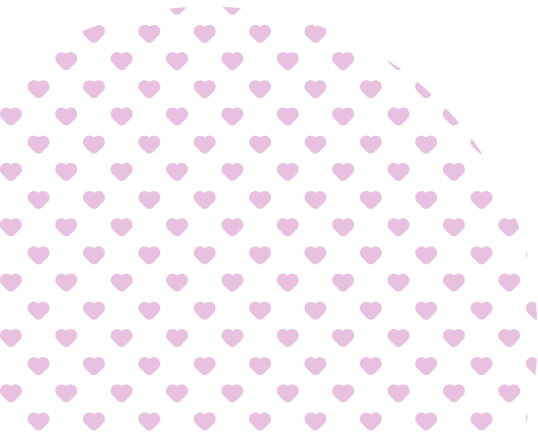




# Setting Up Your MyPHS Portal Account

for online ordering, secure messaging, and more.



# MyPHS Portal: Account Creation

## New Account Request Process

You can create your own online account from the MyPHS Portal. To do this, you must complete four simple steps:

1. Enter your information, including a valid email address
2. Validate your email address
3. Enter associated patient details for a successful match and link to create the account
4. Finish account setup by confirming the information is accurate

To get started, visit [MyPHSPortal.com](http://MyPHSPortal.com) and click the Create Account link. This will bring you to the Create Account page to begin the process to create your online account:

## Step 1 - Create Account

The first step in creating an account on MyPHS Portal requires you to enter information about yourself:

1. Your First Name
2. Your Last Name
3. Your Email Address
4. Password

All entry fields are required to proceed to the next step. Your password field must:

- a. Contain at least one digit, at least one lowercase letter, at least one uppercase letter, at least one special character, and
- b. Be at least eight characters in length

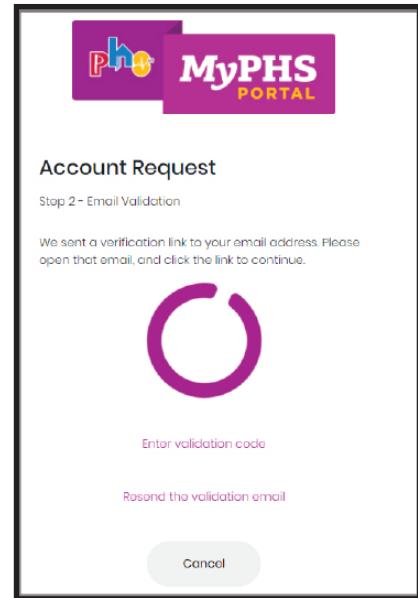
# MyPHS Portal: Account Creation

## Step 2 - Validate Email

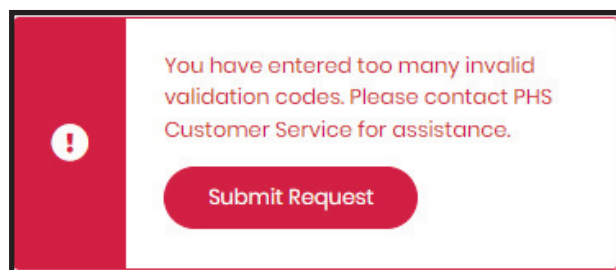
After entering all required fields with valid entries and selecting Next, you will be required to validate your email. An email will be sent to the email address entered in the Your Email Address field from the first step.

The email will contain a link that you can click to validate your email address as well as a confirmation code that can be entered in place of clicking on the link. The code is not case sensitive.

The Email Validation screen will indicate that it is waiting for the email address to be validated, or allow the user to click the Enter Confirmation Code link to enter the confirmation code received in the confirmation email.



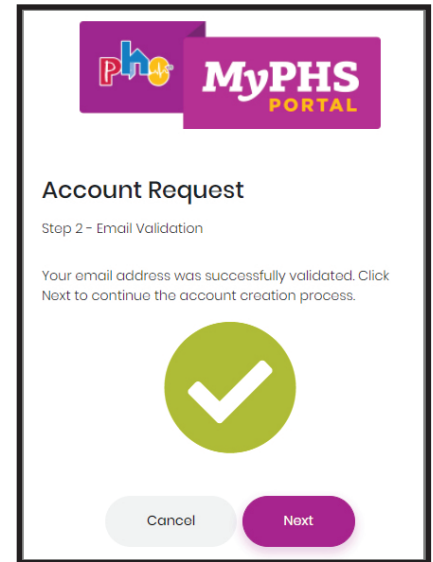
If you enter an incorrect validation code more than 5 times, messaging is presented with an option to submit a support request with PHS Customer Service:



# MyPHS Portal: Account Creation

If you enter your confirmation code correctly or click on the validation link within your confirmation email:

1. The screen will update and indicate that your email has been validated.
2. The Next button is enabled and will allow you to proceed to step 3 of the Create Account process.



