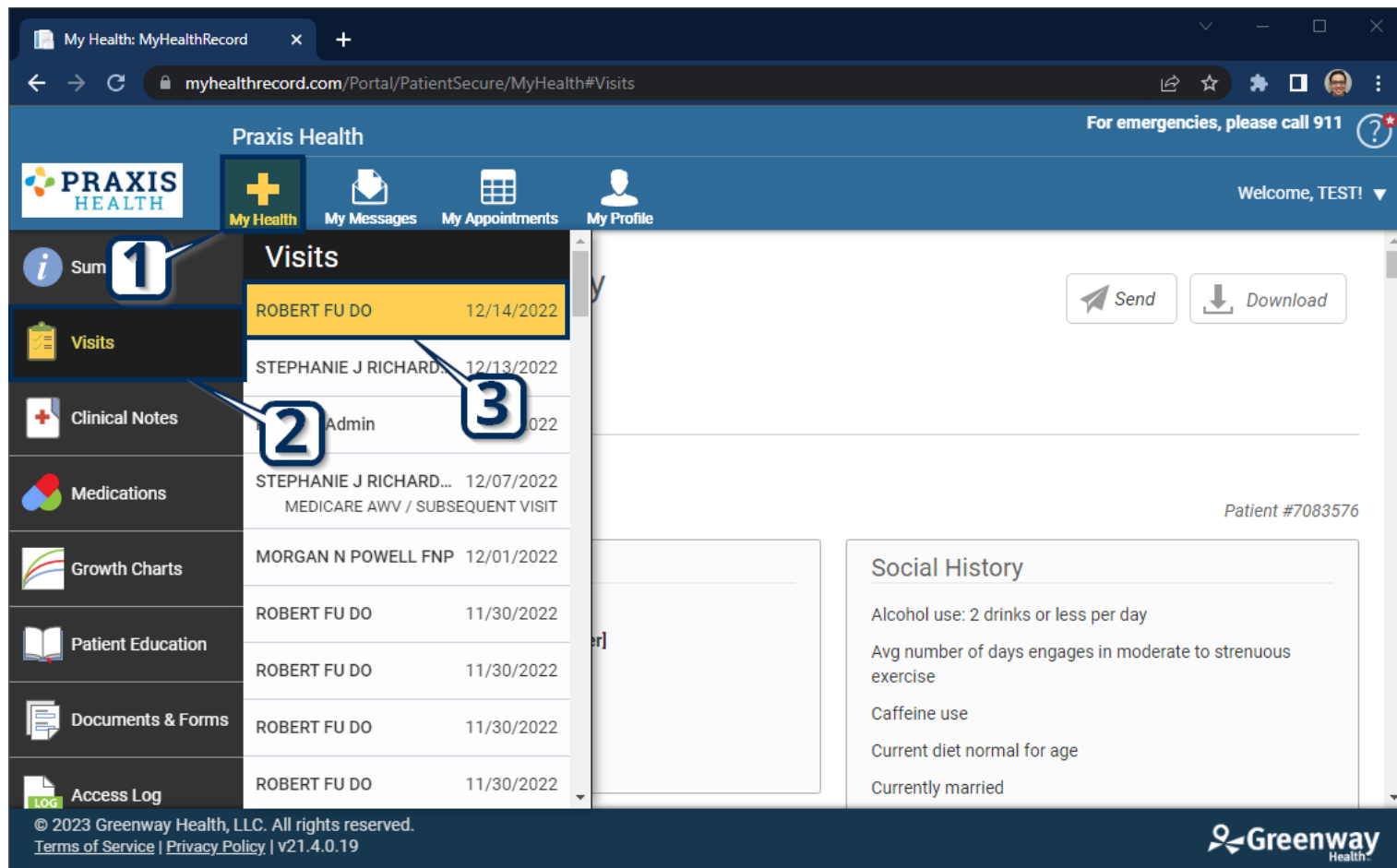
Attach File

Send

1. Select **My Messages** from the top bar.
2. Select **New** to create a new message.
3. Select **Provider** to send message to.
4. Select **Reason** for message.
5. Enter your **Message** into the box in the center of the screen.
6. *If desired, select **Attach File** to send a document or image with the message.*
7. Select **Send** to send message.



1. Select **My Messages** from the top bar.
2. Select specific **Conversation** on left-hand side.
3. Select **Reply** to send message back to the provider/clinic
4. Enter your **Message** into the box in the center of the screen.
5. *If desired, select **Attach File** to send a document or image with the message.*
6. Select **Send** to send message.



My Health: MyHealthRecord

myhealthrecord.com/Portal/PatientSecure/MyHealth#Visits

Praxis Health

For emergencies, please call 911

Welcome, TEST!

My Health My Messages My Appointments My Profile

Sum Visits Clinical Notes Medications Growth Charts Patient Education Documents & Forms Access Log

Visits

Patient Name	Provider	Date
ROBERT FU DO		12/14/2022
STEPHANIE J RICHARD...	Admin	12/13/2022
STEPHANIE J RICHARD...		12/07/2022
MEDICARE AWV / SUBSEQUENT VISIT		
MORGAN N POWELL FNP		12/01/2022
ROBERT FU DO		11/30/2022
ROBERT FU DO		11/30/2022
ROBERT FU DO		11/30/2022
ROBERT FU DO		11/30/2022

Patient #7083576

Social History

Alcohol use: 2 drinks or less per day

Avg number of days engages in moderate to strenuous exercise

Caffeine use

Current diet normal for age

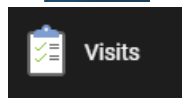
Currently married

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[Terms of Service](#) | [Privacy Policy](#) | v21.4.0.19

Greenway Health



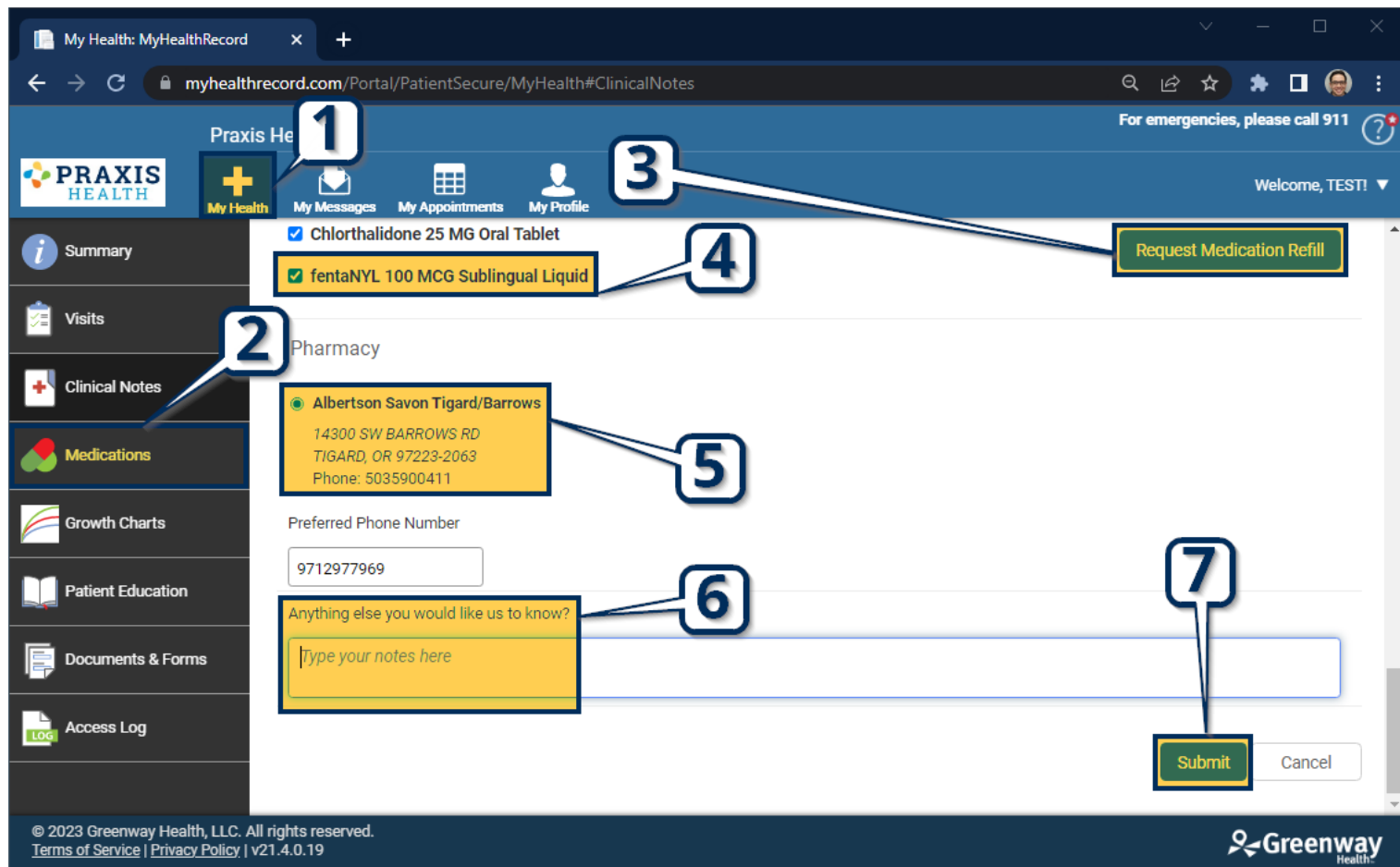
1. Select **My Health** from the top bar.



