



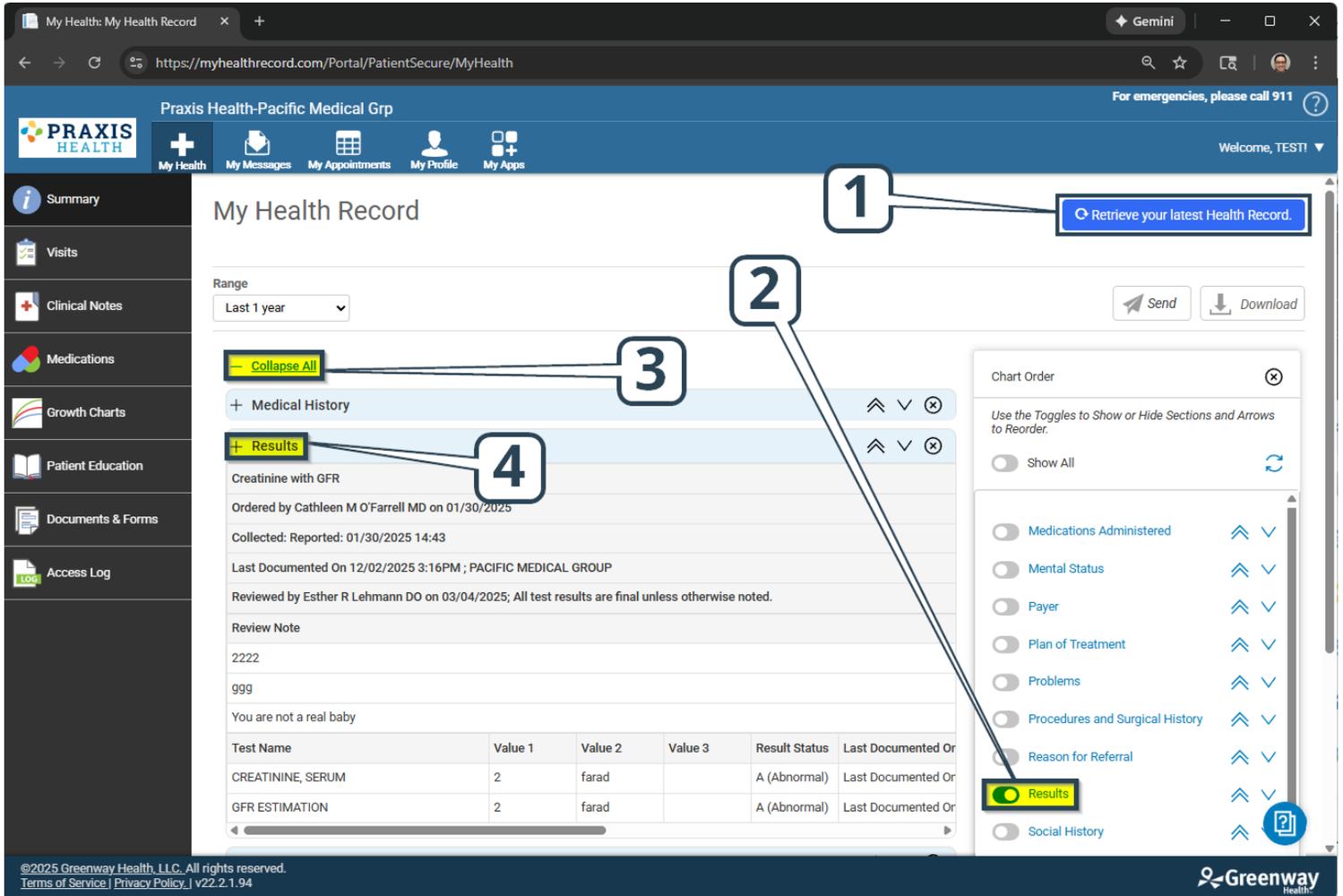
My Health Record Troubleshooting Guide

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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Retrieve your latest Health Record.

1. Click **Retrieve your latest Health Record**. The button will turn blue when it has finished loading.

Collapse All

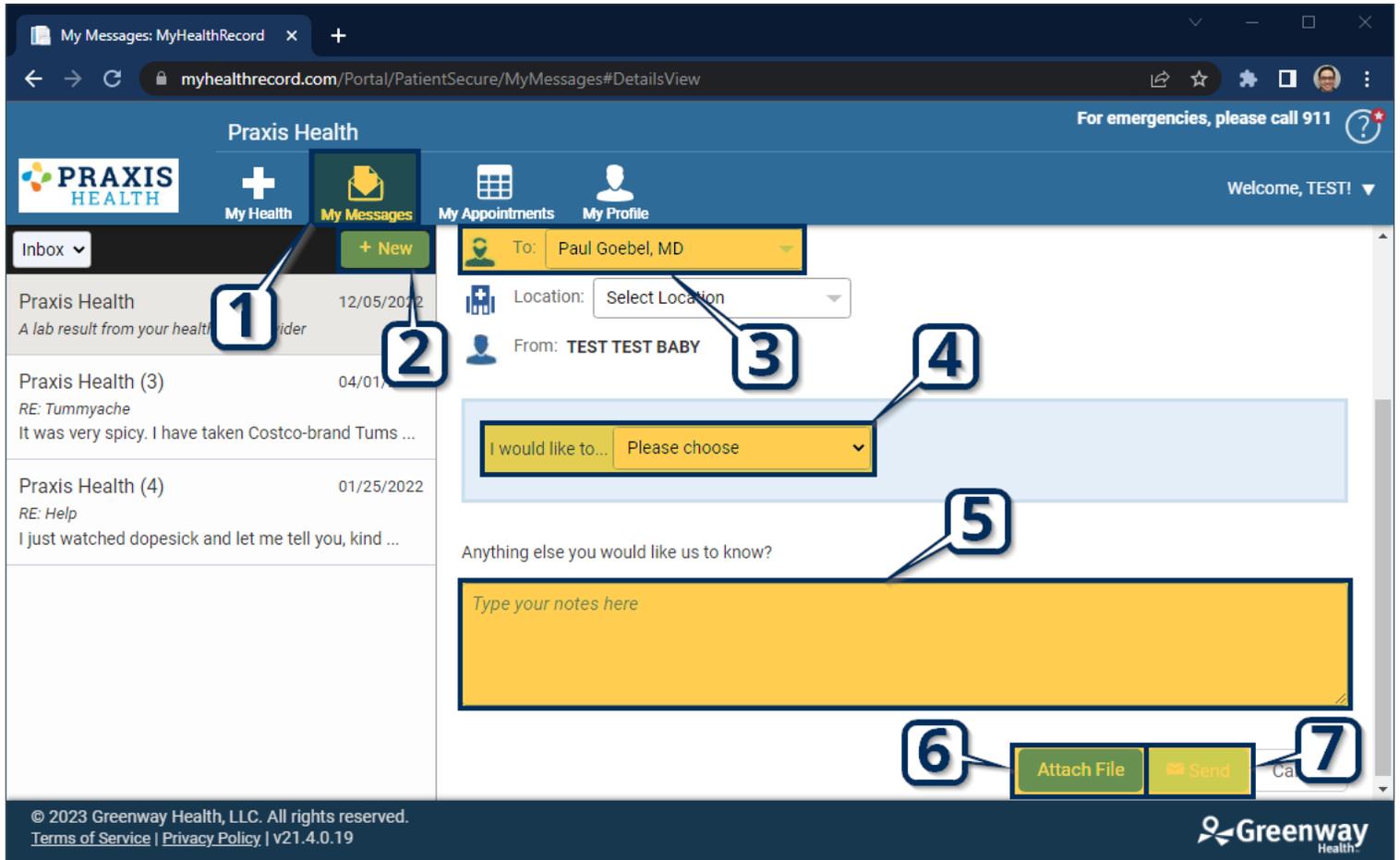
2. In the **Chart Order** box, make sure **Results** button is enabled.

Results

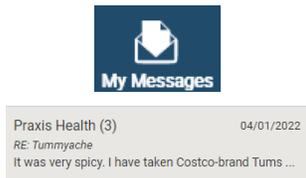
3. In the middle column, click **Collapse All** to view all available sections.

