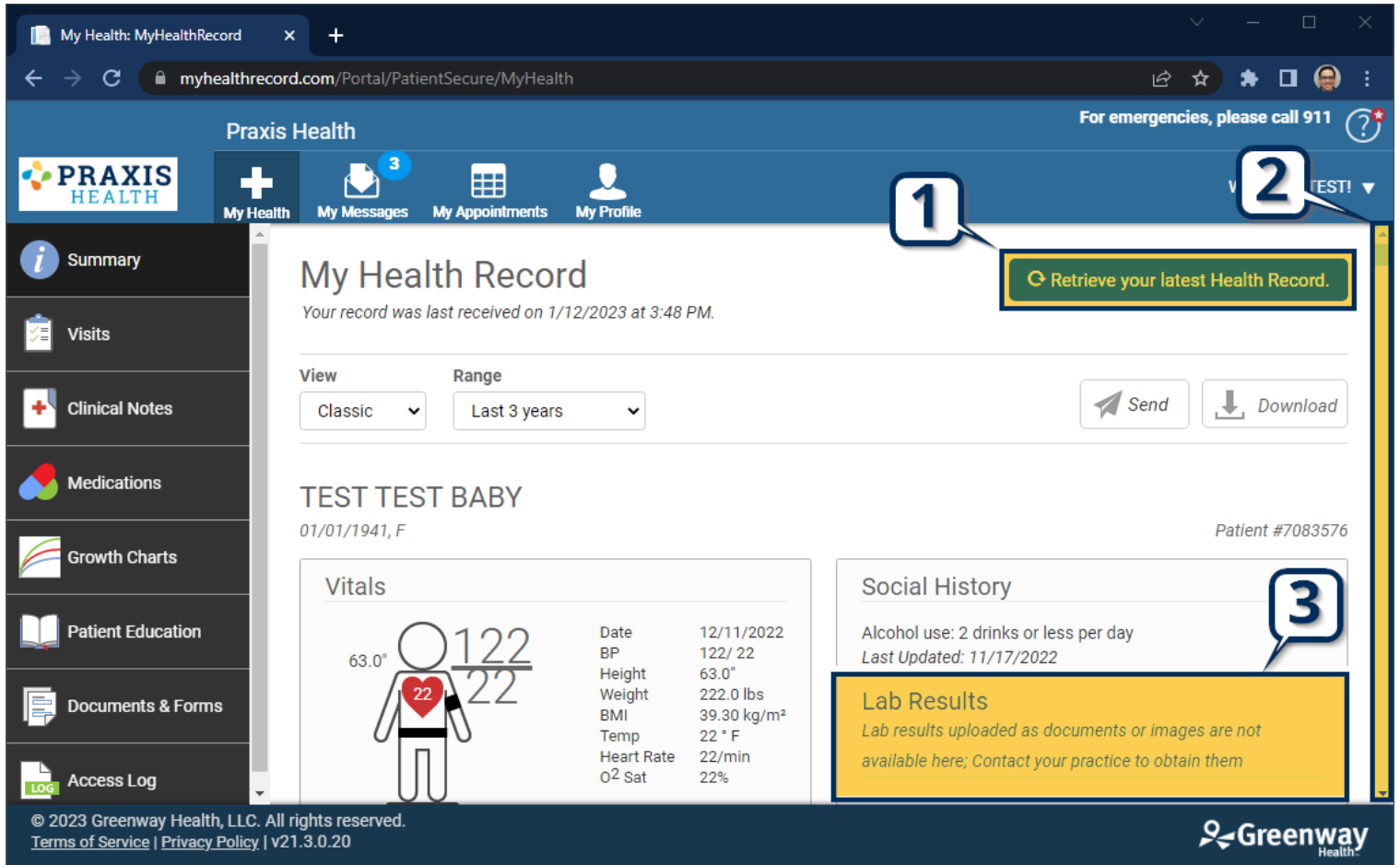




My Health Record Troubleshooting Guide

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[Retrieve your latest Health Record.](#)

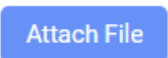
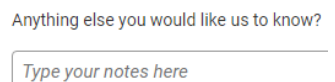
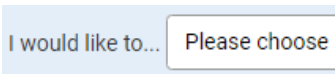
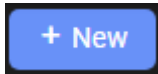
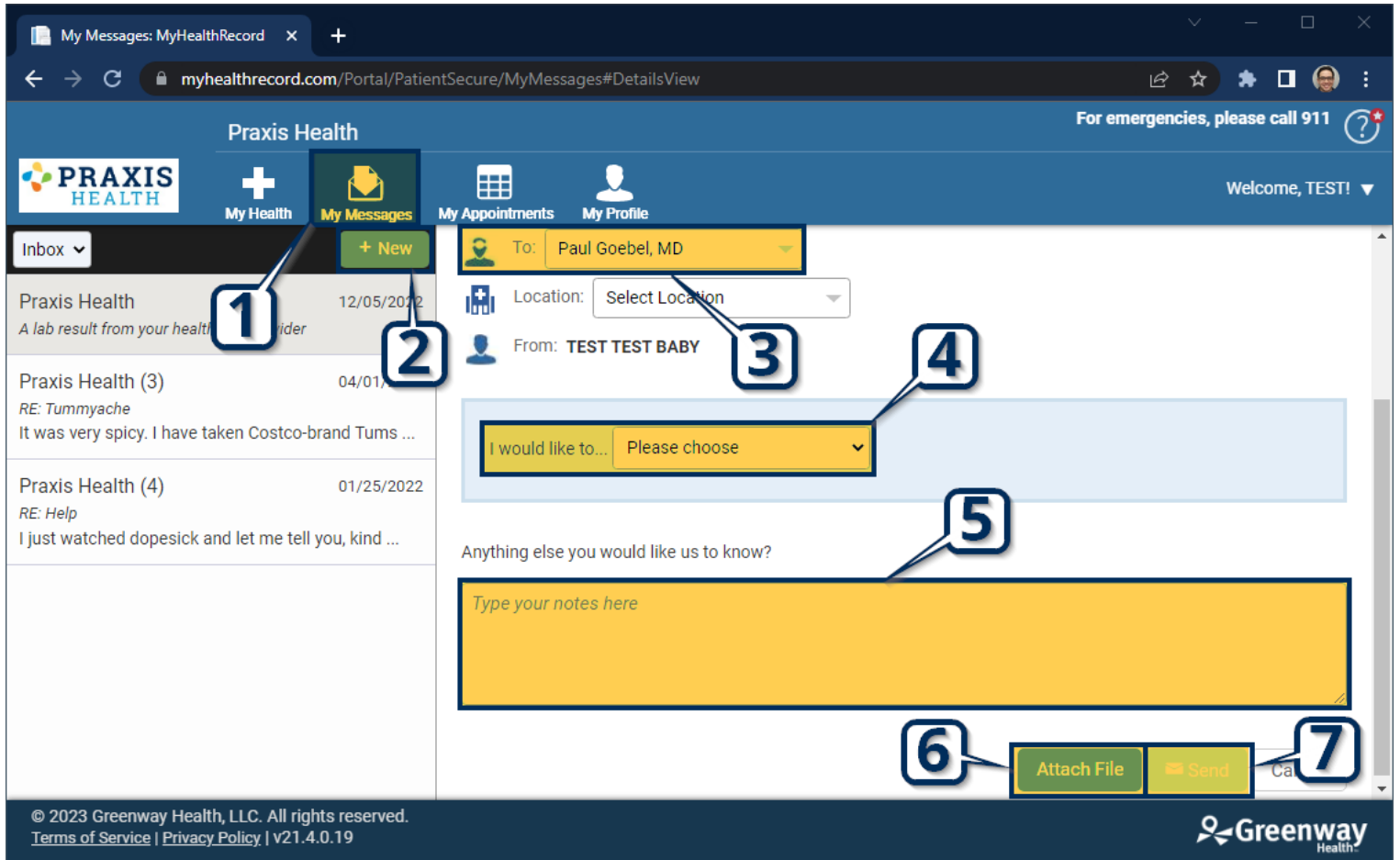
1. Select **Retrieve your latest Health Record.**