2. Select **Visits** to view after-visit summary.

ROBERT FU DO 12/14/2022

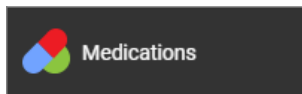
3. Select **Appointment Date/Provider** to view specific summary.



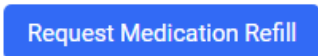
The screenshot shows the MyHealthRecord portal interface. The top navigation bar includes 'My Health' (1), 'My Messages', 'My Appointments', and 'My Profile' (3). The left sidebar contains 'Summary', 'Visits' (2), 'Clinical Notes', 'Medications', 'Growth Charts', 'Patient Education', 'Documents & Forms', and 'Access Log'. The main content area displays a list of medications: 'Chlorthalidone 25 MG Oral Tablet' and 'fentaNYL 100 MCG Sublingual Liquid' (4). Below the medications is a section for 'Pharmacy' with details for 'Albertson Savon Tigard/Barrows' (5). A 'Preferred Phone Number' field contains '9712977969' (6). A text area for 'Anything else you would like us to know?' is also present (6). A 'Request Medication Refill' button is located at the top right, and a 'Submit' button is at the bottom right (7).



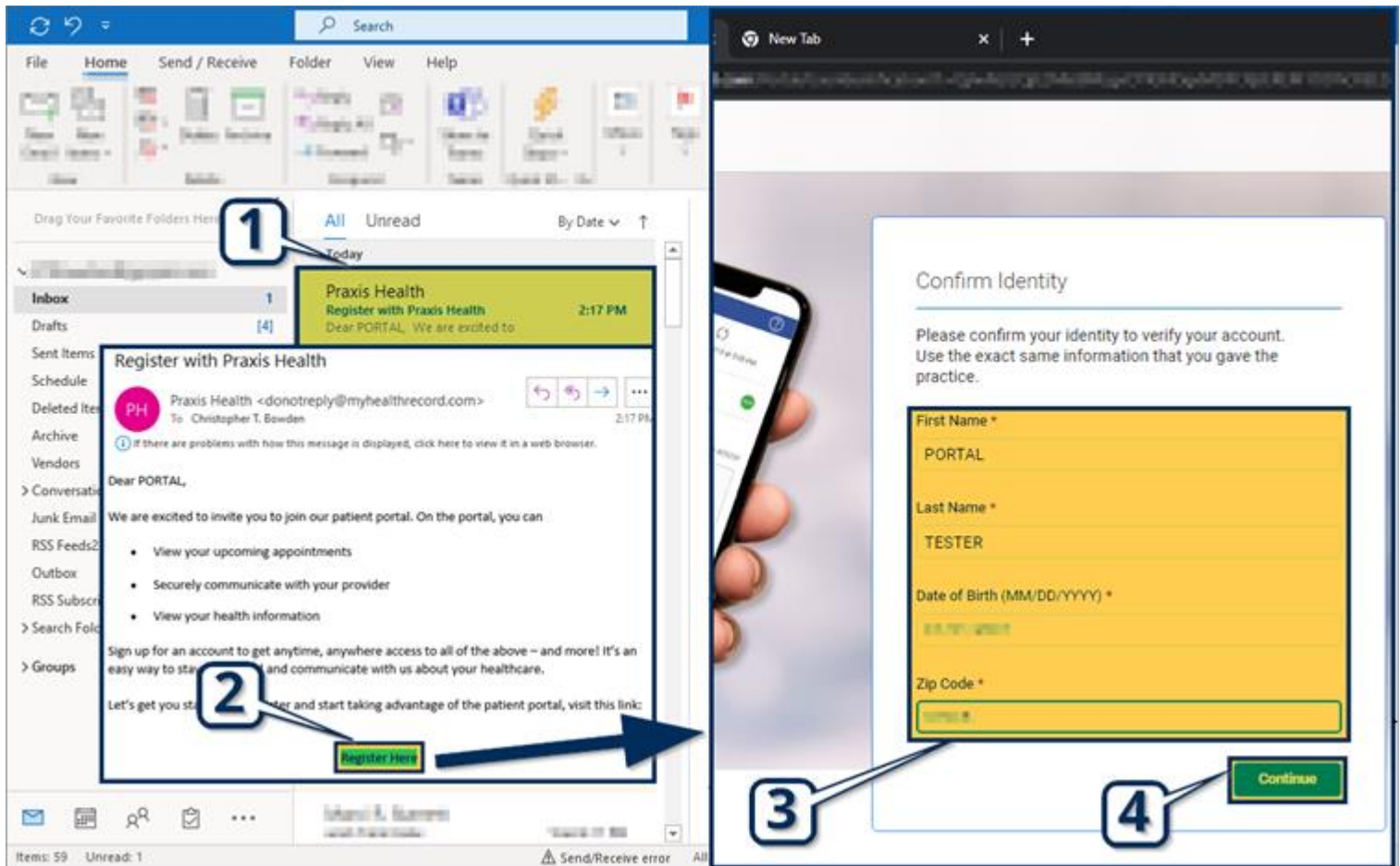
1. Select **My Health** from the top bar.