Results

4. Find the **Results** tab, then click the **+** icon to expand & view lab results.



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.

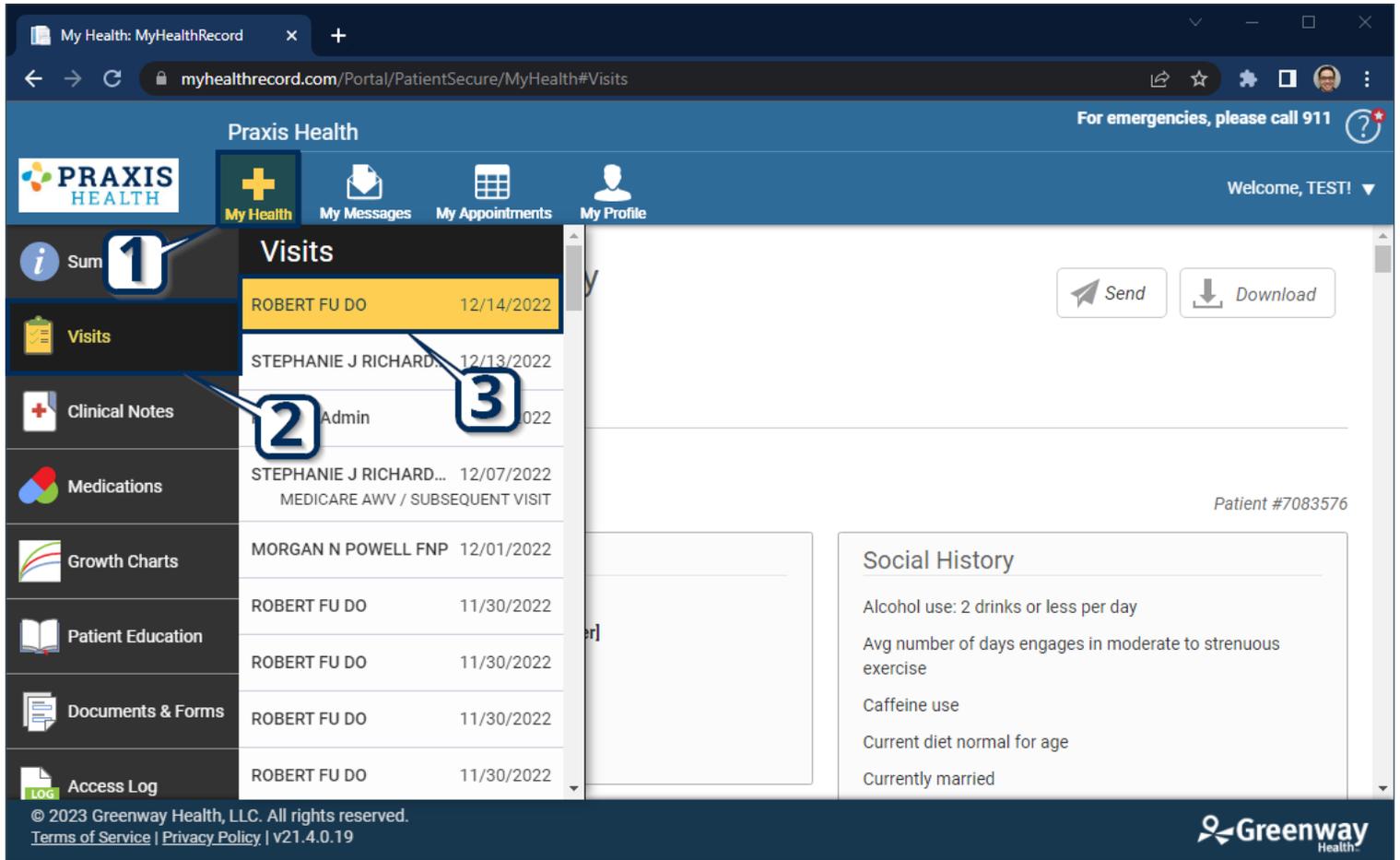


1. Select **My Messages** from the top bar.
2. Select specific **Conversation** on left-hand side.
3. Select **Reply** to send message back to the provider/clinic
4. Enter your **Message** into the box in the center of the screen.
5. *If desired, select **Attach File** to send a document or image with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



Reply to message





My Health: MyHealthRecord

myhealthrecord.com/Portal/PatientSecure/MyHealth#Visits

Praxis Health For emergencies, please call 911

Welcome, TEST!

PRAXIS HEALTH

My Health My Messages My Appointments My Profile

Sum 1

Visits

Clinical Notes 2

Medications

Growth Charts

Patient Education

Documents & Forms

Access Log

ROBERT FU DO 12/14/2022 3

STEPHANIE J RICHARD... 12/13/2022

Admin 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

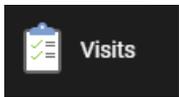
Currently married

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Greenway Health



My Health



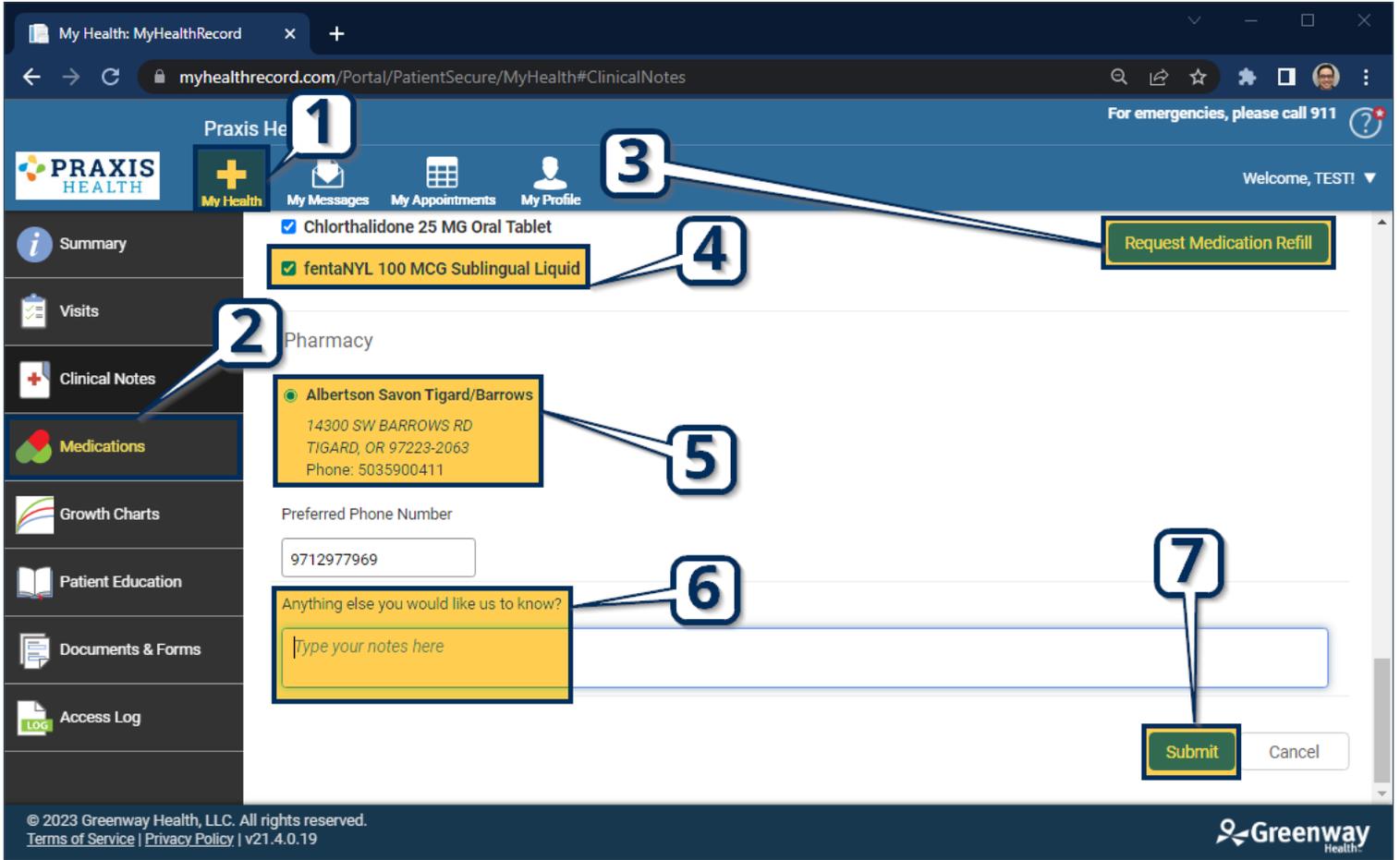
Visits

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

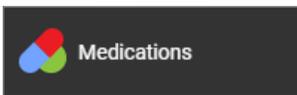
2. Select **Visits** to view after-visit summary.