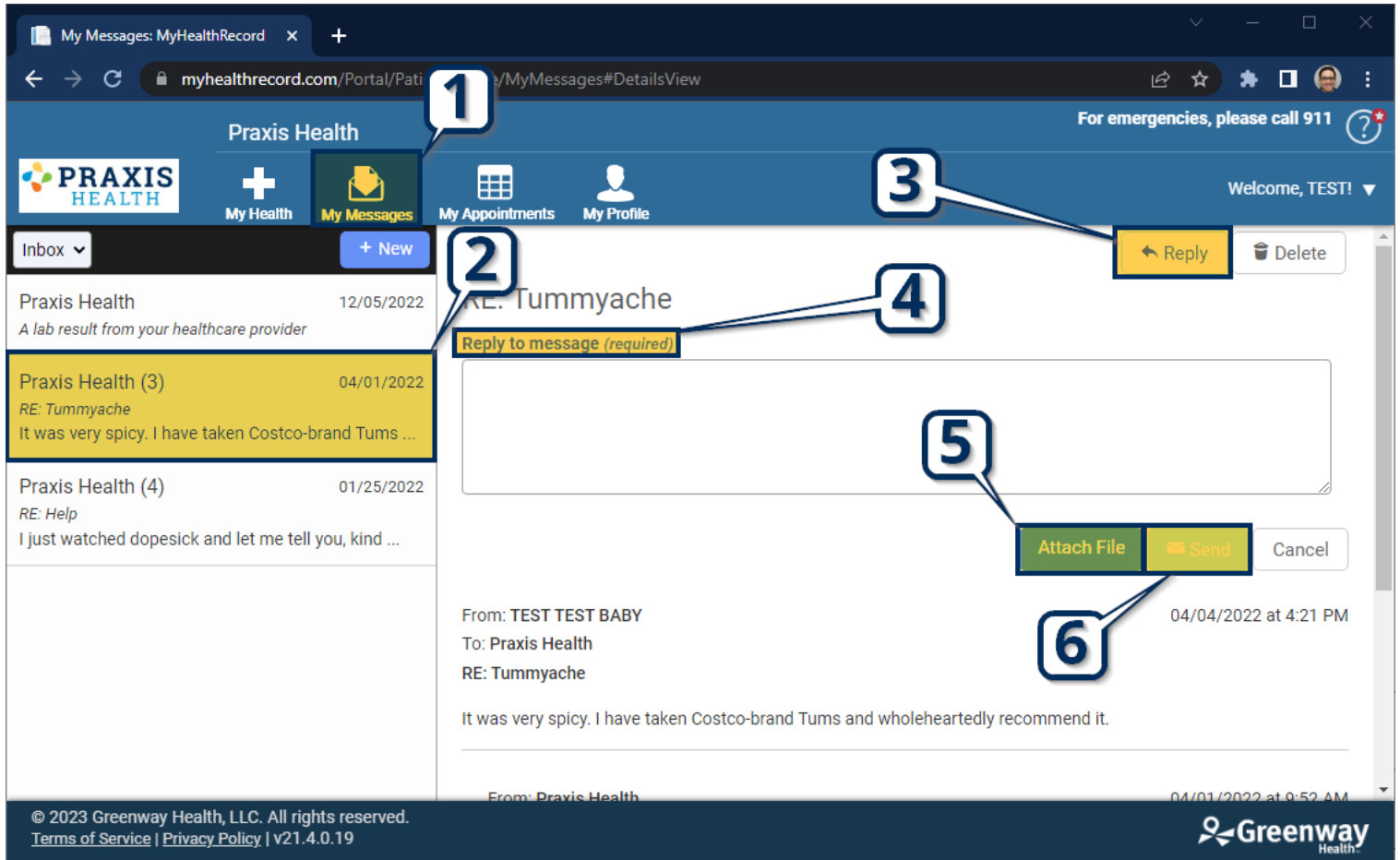
2. Scroll down the page until you see **Lab Results.**

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

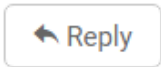
3. **Lab Results** are visible in the right-hand column.



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.



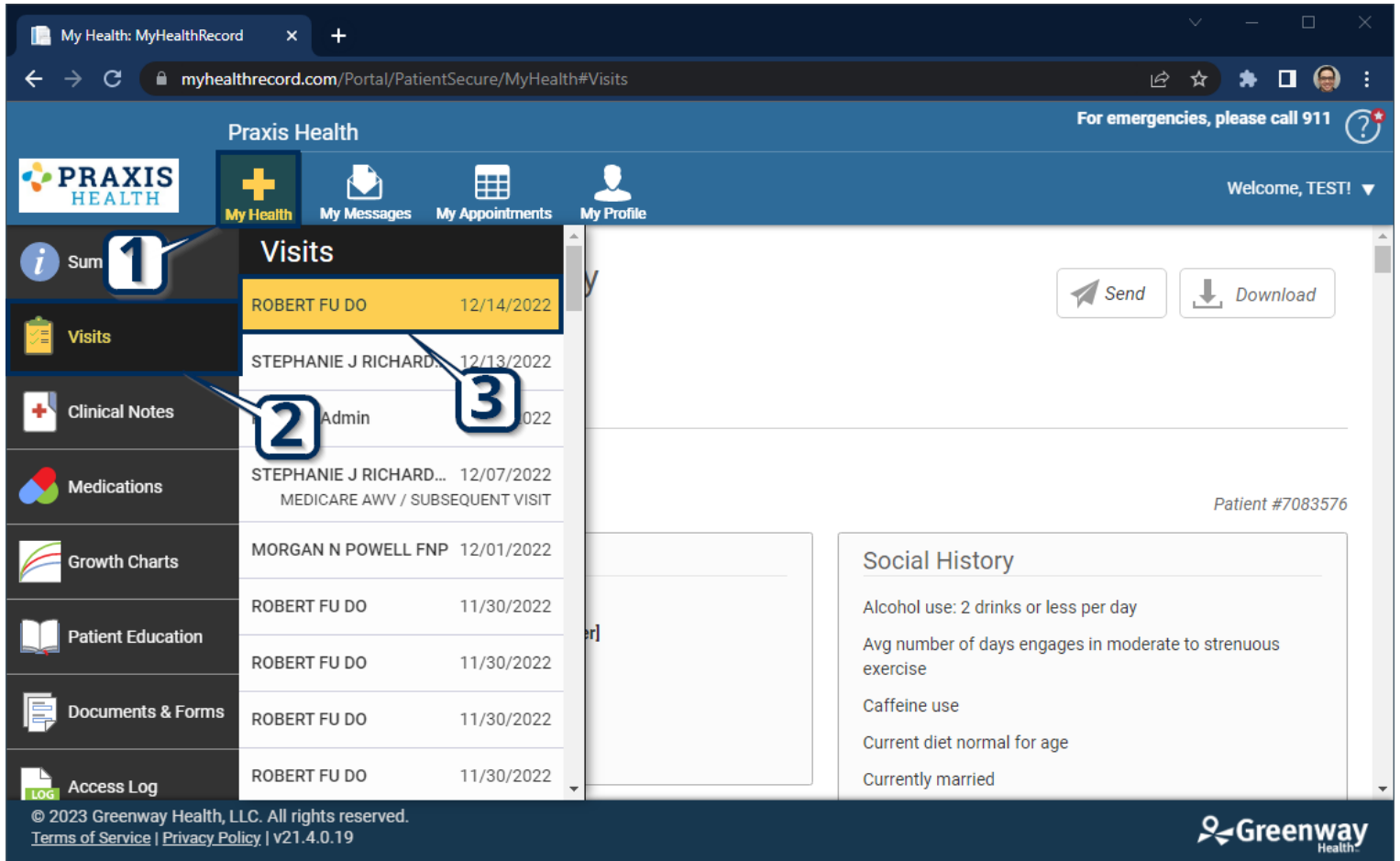
Praxis Health (3) 04/01/2022
 RE: Tummyache
 It was very spicy. I have taken Costco-brand Tums ...



Reply to 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!