2. Select **Visits** to view after-visit summary.



3. Select **Appointment Date/Provider** to view specific summary.



Register with Praxis Health

PH Praxis Health <donotreply@myhealthrecord.com>  
To: Christopher T. Bowden

[Register Here](#)

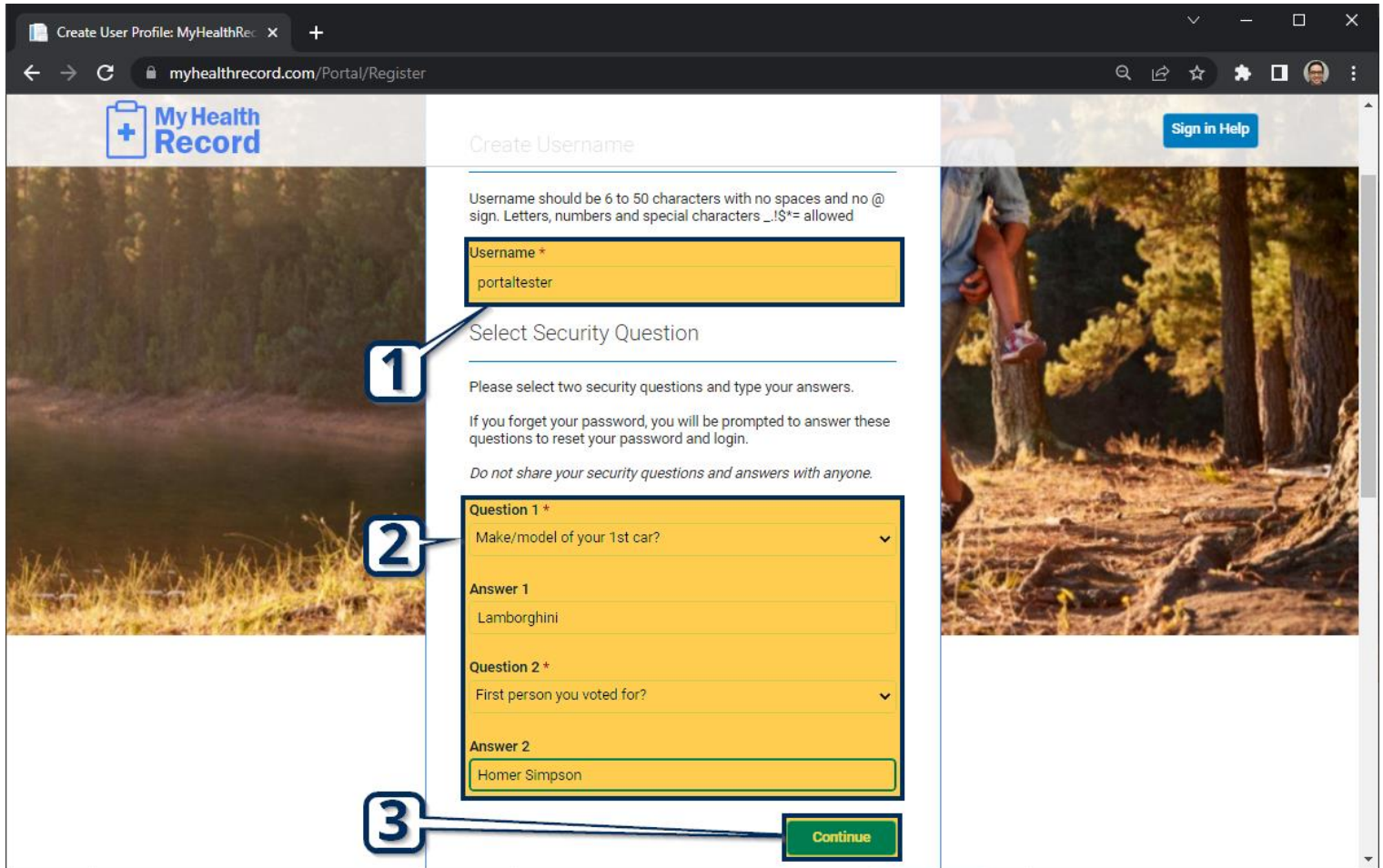
First Name \*

First Name

[Continue](#)

1. After staff send you a portal invitation, look for an email from **Praxis Health**.
2. Open the email and select **Register Here**.
3. Enter your information including **Name**, **Date of Birth**, and **Zip Code**.
4. Select **Continue** to proceed.





Create Username

Username should be 6 to 50 characters with no spaces and no @ sign. Letters, numbers and special characters \_!\$\*= allowed

Username \*

portaltester

1

Select Security Question

Please select two security questions and type your answers.

If you forget your password, you will be prompted to answer these questions to reset your password and login.

Do not share your security questions and answers with anyone.