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

ROBERT FU DO 12/14/2022



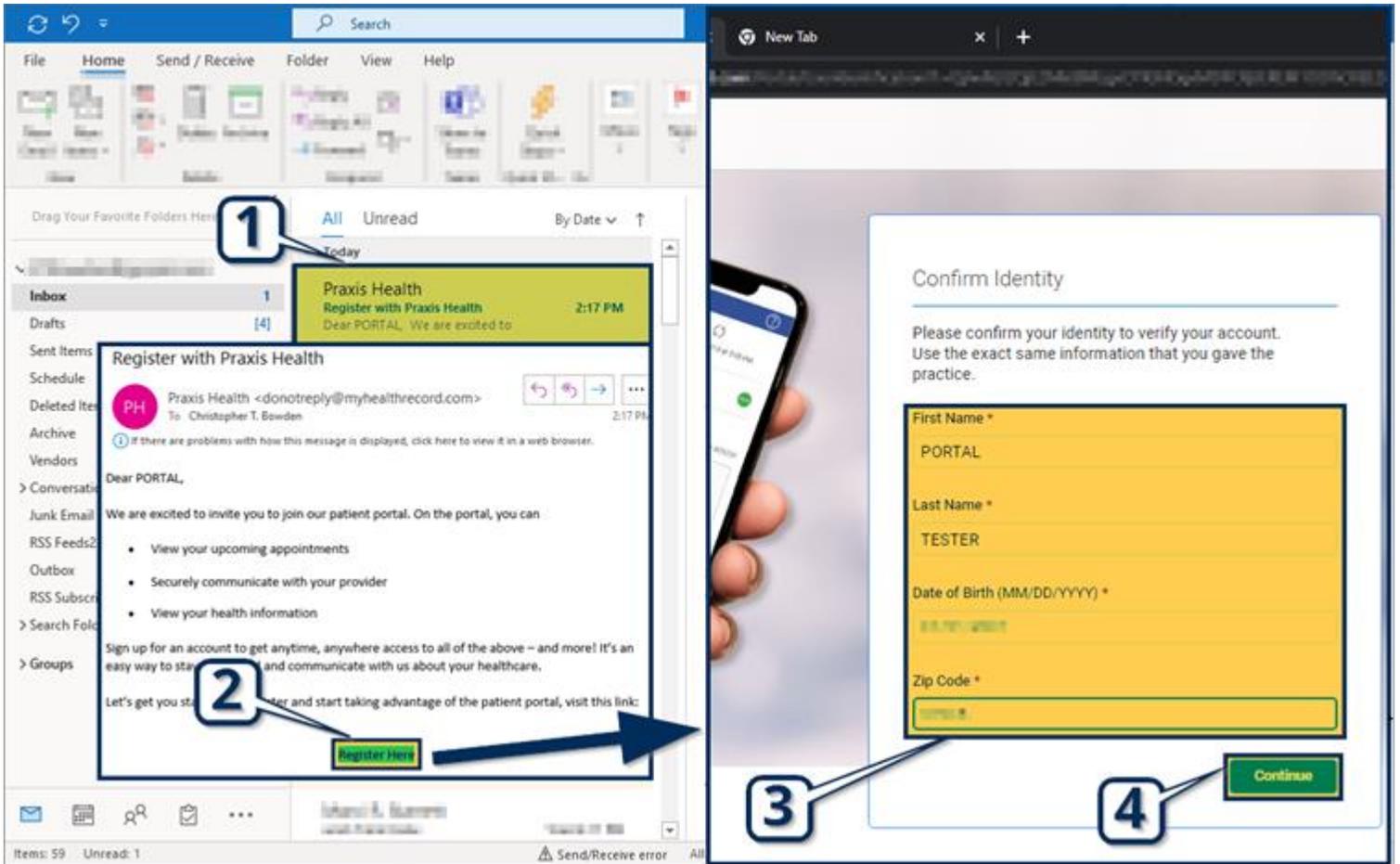
1. Select **My Health** from the top bar.



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



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



Register with Praxis Health

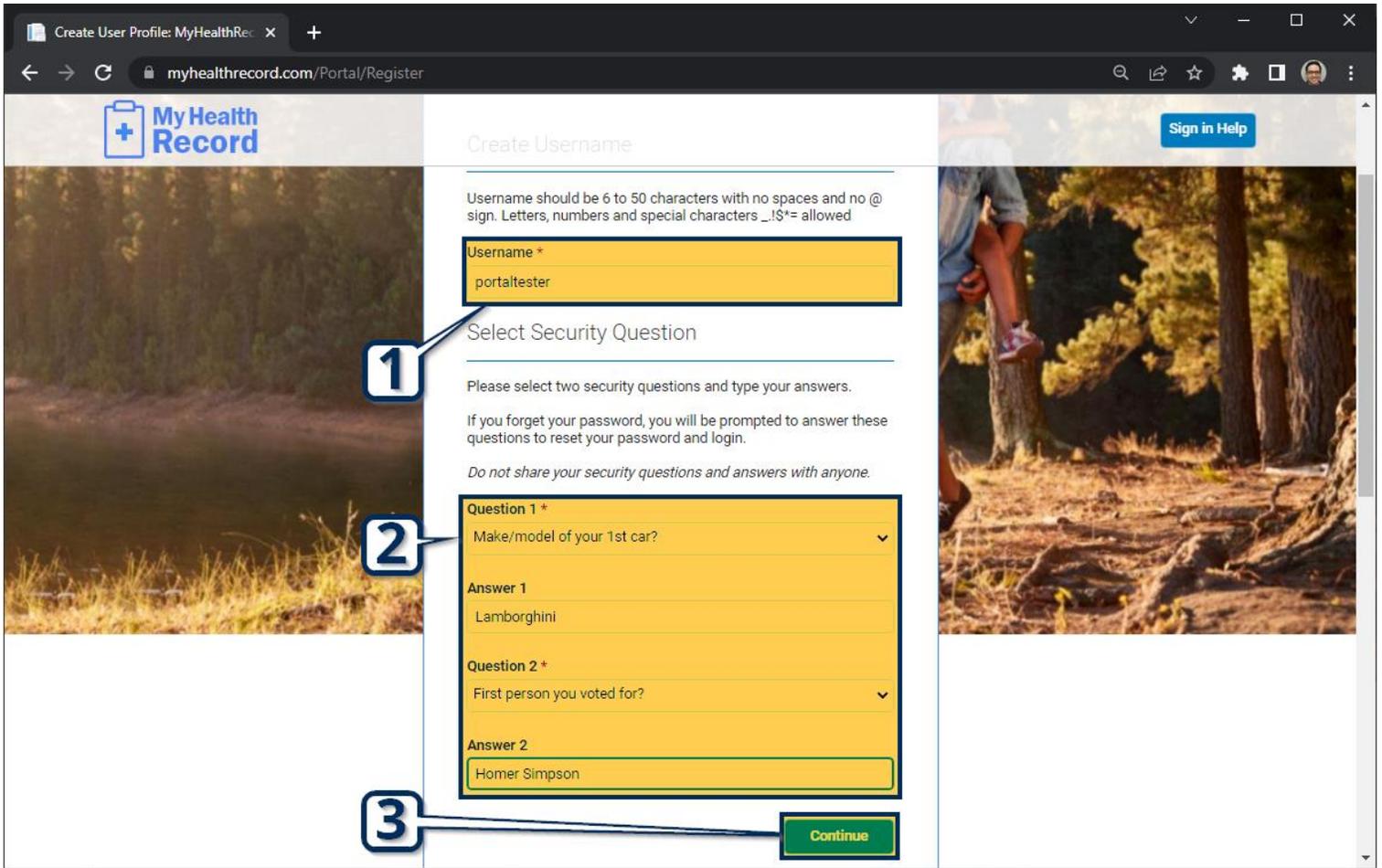
 Praxis Health <donotreply@myhealthrecord.com>
To: Christopher T. Bowden

[Register Here](#)

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.