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

STEPHANIE J RICHARD... 12/13/2022

STEPHANIE J RICHARD... 12/07/2022

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

Send Download

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

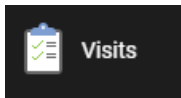
Currently married

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Greenway Health



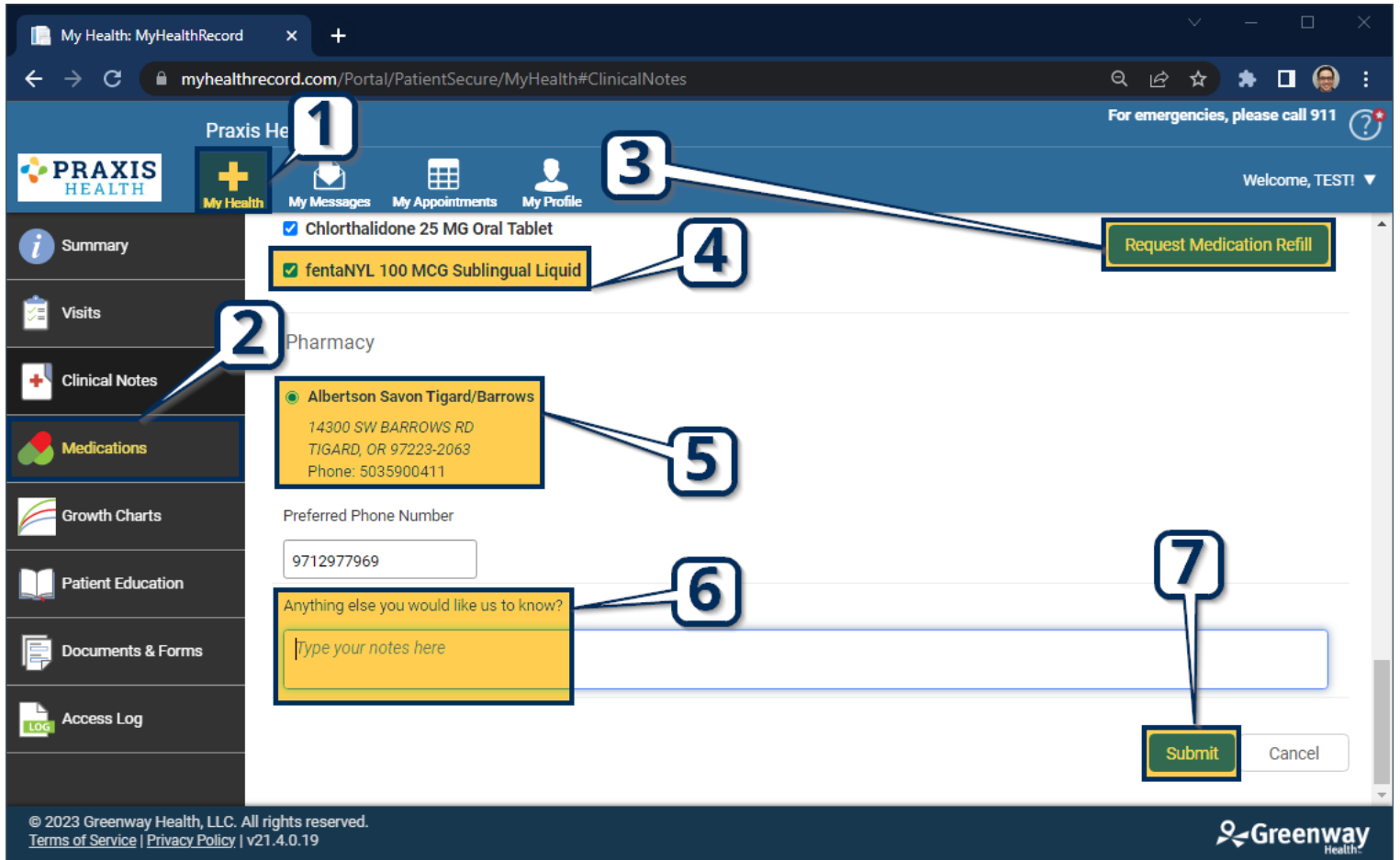
1. Select **My Health** from the top bar.



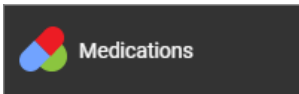
2. Select **Visits** to view after-visit summary.

ROBERT FU DO 12/14/2022

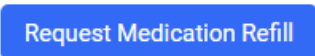
3. Select **Appointment Date/Provider** to view specific summary.



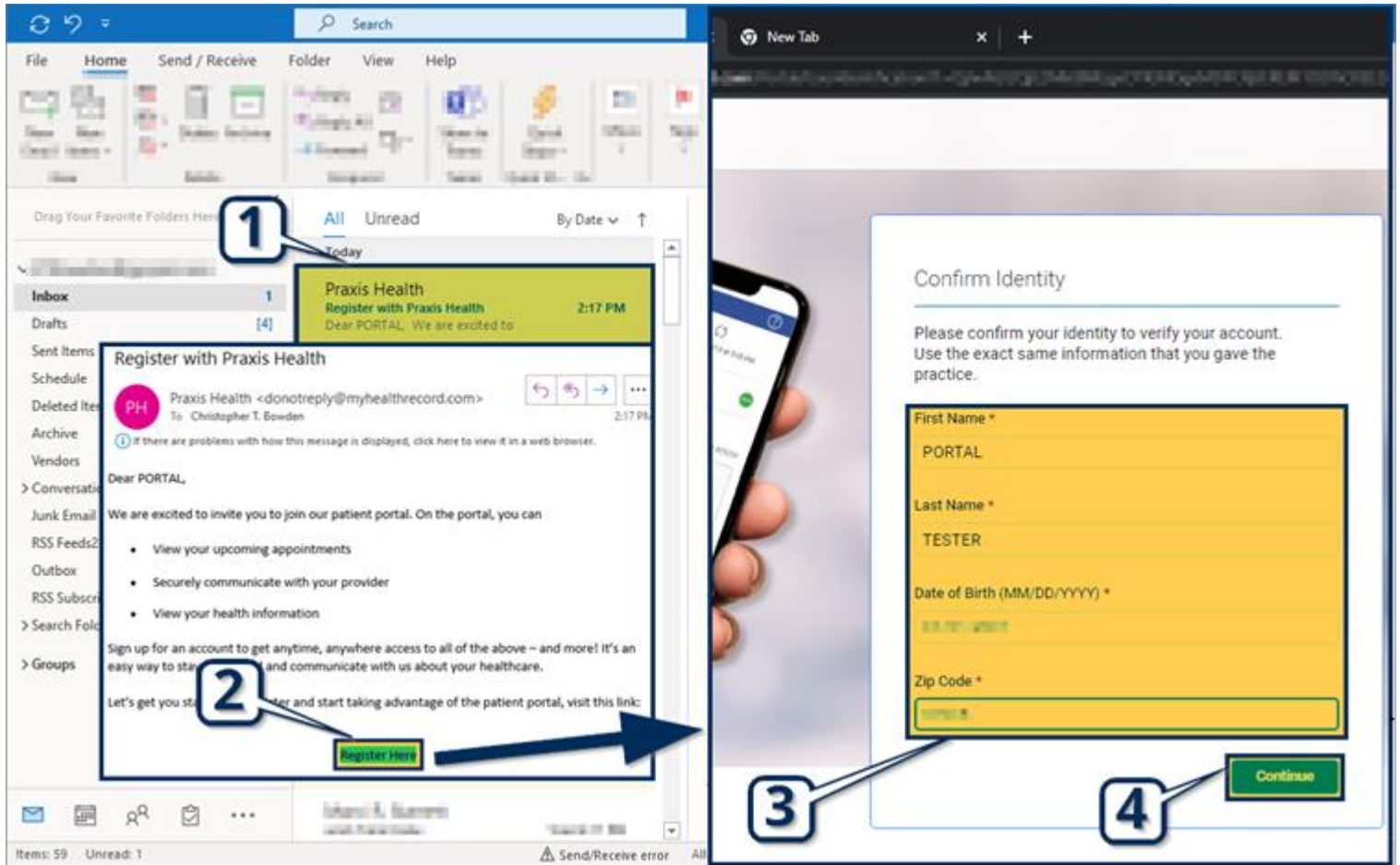
1. Select **My Health** from the top bar.