2

Question 1 \*

Make/model of your 1st car? ▼

Answer 1

Lamborghini

Question 2 \*

First person you voted for? ▼

Answer 2

Homer Simpson

3

Continue

Username

Username

1. Enter **Username**.

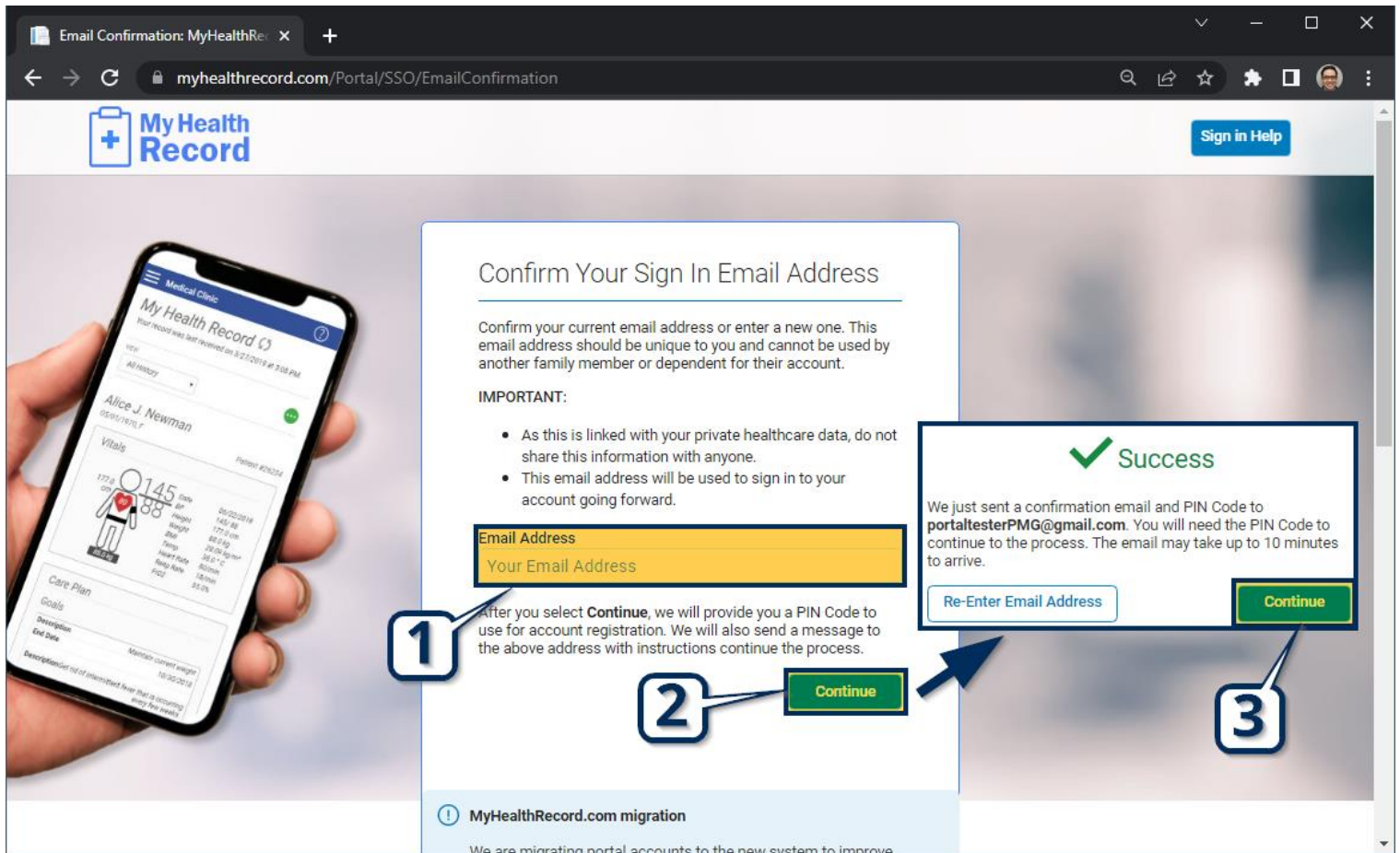
Select Security Question

2. Choose **2 Security Questions** and **Corresponding Answers**.

Continue

3. Select **Continue** on this page, then select **Continue** again on the following.





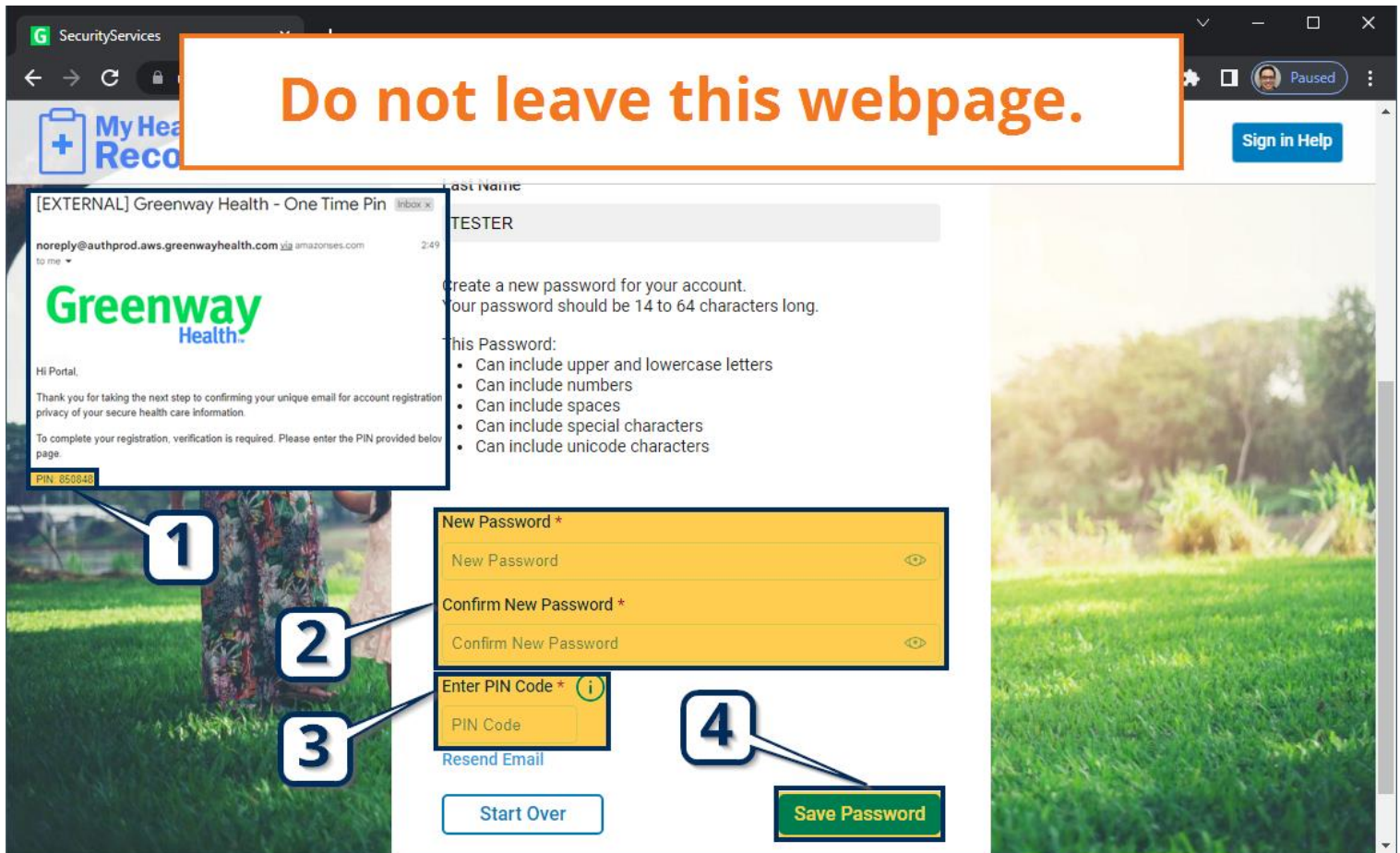
## Email Address

Your Email Address

Continue

Continue

1. Enter your email address. *This email must be separate from another user.*
2. Select **Continue**.
3. Select **Continue** again on the next page.



noreply@authprod.aws.greenwayhealth.com to portal@praxis.org

**Greenway Health.**

New Password \*

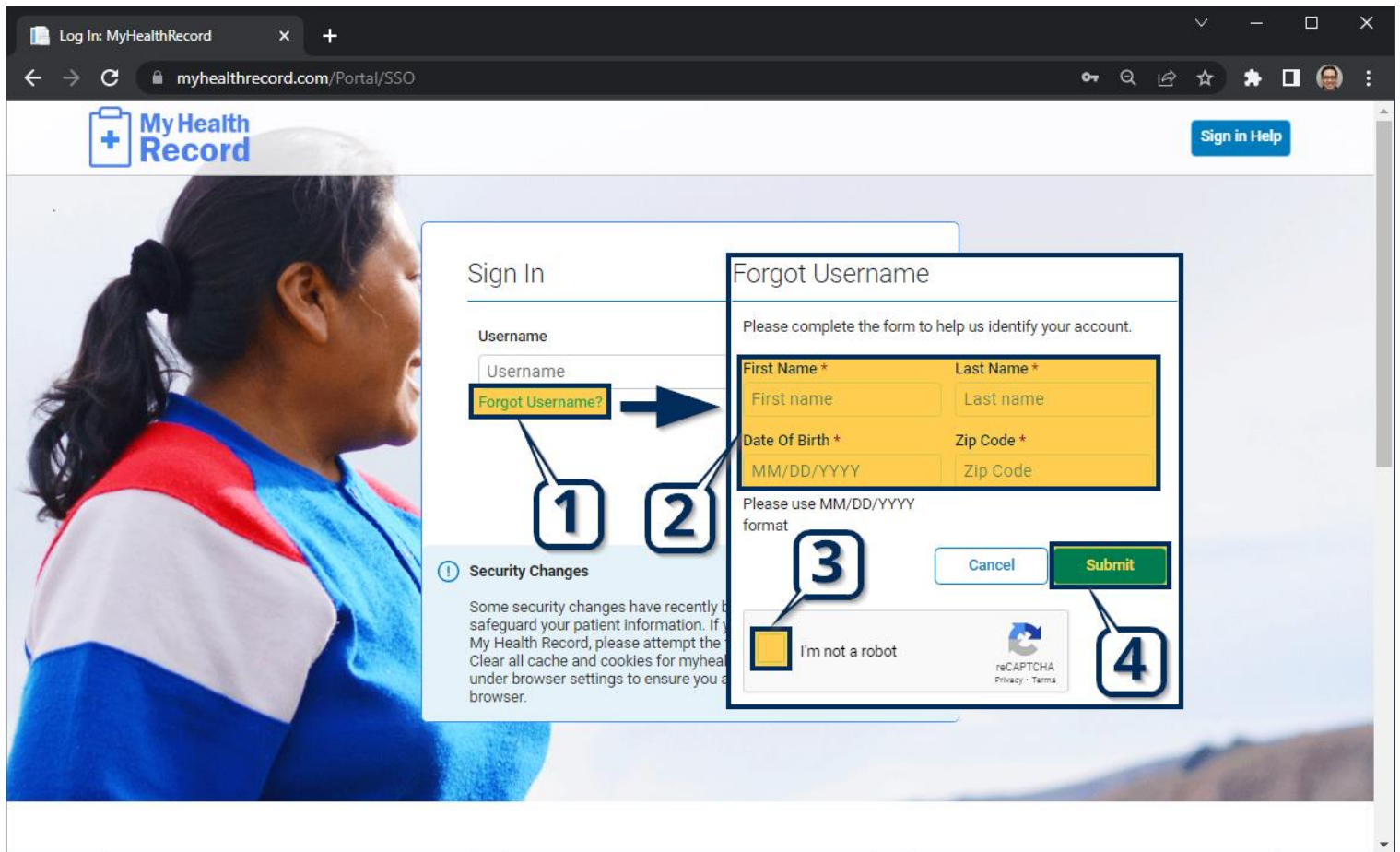
New Password

Enter PIN Code \* (i)

PIN Code

**Save Password**

1. **Without leaving this web page**, go to your email (either in a new tab or program) and open the email from **Greenway Health**. Find your **PIN Code** inside.
2. Enter a new **Password**. Passwords must have at least 14 characters.
3. Enter the **PIN Code** from the email.
4. Select **Save Password** to finish.