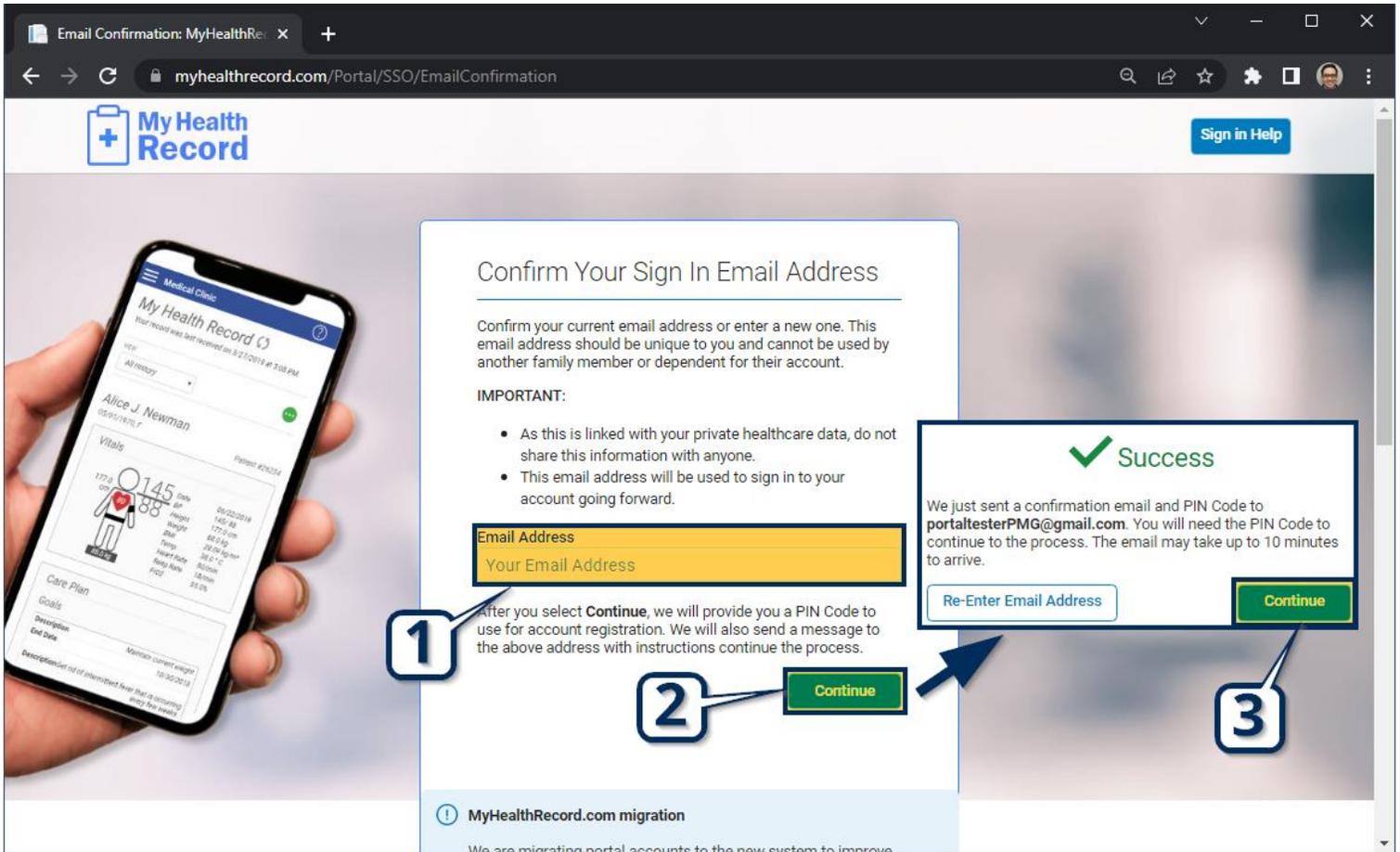
Username

1. Enter **Username**.

Select Security Question

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

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



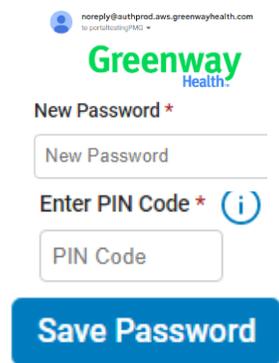
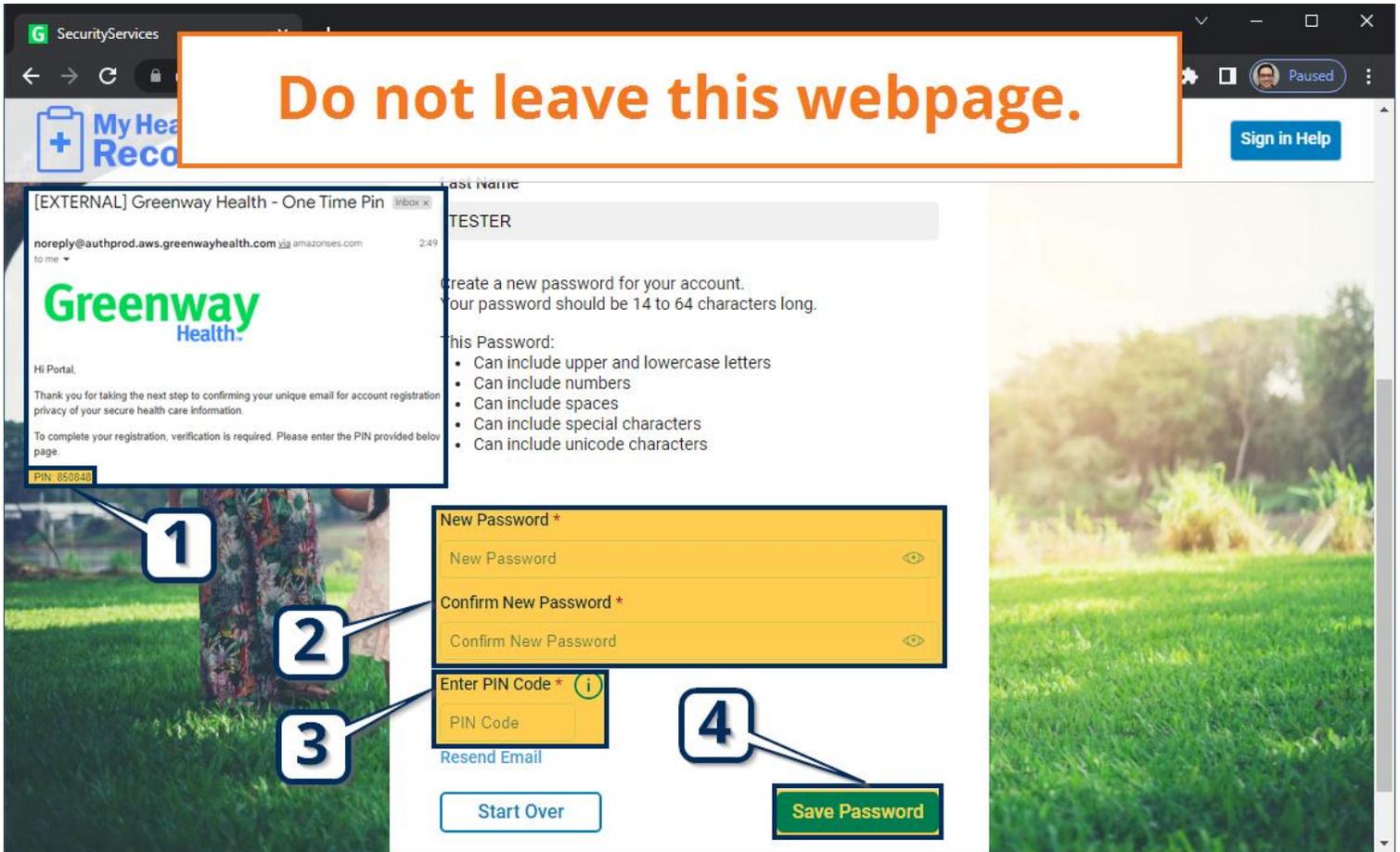
Email Address