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



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



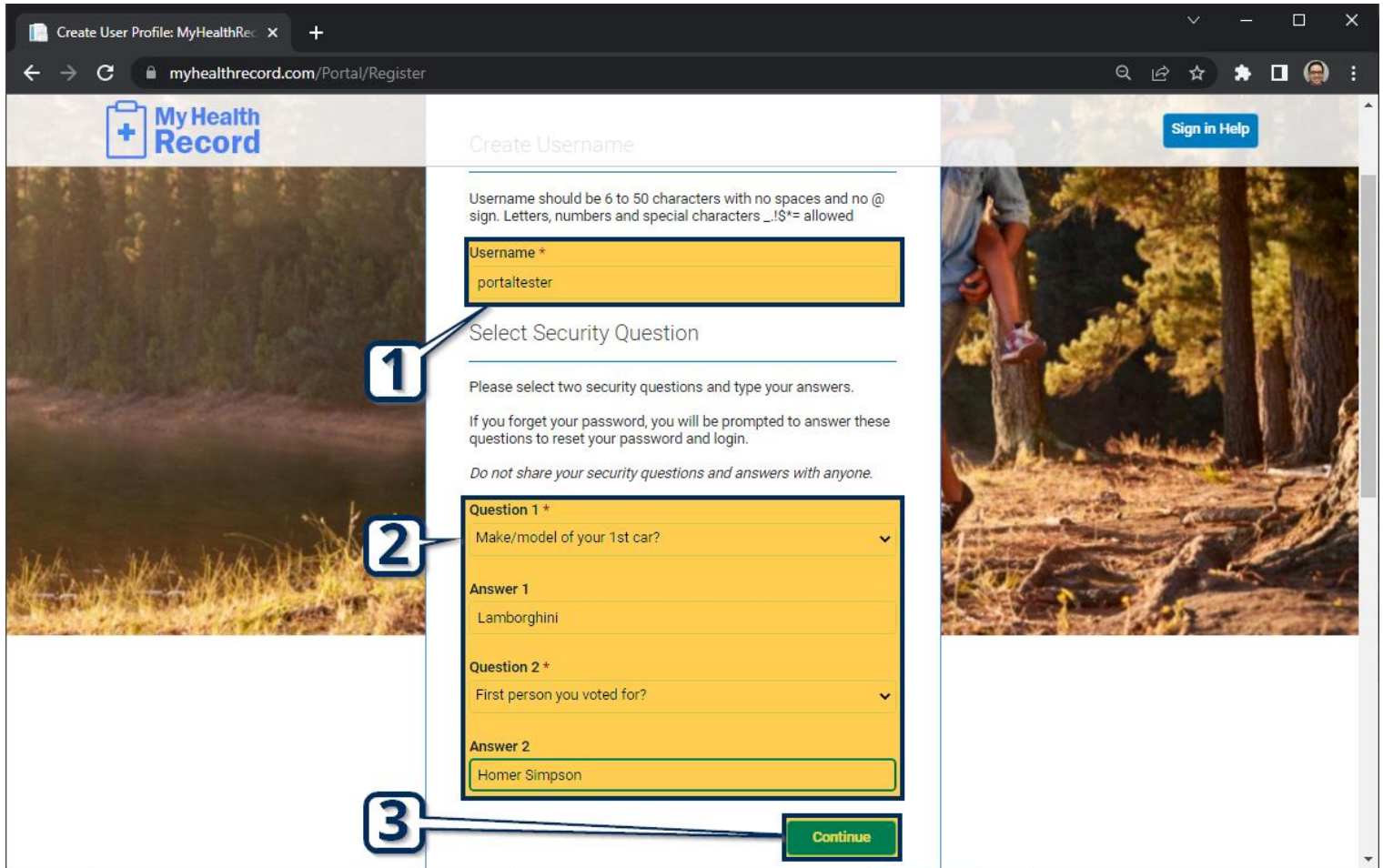
Register with Praxis Health


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

[Register Here](#)

First Name *

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

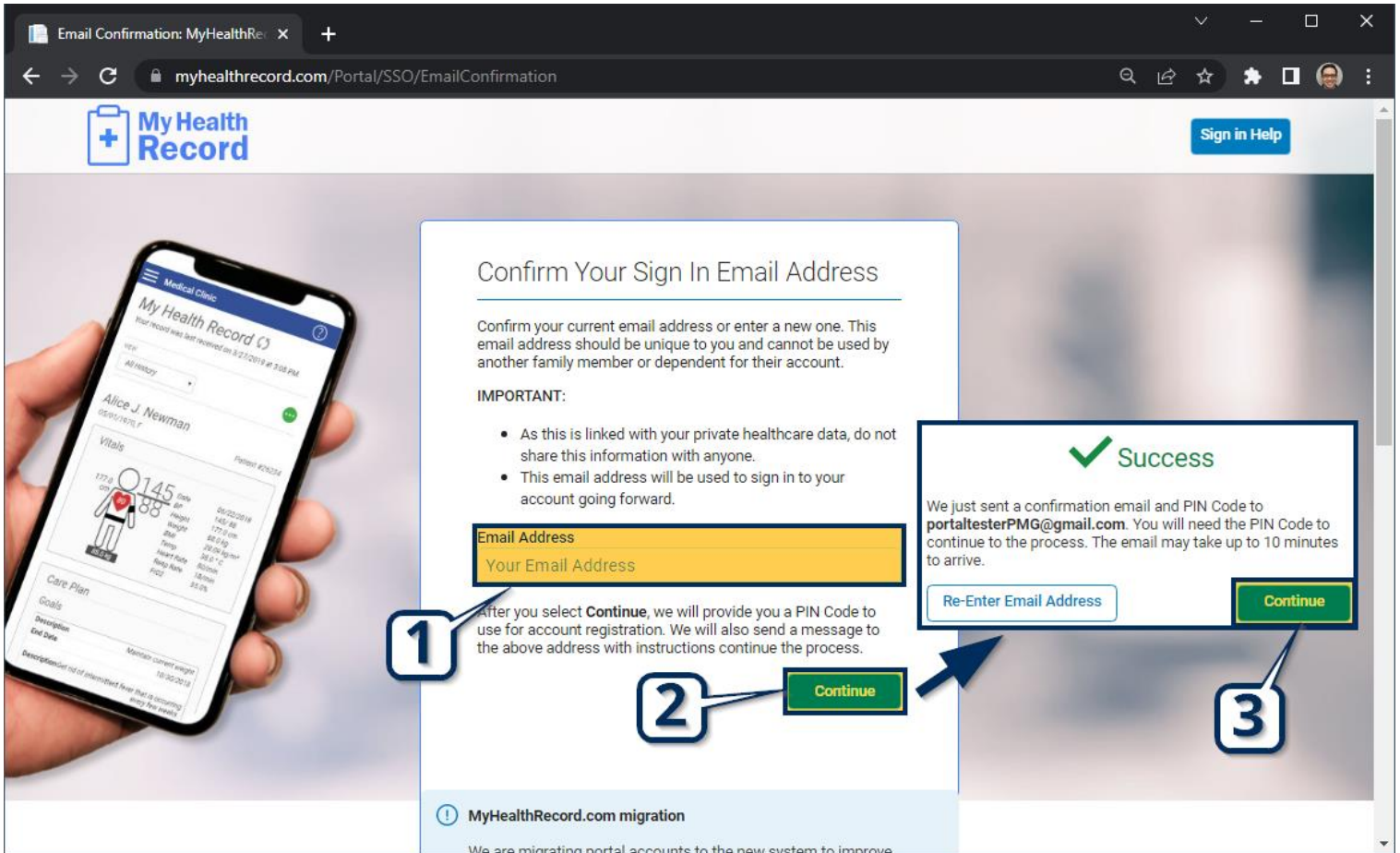
1. Enter **Username**.