## Forgot Username?

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Date Of Birth *	Zip Code *
<input type="text"/>	<input type="text"/>

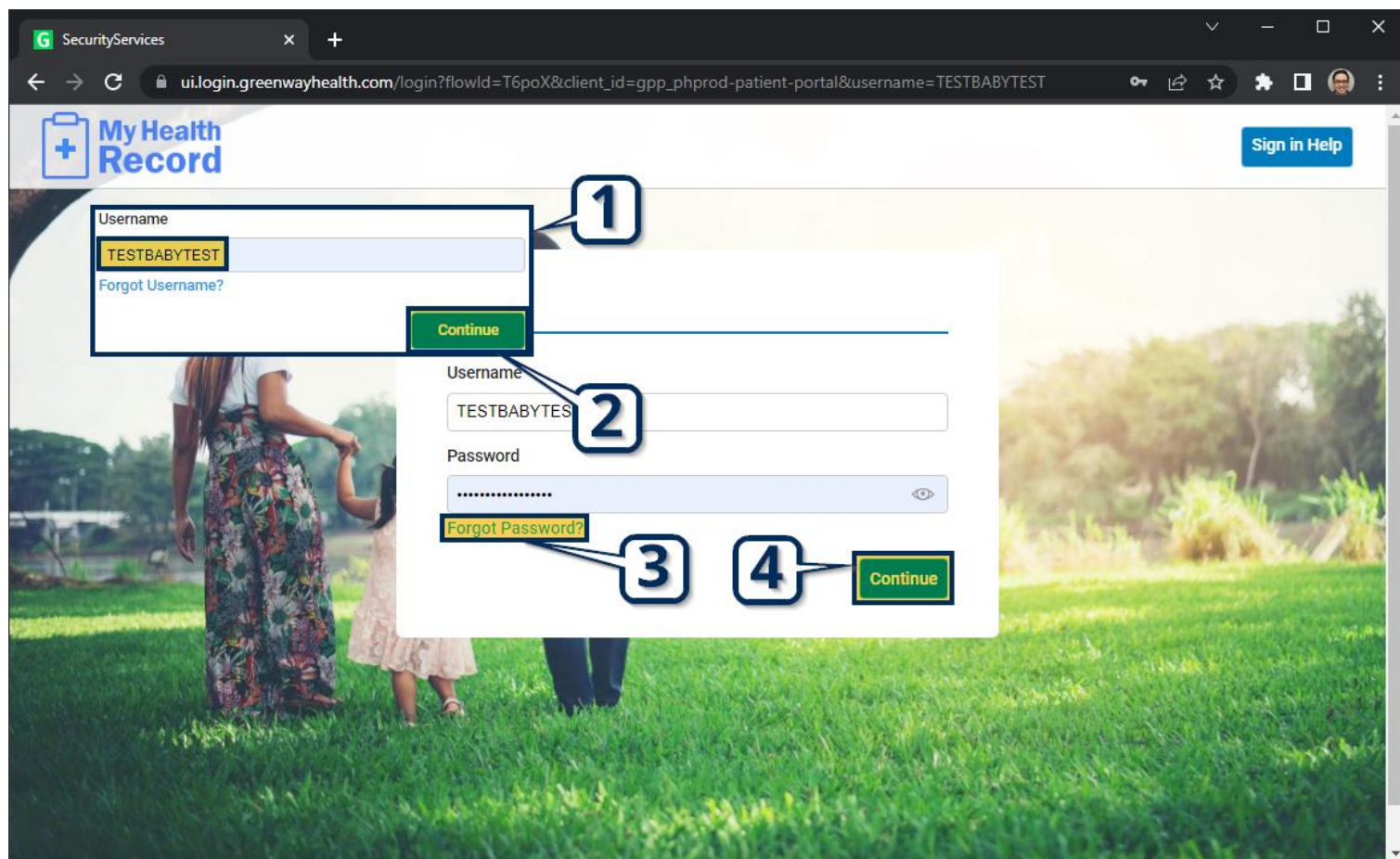
☐ I'm not a robot

reCAPTCHA  
Privacy • Terms

**Submit**

1. Go to <http://myhealthrecord.com> and select **Forgot Username**.
2. Enter identifying information including **Name, Date of Birth**, and **Zip Code**.
3. Click **Captcha Checkbox**.
4. Select **Submit**. An email will be sent to you with your username inside.