Your Email Address

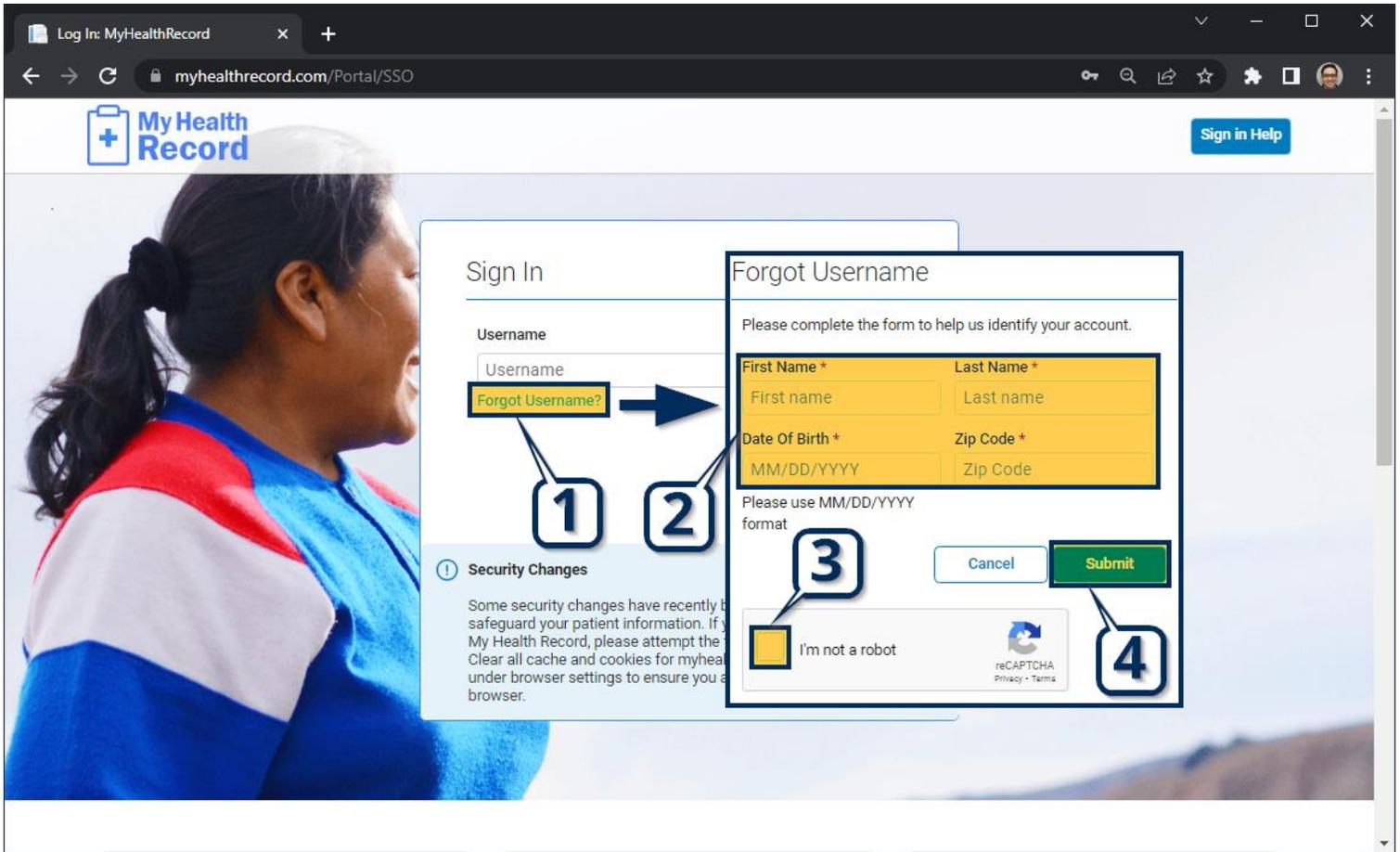
Continue

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.



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.

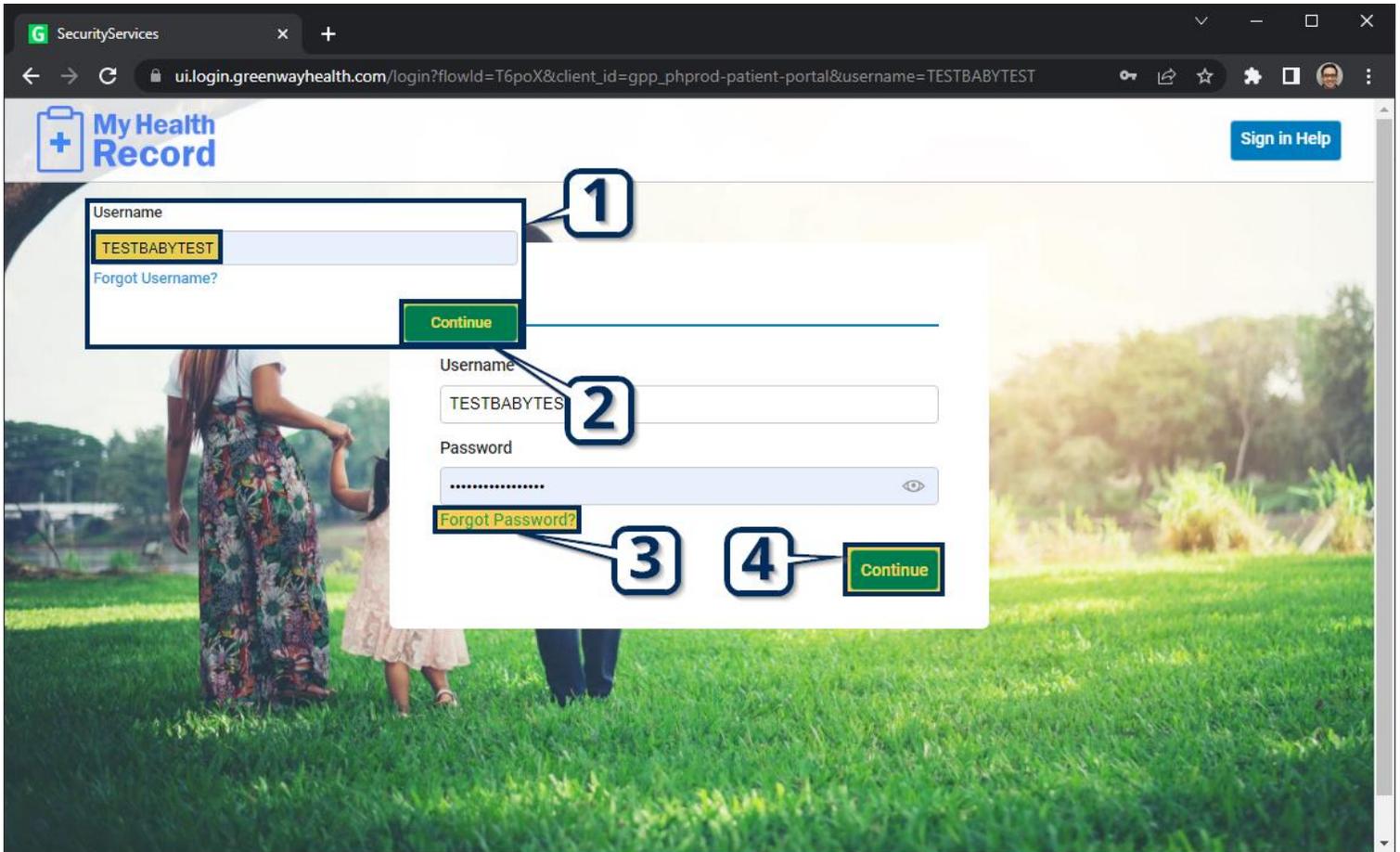


Forgot Username?