Select Security Question

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

Continue

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



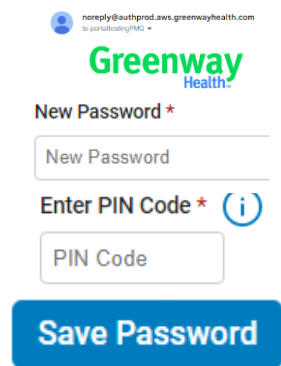
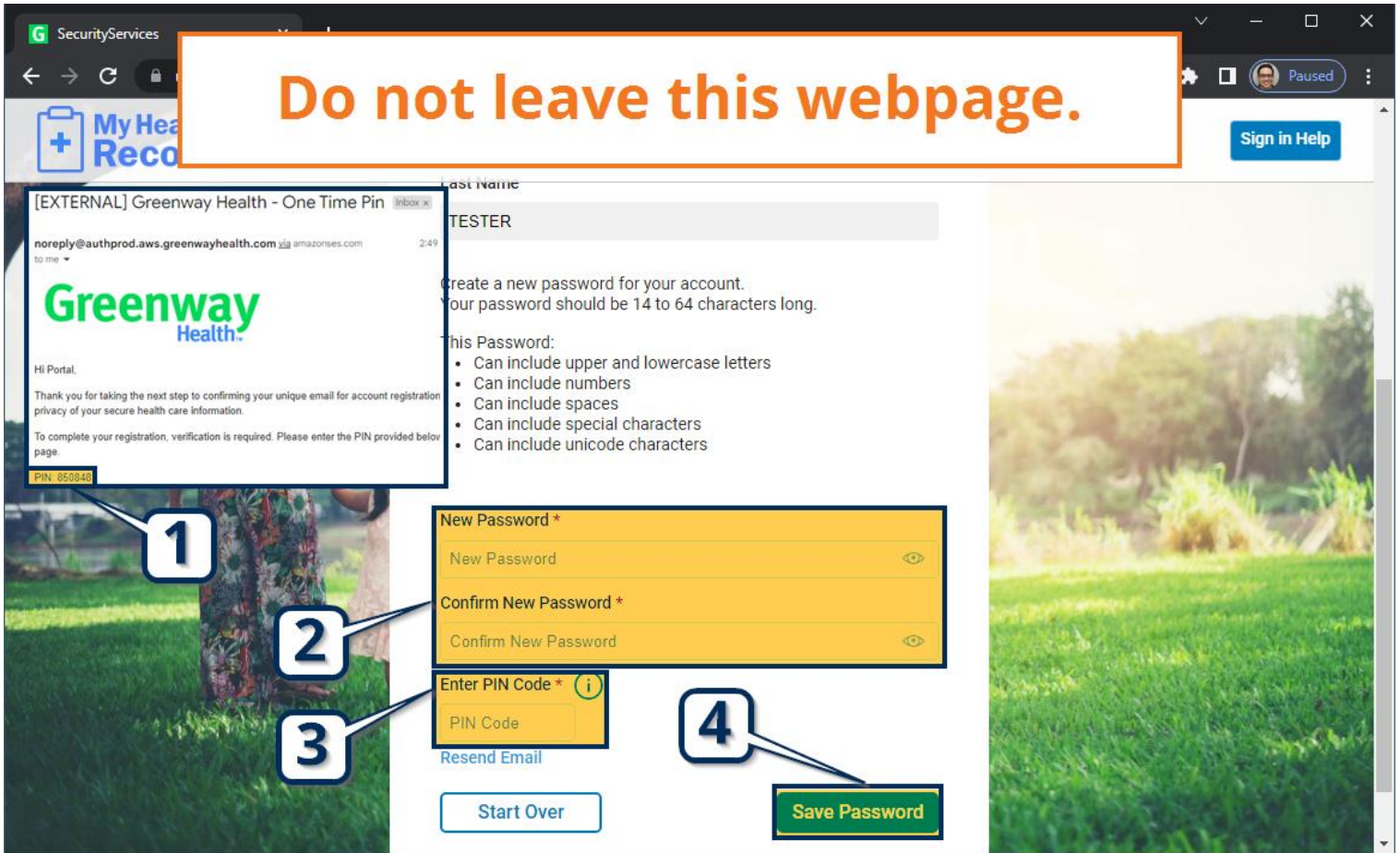
Email Address

Your Email Address

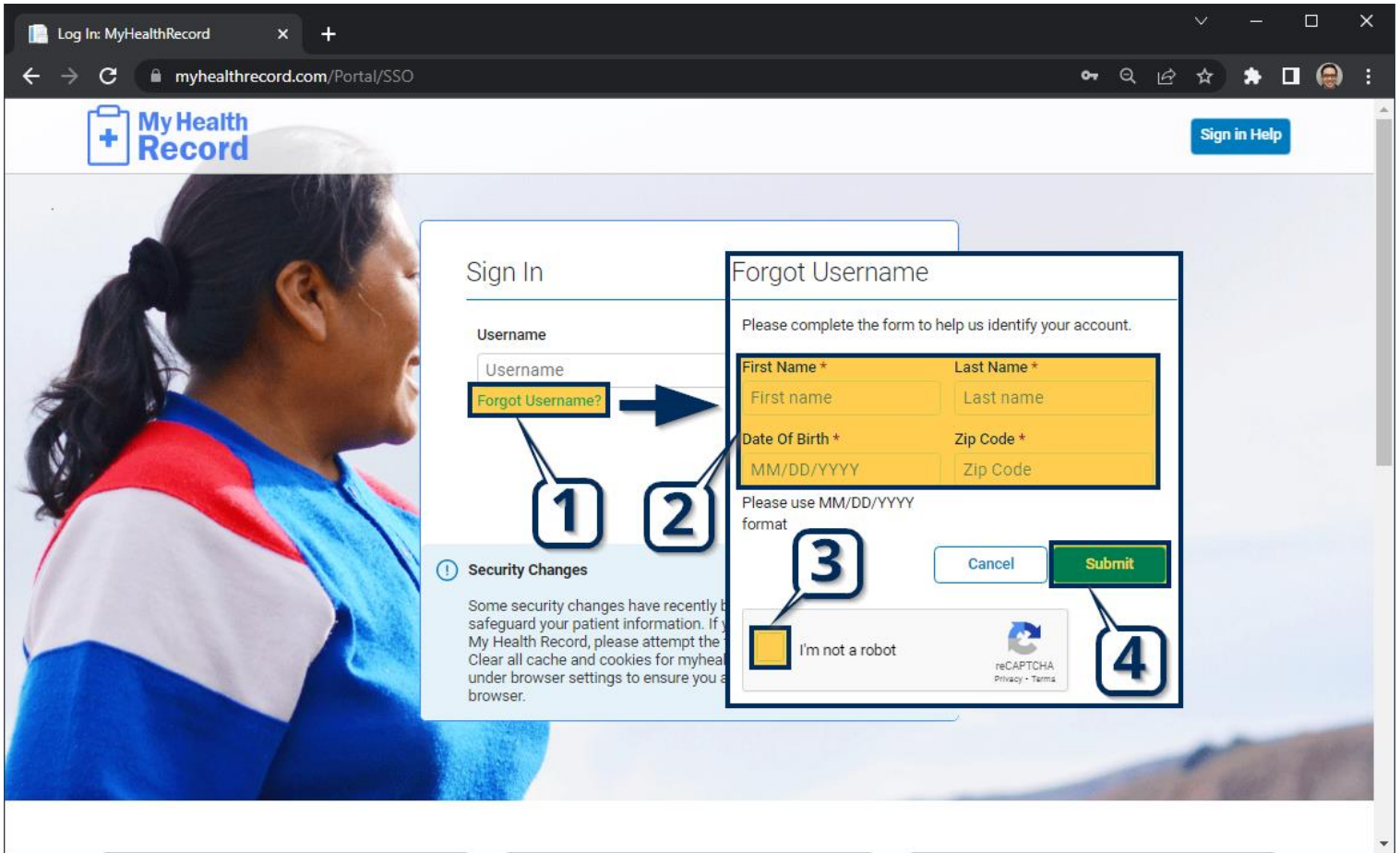
Continue

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.



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.