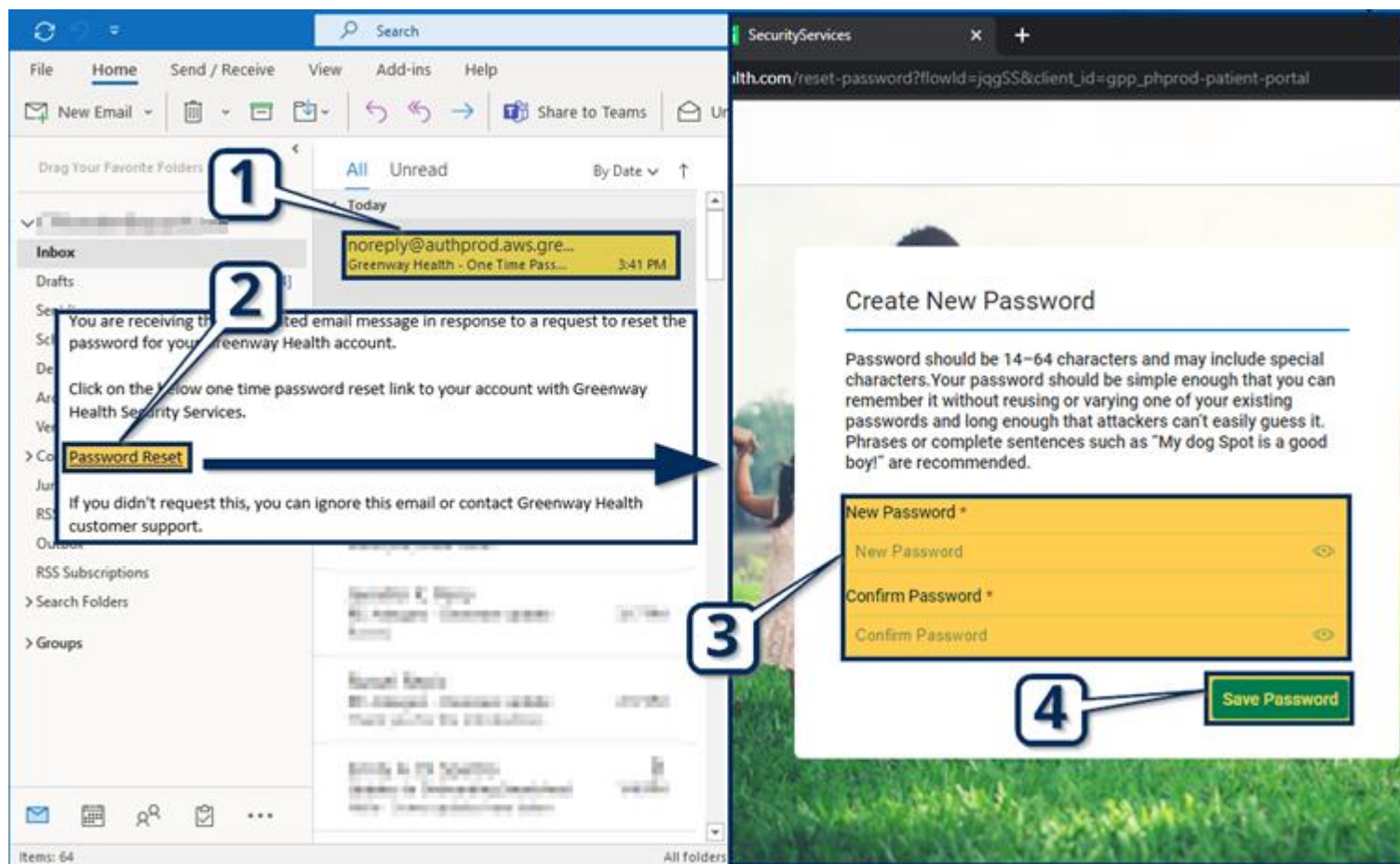
Username

Continue

[Forgot Password?](#)

Continue

1. Go to <http://myhealthrecord.com> and enter **Username**.
2. Select **Continue**.
3. Select **Forgot Password**.
4. Select **Continue** again. An email will be sent to you with a reset password link.



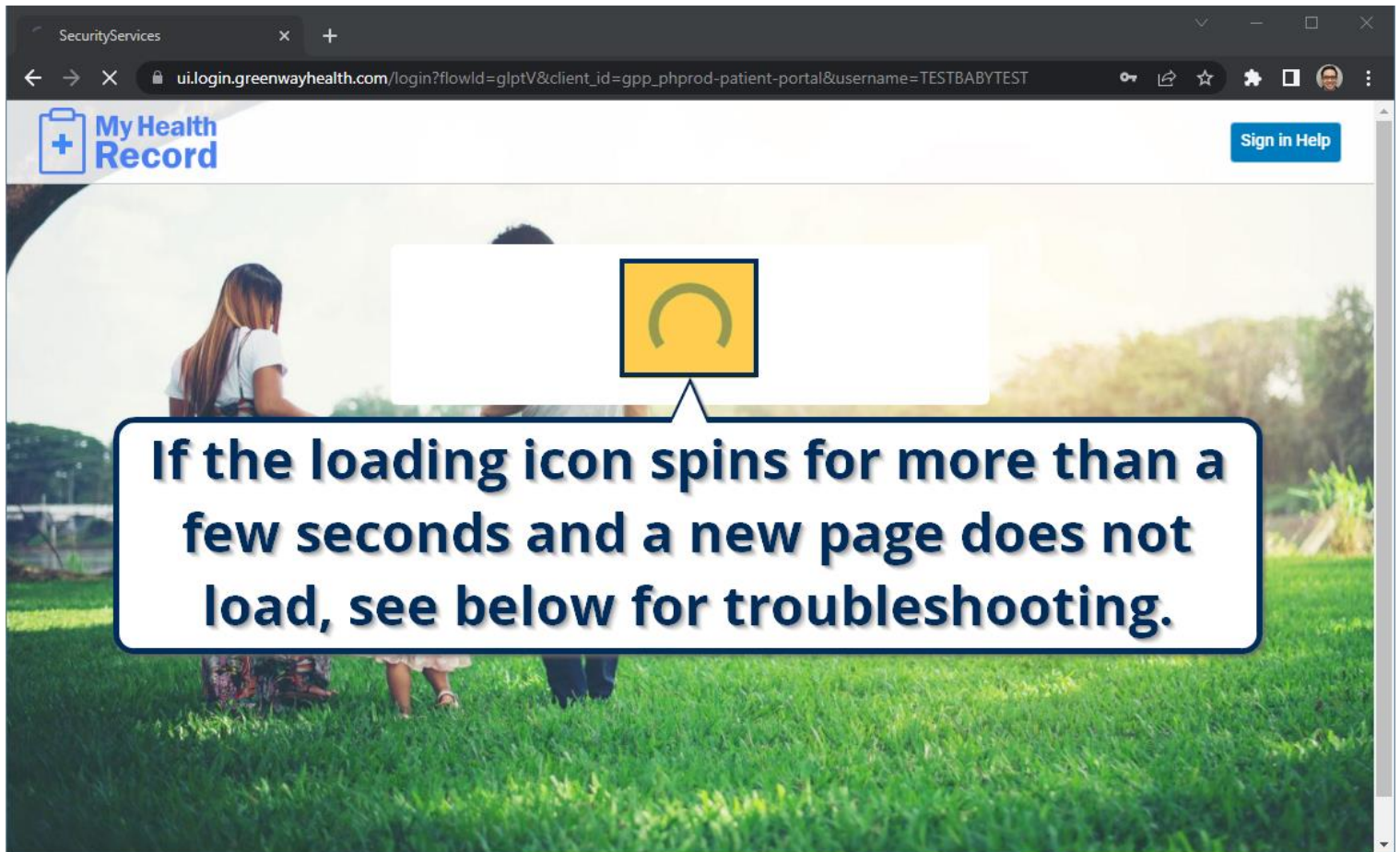
noreply@authprod.aws.gre...  
Greenway Health - One Time Pass... 3:41 PM