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Date Of Birth *	Zip Code *
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> I'm not a robot	

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?

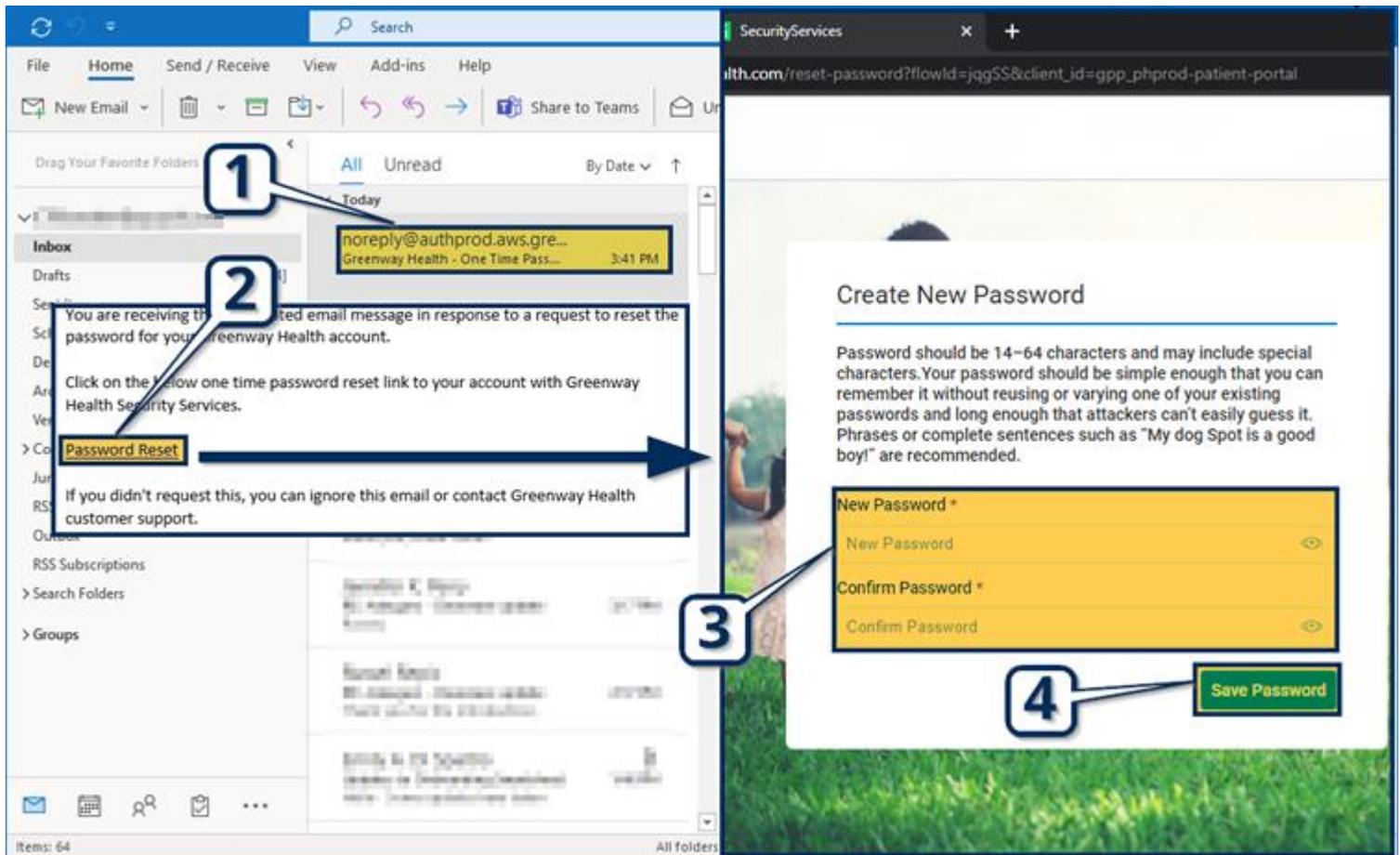
Continue

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.



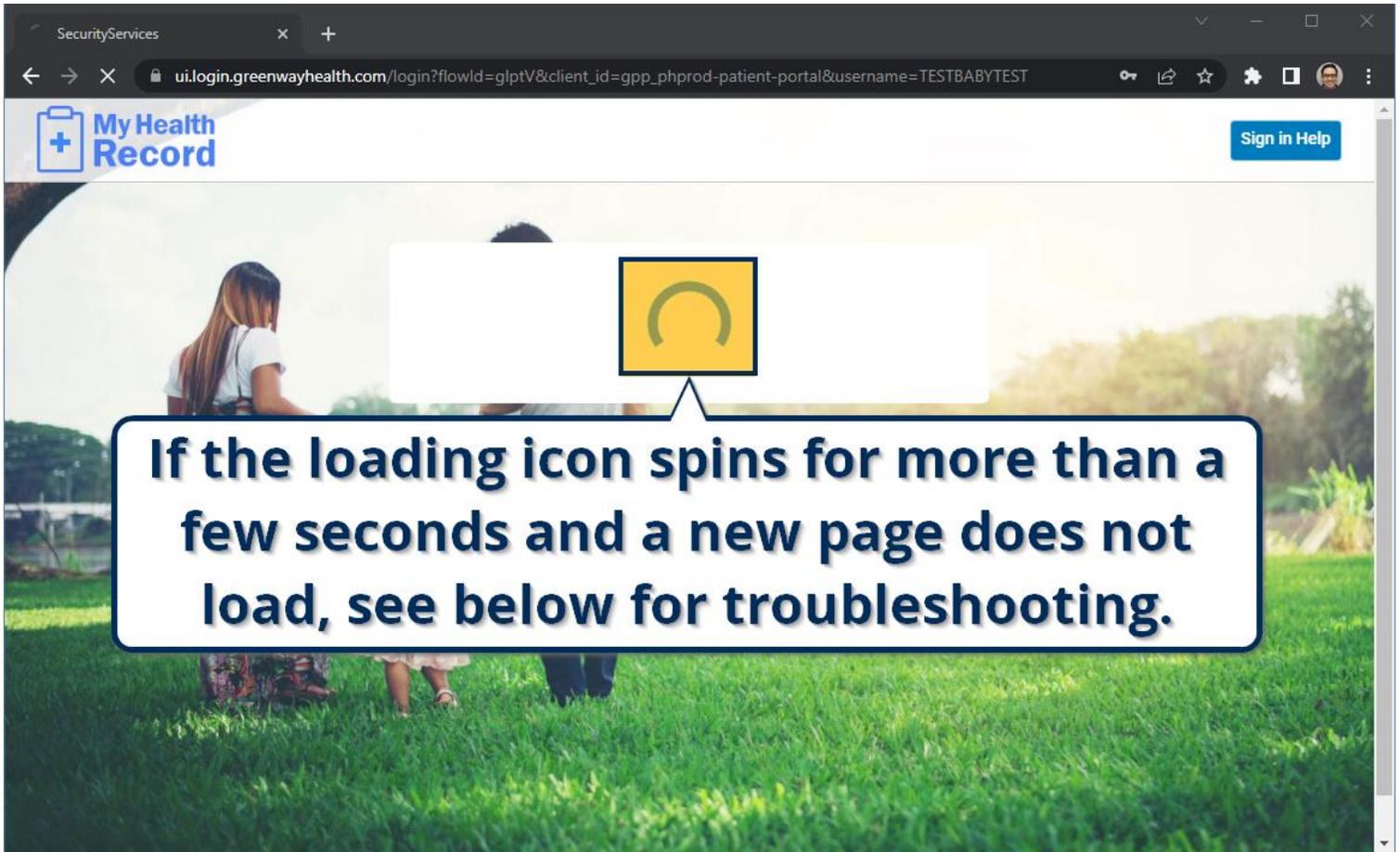
noreply@authprod.aws.gre...
Greenway Health - One Time Pass... 3:41 PM

[Password Reset](#)