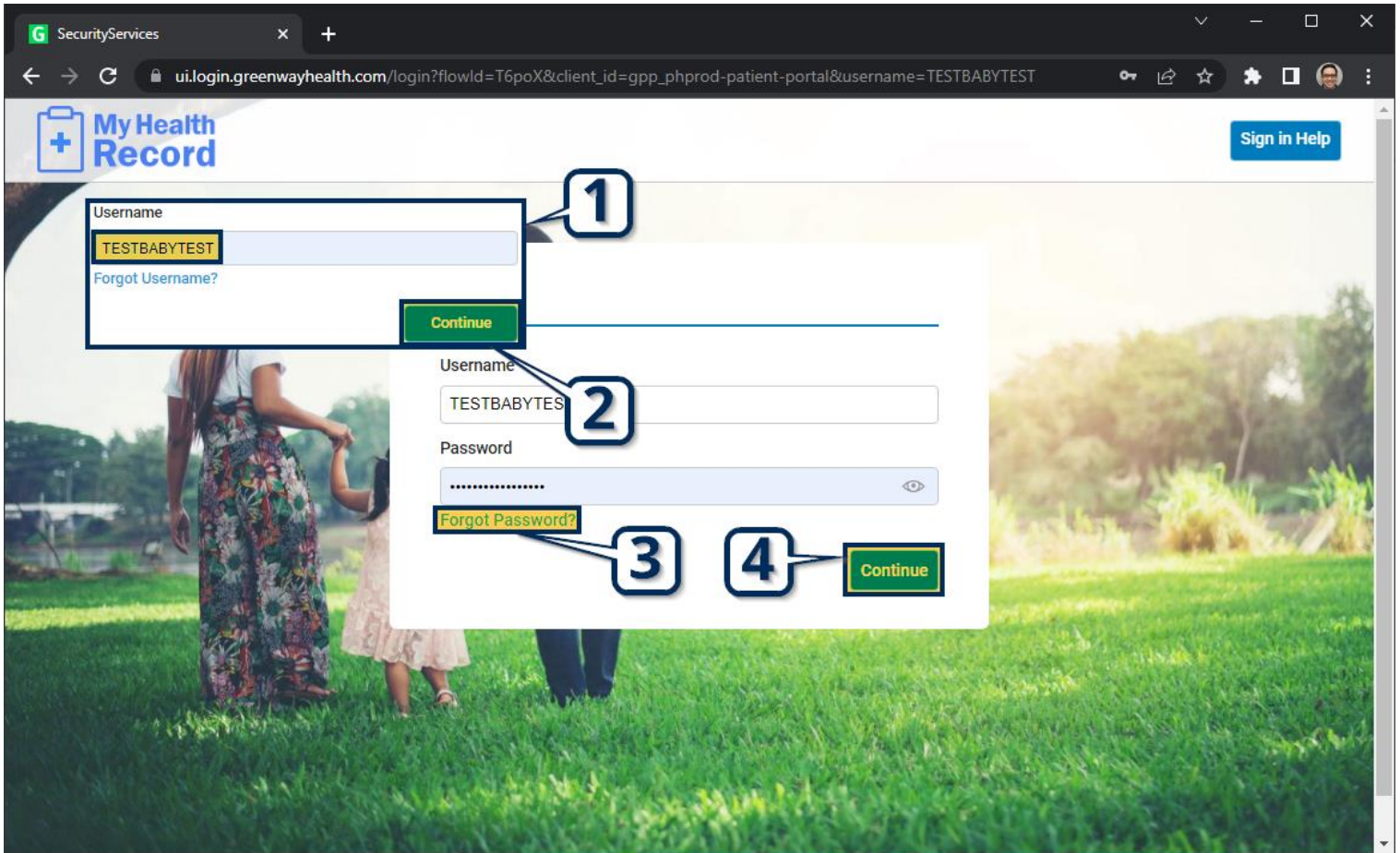
Forgot Username?

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

1. Go to <http://myhealthrecord.com> and enter **Username**.

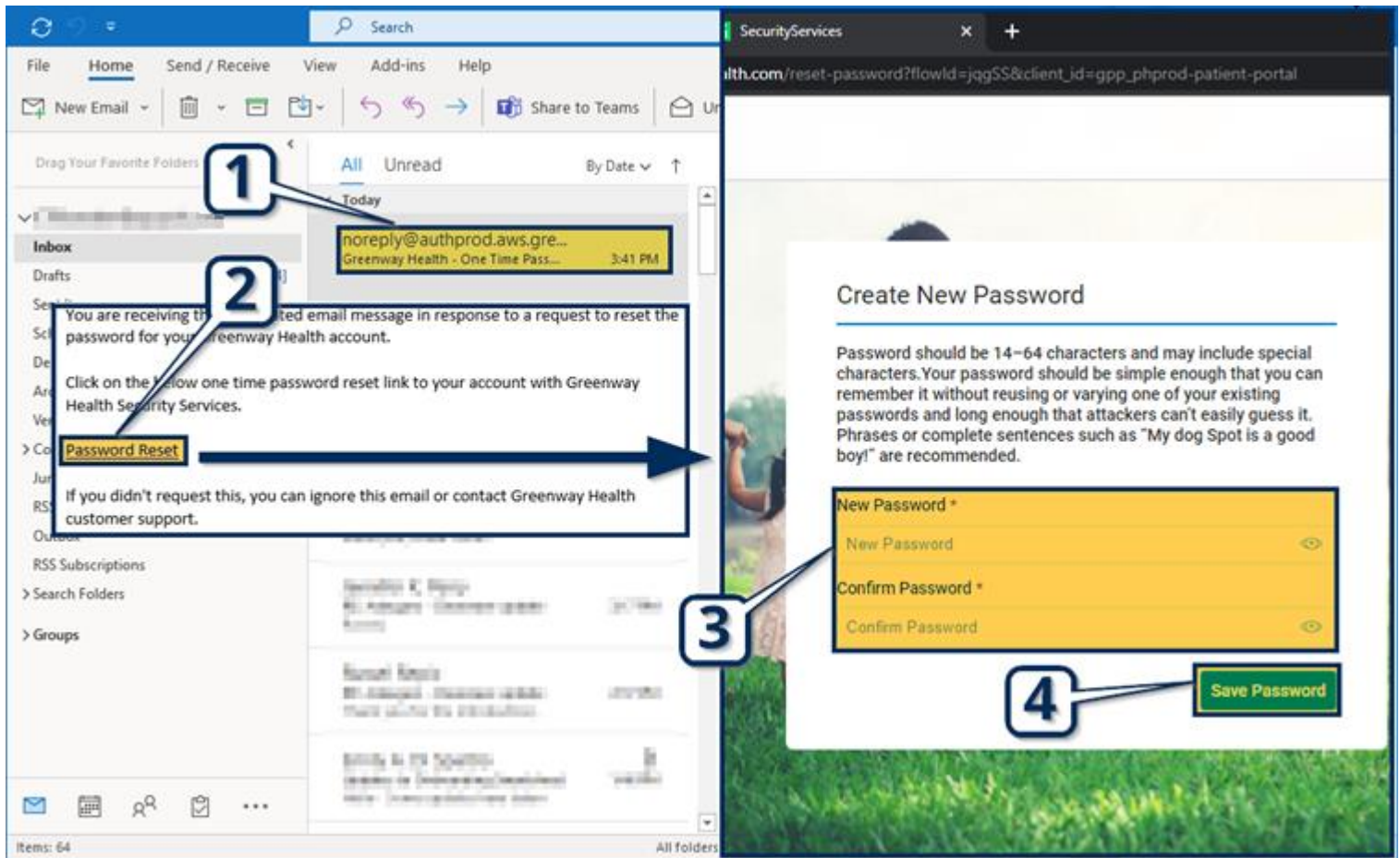
2. Select **Continue**.

Forgot Password?