## Password Reset

New Password \*

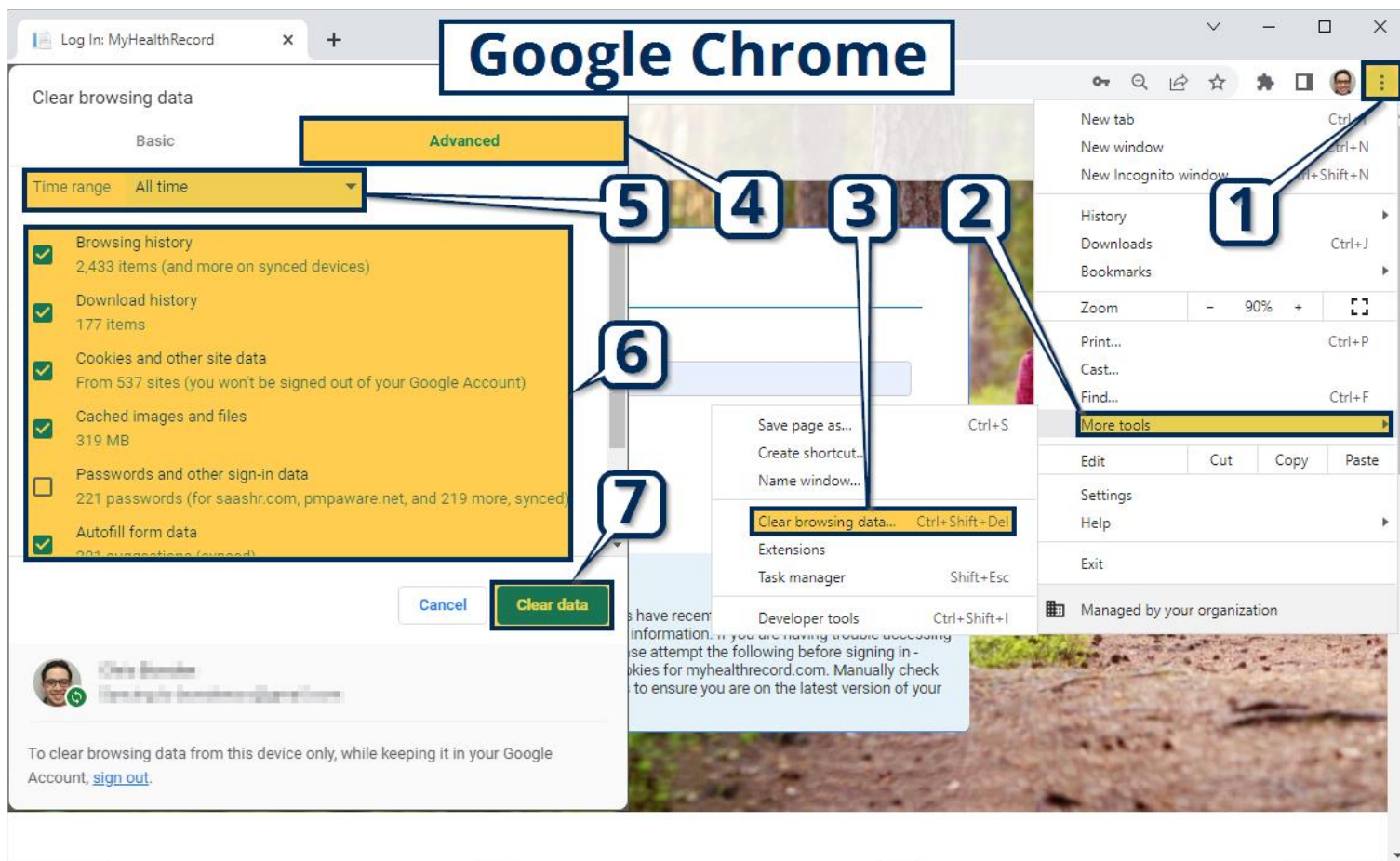
**Save Password**

1. Open up your email from **Greenway Health**.
2. Scroll down in the email and select **Password Reset**
3. In the new window, enter and confirm your **New Password**.
4. Select **Save Password**.



If your computer does meet these requirements, please attempt to delete your browser cache using the guides listed on the following pages. If you are having difficulty with this process or your browser is not listed or you are using an Apple product, please contact a technologically adept friend/family member to instruct you on how to do this. **Praxis health and your clinic cannot provide any support related to your computer/device!** Please be aware that deleting your browser's cache can potentially delete your data from other websites; we cannot be held responsible for any damages occurring as a result of this.





⋮

1. Select the **3 Vertical Dots** on the far upper right side of the screen.

More tools

2. Hover over **More Tools**.

Clear browsing data...

3. Select **Clear Browsing Data**.

Advanced

4. Select **Advanced**.

All time

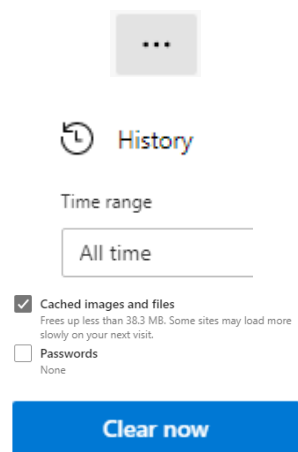
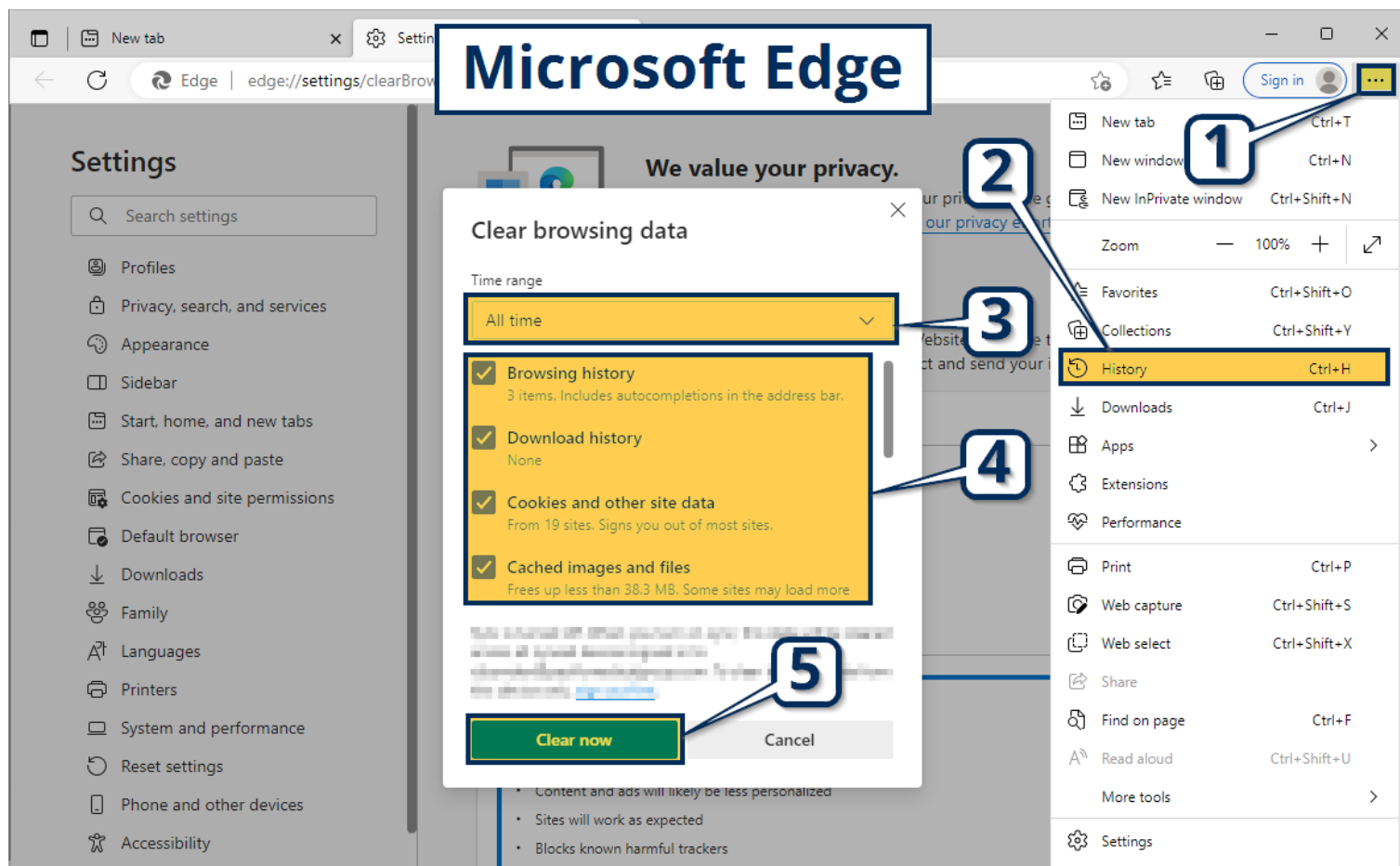
5. Set Time Range to **All Time**.