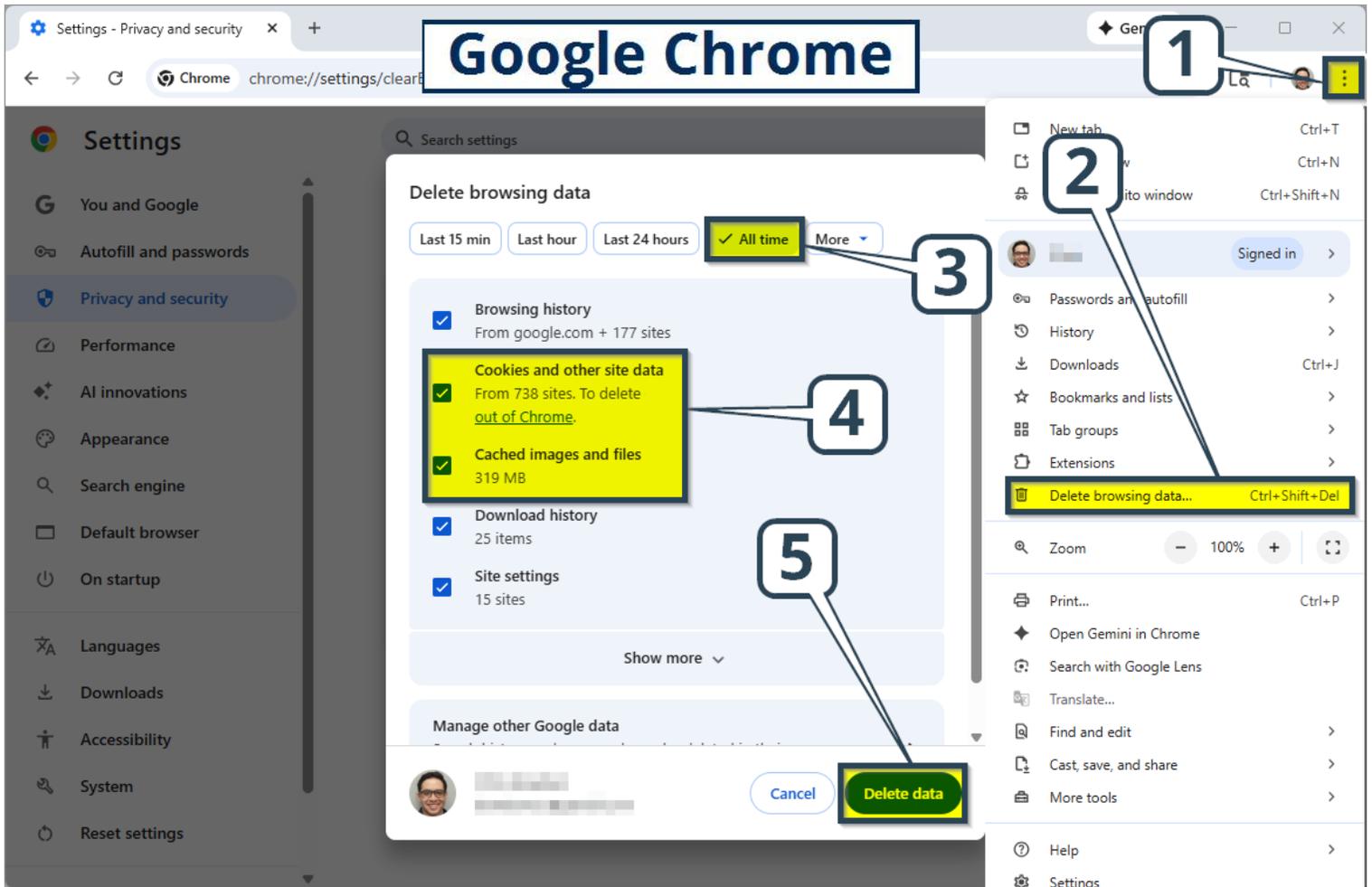
New Password *

[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.



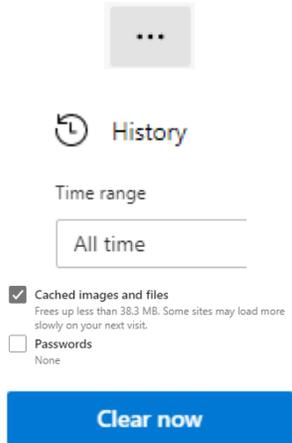
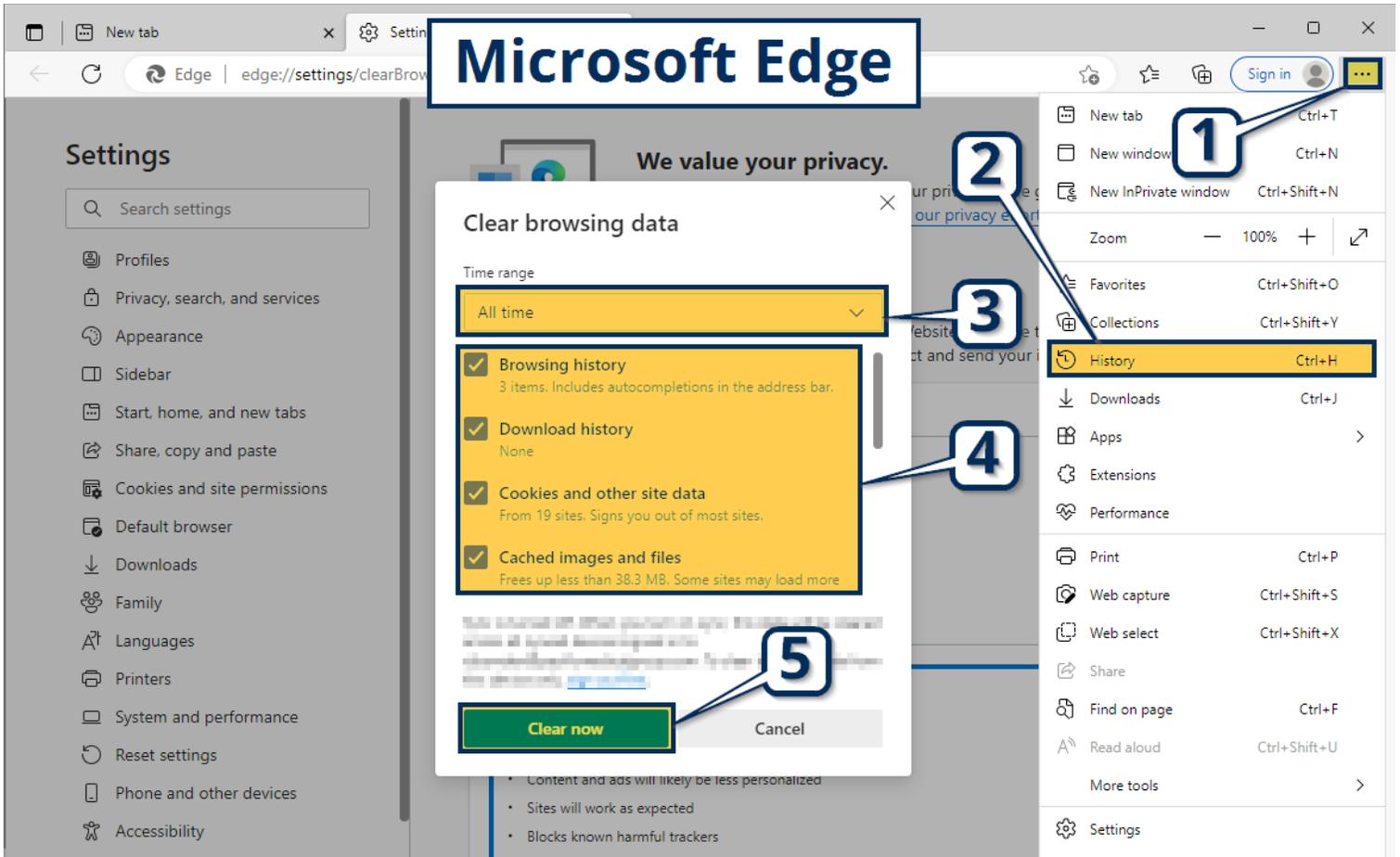
1. Select the **3 Vertical Dots** on the far upper right side of the screen.