Continue

3. Select **Forgot Password**.

4. Select **Continue** again. An email will be sent to you with a reset password link.



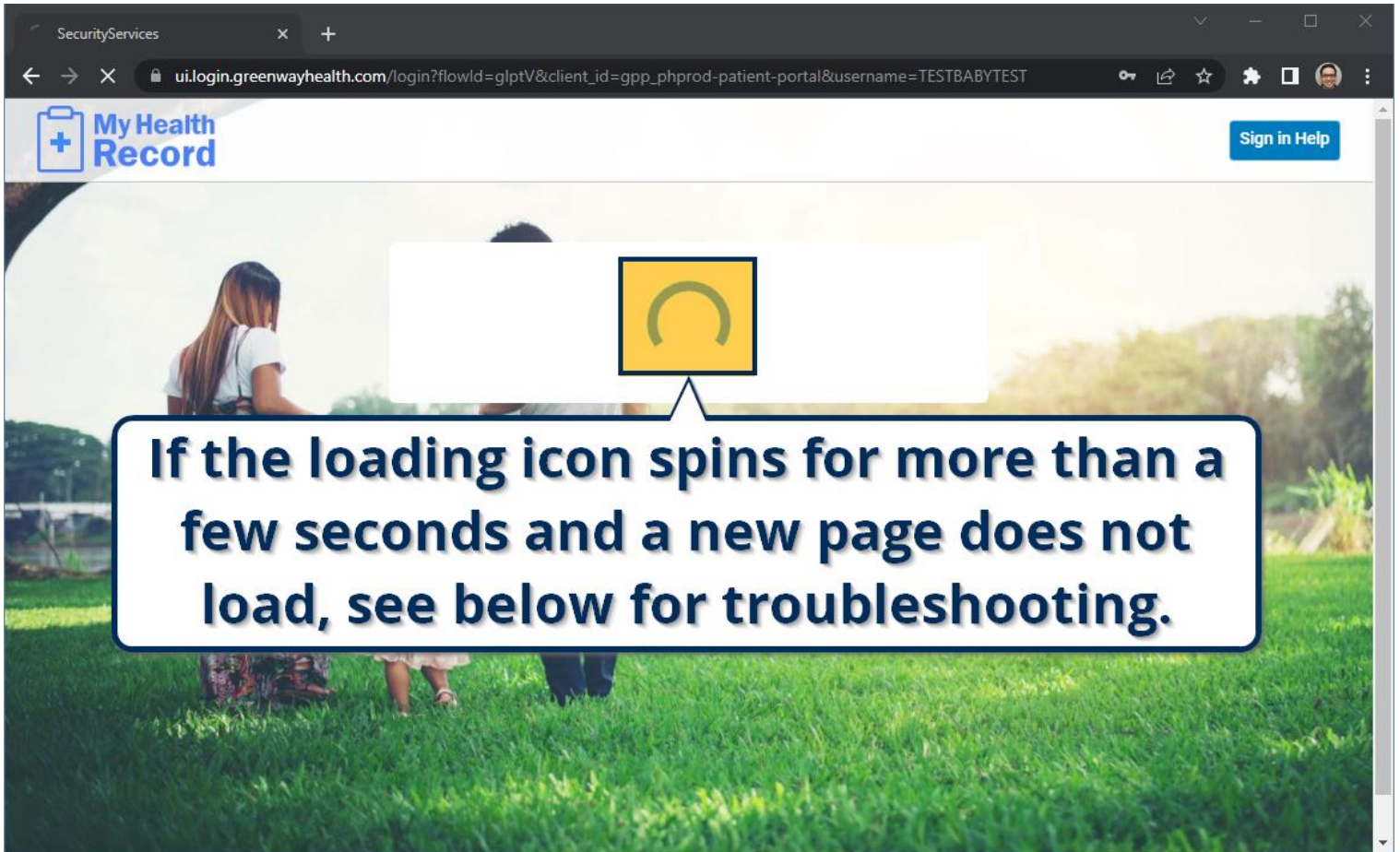
noreply@authprod.aws.gre...
Greenway Health - One Time Pass... 3:41 PM

[Password Reset](#)

New Password *

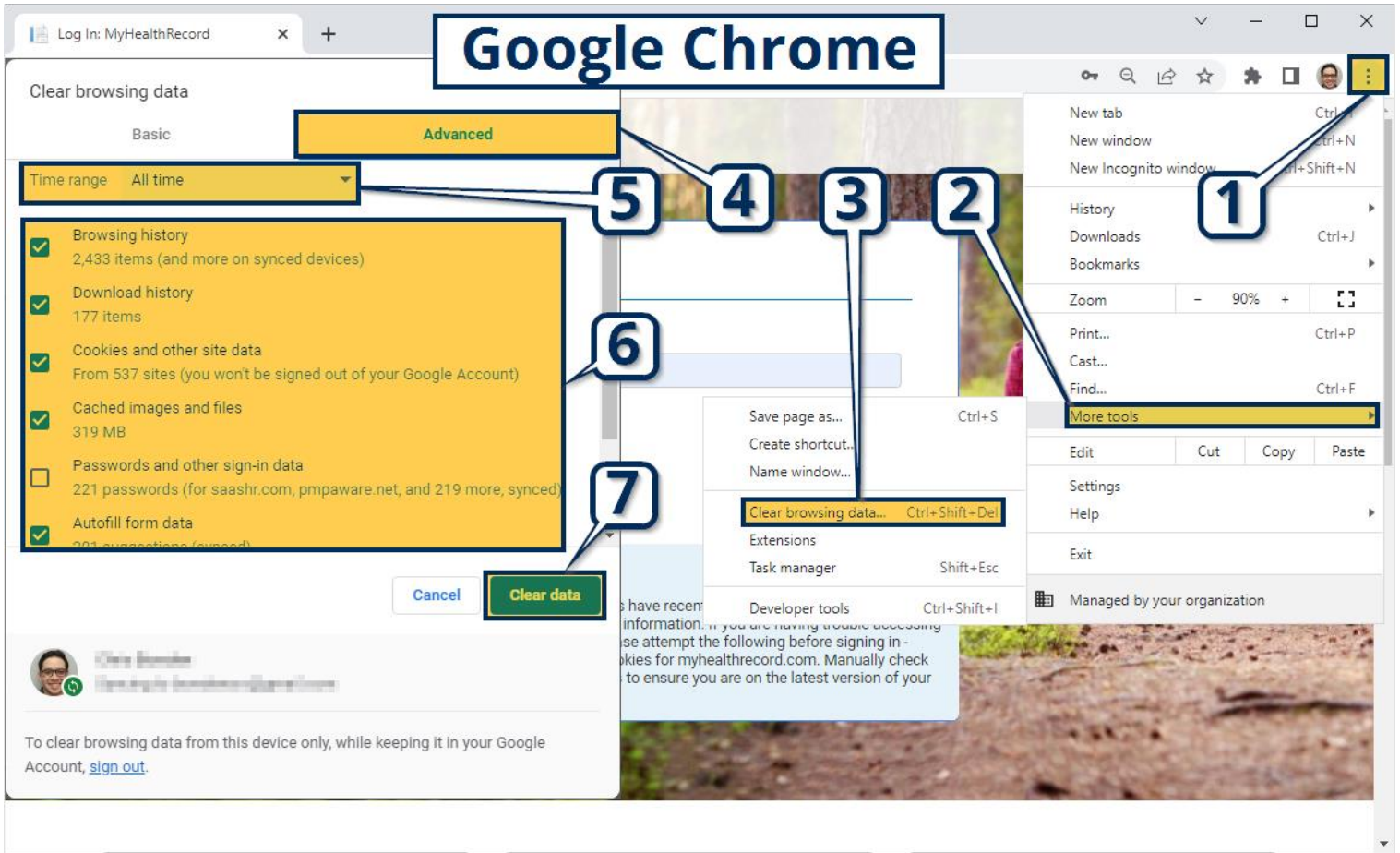
[Save Password](#)


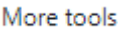
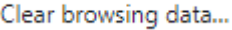

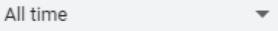

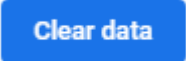
1. Open up your email from **Greenway Health**.
2. Scroll down in the email and select **Password Reset**
3. In the new window, enter and confirm your **New Password**.
4. Select **Save Password**.