The screenshot shows the 'Account Request' page for 'Step 2 - Email Validation'. At the top, there are logos for 'Ph+' and 'MyPHS PORTAL'. Below the logos, the text reads: 'Account Request', 'Step 2 - Email Validation', and 'Your email address was successfully validated. Click Next to continue the account creation process.' A large green circle with a white checkmark is centered on the page. At the bottom, there are two buttons: a grey 'Cancel' button and a purple 'Next' button.

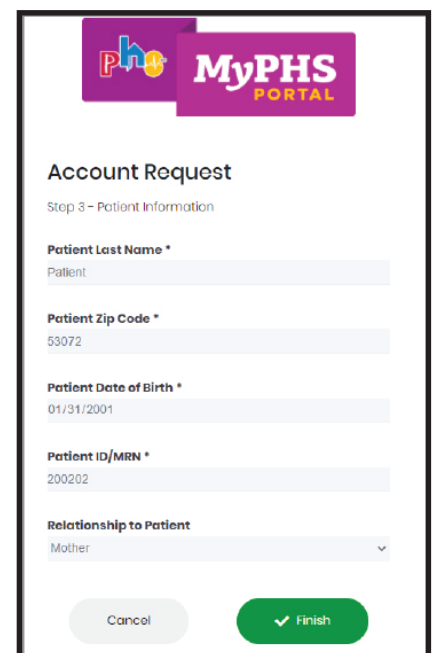
## Step 3 - Patient Information

After successfully validating your email address and selecting Next, you will proceed to the third step of the Create Account process: Patient Information. This step requires you to enter information about a patient to create your new account that will be linked to a patient's account:

1. Patient Last Name
2. Patient Zip Code
3. Patient Date of Birth
4. Patient ID (this number can be found on PHS sales order slip or by contacting customer service)
5. Relationship to Patient

All entry fields are required to validate the patient record and to confirm and finalize your online account setup. All required fields must match a patient record to complete the account creation process. You will have five attempts to match a patient to your account before you will be locked out and required to start over or contact PHS Customer Service.

After entering valid matching patient details, you must select the Finish button to complete the Create Account process.



The screenshot shows the 'Account Request' page for 'Step 3 - Patient Information'. At the top, there are logos for 'Ph+' and 'MyPHS PORTAL'. Below the logos, the text reads: 'Account Request', 'Step 3 - Patient Information', and 'Patient Last Name \*'. There are five input fields: 'Patient Last Name \*' (with 'Patient' entered), 'Patient Zip Code \*' (with '53072' entered), 'Patient Date of Birth \*' (with '01/31/2001' entered), 'Patient ID/MRN \*' (with '200202' entered), and 'Relationship to Patient' (with 'Mother' selected in a dropdown menu). At the bottom, there are two buttons: a grey 'Cancel' button and a green 'Finish' button with a white checkmark.

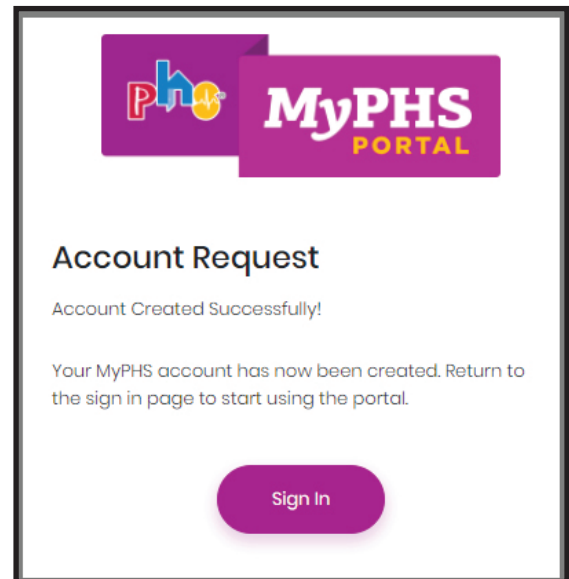
# MyPHS Portal: Account Creation

## Step 4 - Success

After successfully matching patient information in Step 3 of the Create Account process and selecting Finish, you will receive confirmation that your account was created successfully with a button to navigate to the Sign In page to log into your account.

Upon creation of the new caregiver account for the patient, several actions are taken:

1. New Caregiver Alert emails are sent to each existing caregiver associated to the patient who was matched as part of the Create Account process.
2. A New Caregiver Letter is created to be sent to the responsible party address on record for the patient.