2. Select **Delete Browsing Data**.

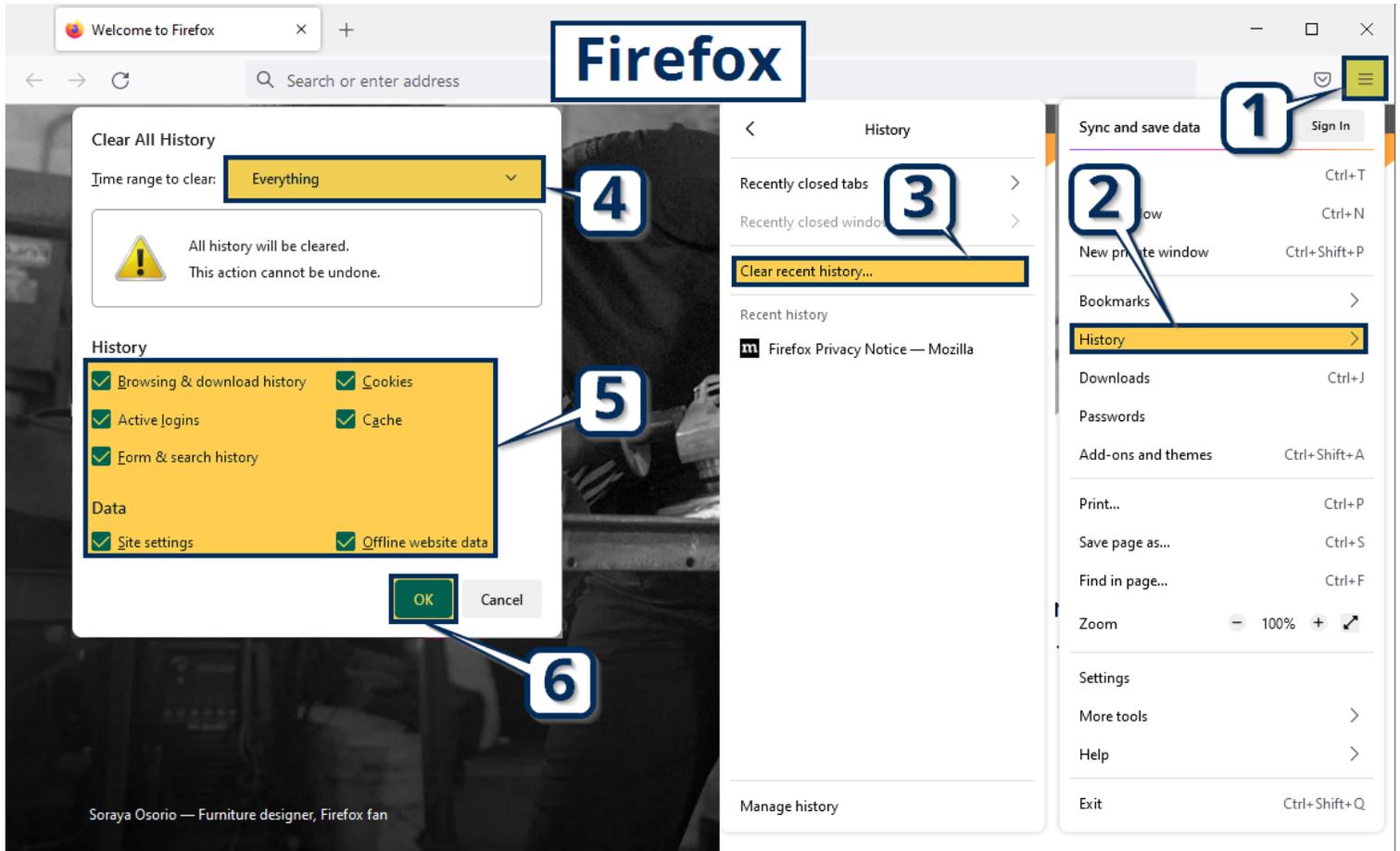
3. *In the new pop-up window*, set the time range to **All Time**.

4. Ensure **Cookies and Cached images & Files** have a checkmark.

5. Select **Delete Data**, then completely close your browser.



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

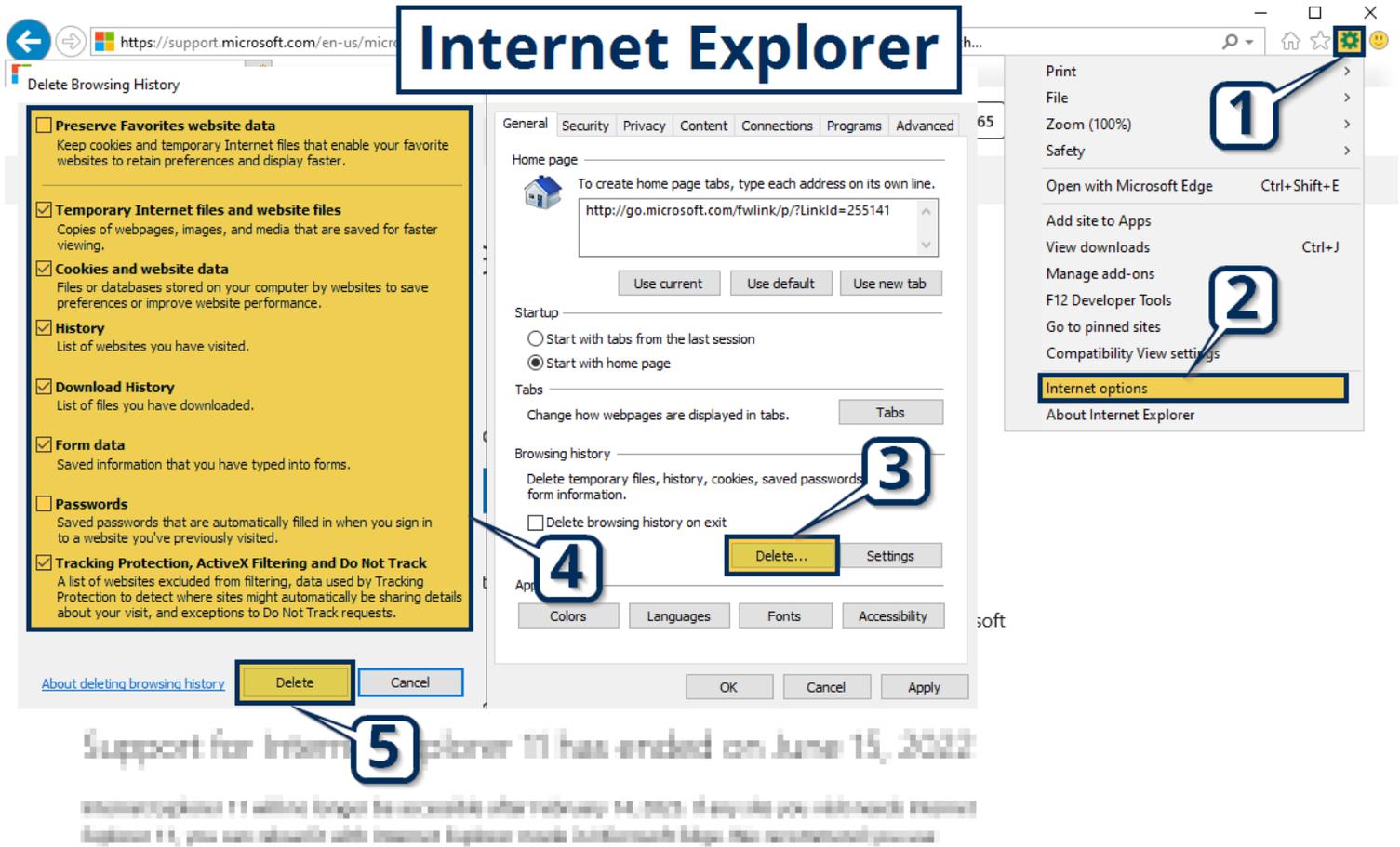
Browsing & download history

5. Select **all Checkboxes**.

Active logins

OK

6. Select **OK**.



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

2. Select **Internet Options**.

3. Select **Delete**.

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

5. Select **Delete**.