☒ Browsing history  
2,433 items (and more on synced devices)  
☒ Download history  
177 items

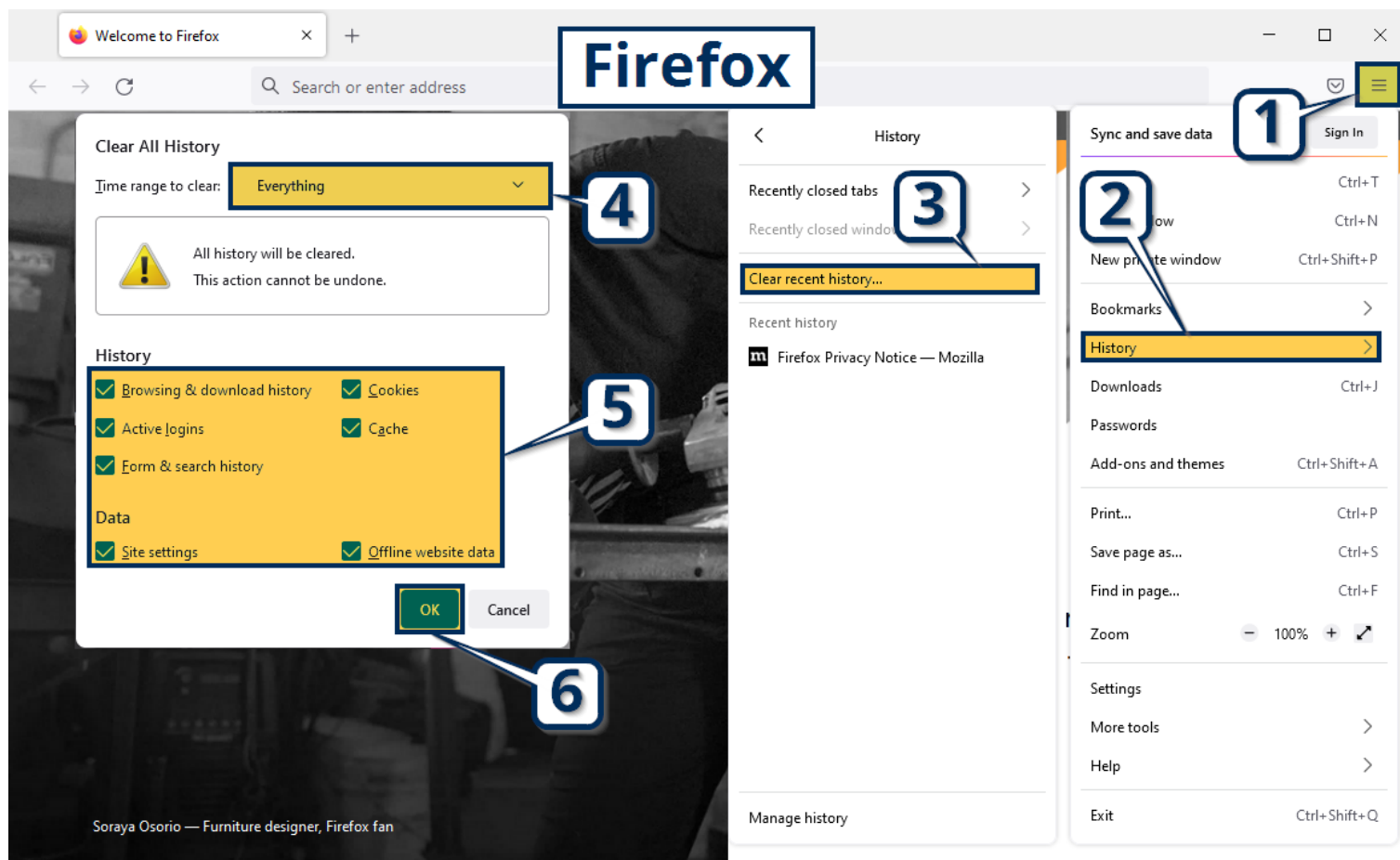
6. Select **all Checkboxes EXCEPT** for **Password and other sign-in data**.

Clear data

7. Select **Clear Data**.



1. Select the **3 Horizontal Dots** on the far upper right part of the screen.
2. Select **History**.
3. Set time range to **All Time**.
4. Select **all Checkboxes EXCEPT for Passwords**.
5. Select **Clear Now**.



1. Select the **3 Horizontal Bars** at the far upper right section of the screen.

History

2. Select **History**.

Clear recent history...

3. Select **Clear Recent History**.

Time range to clear: Everything

4. Change Time range to clean to **Everything**.

History

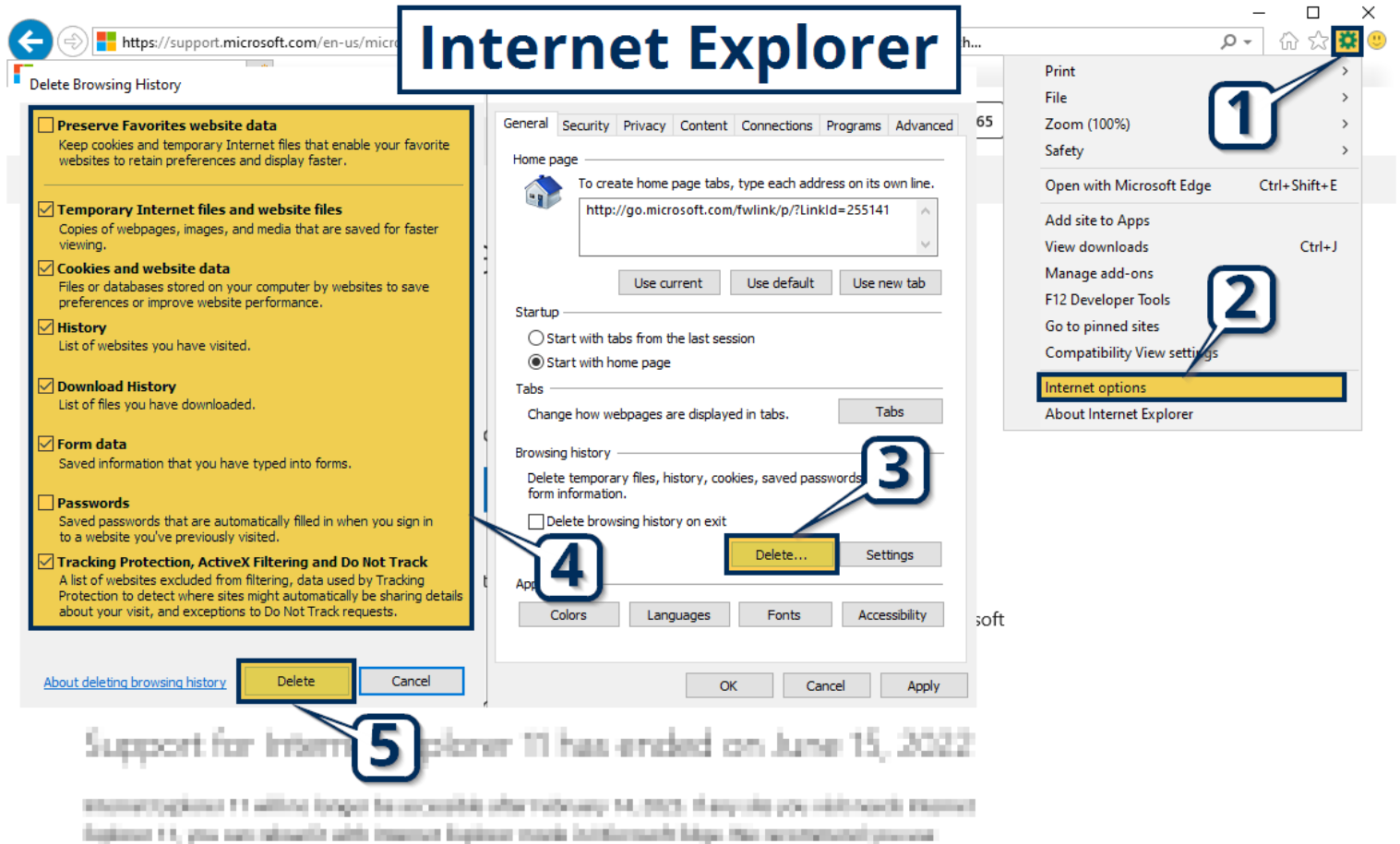
☒ Browsing & download history

☒ Active logins

5. Select **all Checkboxes**.

OK

6. Select **OK**.



1. Select the **Gear** icon at the top upper right portion of the screen.

Internet options

2. Select **Internet Options**.

Delete...

3. Select **Delete**.

☒ **Form data**  
Saved information that you have typed into forms.

☐ **Passwords**  
Saved passwords that are automatically filled in when to a website you've previously visited.

4. Select **all Checkboxes EXCEPT for Preserve Favorites and Passwords**.

Delete

5. Select **Delete**.