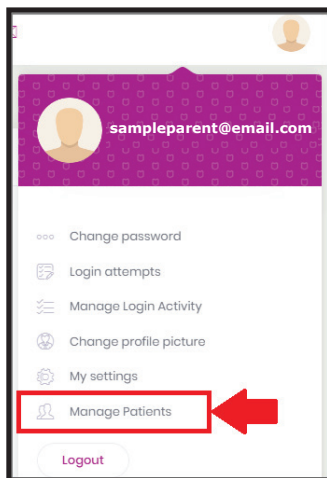


**Up Next:  
Managing Patients**

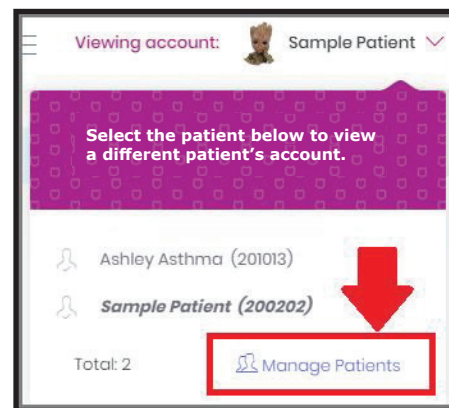
# MyPHS Portal: Managing Patients

Once your account has been created and you're logged in, you are able to manage any PHS patients that you are associated with. You can navigate to this screen from two different navigation options:

**In the User Menu:** click on your profile image in the top-most right-hand side of the screen and select Manage Patients from the menu.



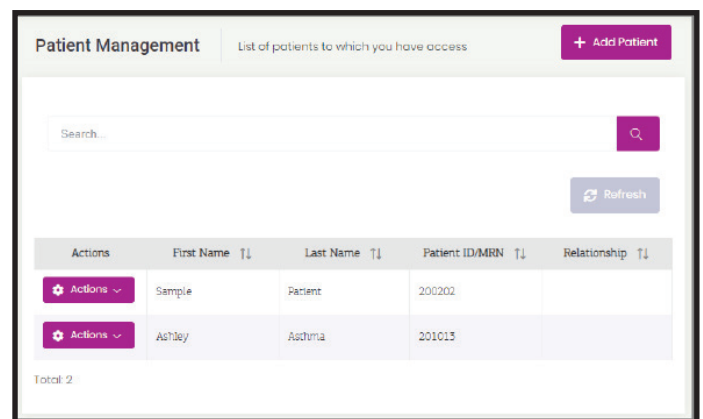
**In the Patient Selector:** Clicking on the patient selector control and select Manage Patients; this option will only be present if the user has more than one assigned patient.



## Patient Management View

After selecting Manage Patients from the user menu or patient selector, you will be brought to the Patient Management screen. From this screen you can:

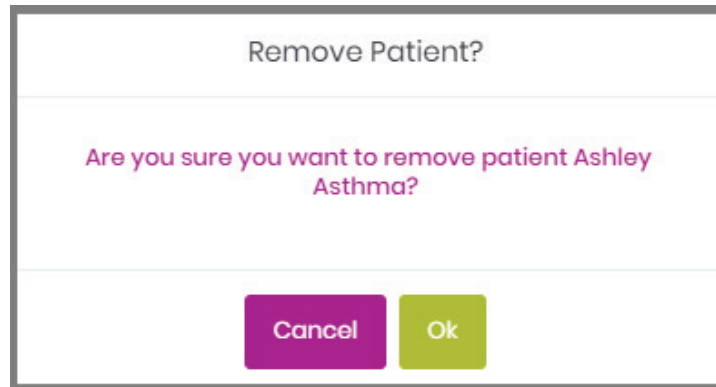
1. View, search, & sort associated patients
2. Edit relationship for associated patients
3. Remove an associated patient
4. Add a new associated patient



# MyPHS Portal: Managing Patients

## Removing a Patient

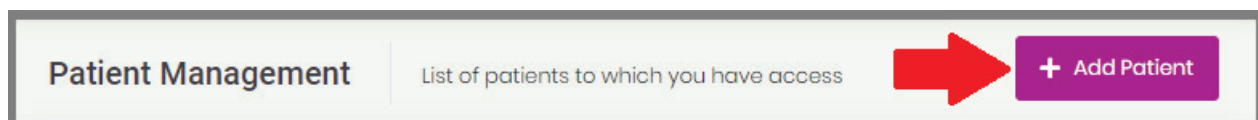
Selecting Remove Patient from the Actions button on the Patient Management screen will present a confirmation message to confirm the removal.



If you have the patient you are trying to remove selected as the patient you are viewing in the MyPHS Portal, you are not able to remove the patient. A message is presented alerting the user of this.

## Adding a Patient

Selecting Add Patient from the Patient Management screen will open a new window allowing you to add a new associated patient.



After selecting Add Patient you will follow the same process as Step 3 when you initially linked an associated patient.

## Contacting Support

There are several opportunities to contact PHS Customer Service from the Create Account process and from within the Manage Patient – Add Patient functionality of MyPHS Portal. Upon selecting the Submit Request button, you will be directed to a screen that confirms that their request was submitted to PHS Customer Service who will contact you soon to resolve any issues.