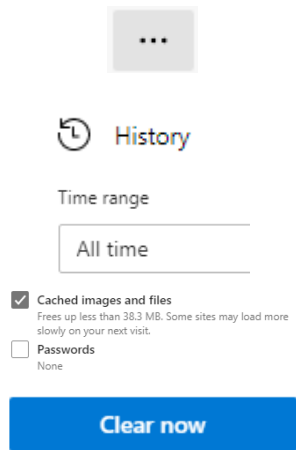
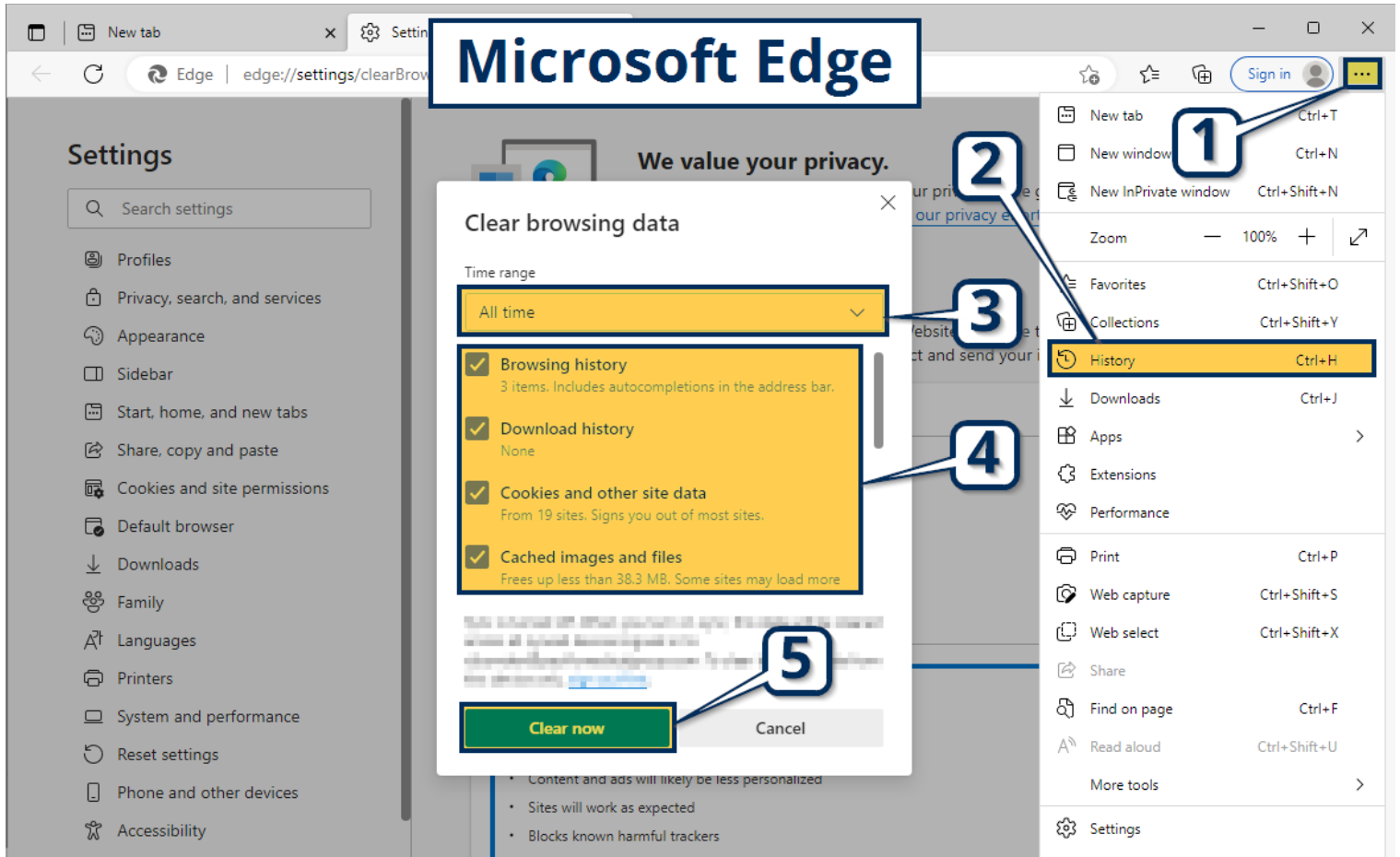


Attempt to delete your browser cache using the guides listed on the following pages. If your browser is not listed or you are using an Apple product, please contact a technologically adept friend/family member to instruct you on how to do this. We are unable to provide additional support for this issue is related to old files on your device. **Please be aware deleting your browser cache can remove saved settings from other sites, and we cannot be held responsible for any resulting damages.**

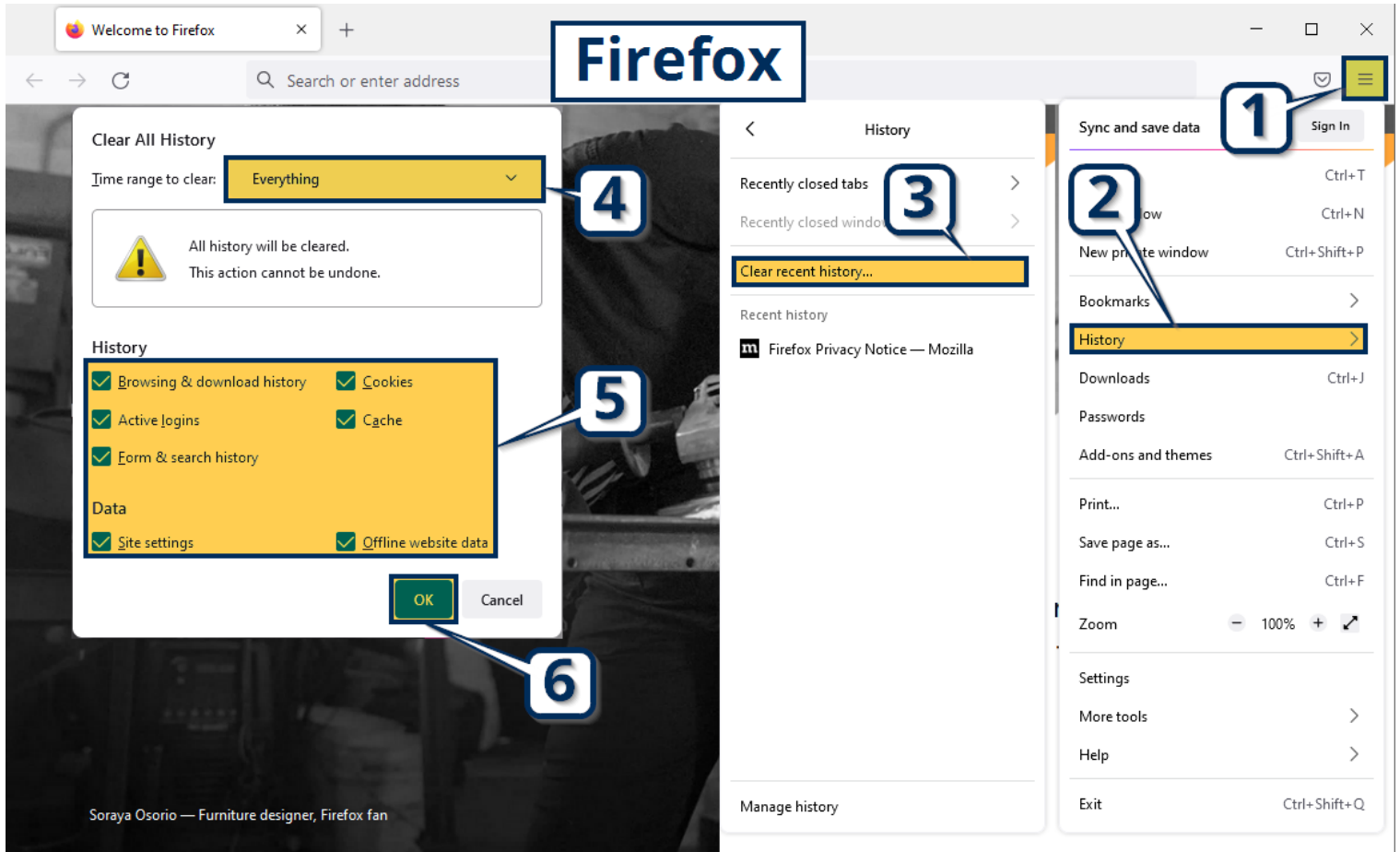
If you are using a VPN (*Virtual Proxy Network*) or network antivirus, please disable it and retry.



- 
1. Select the **3 Vertical Dots** on the far upper right side of the screen.
- 
2. Hover over **More Tools**.
- 
3. Select **Clear Browsing Data**.
- 
4. Select **Advanced**.
- 
5. Set Time Range to **All Time**.
- 
6. Select **all Checkboxes EXCEPT for Password and other sign-in 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

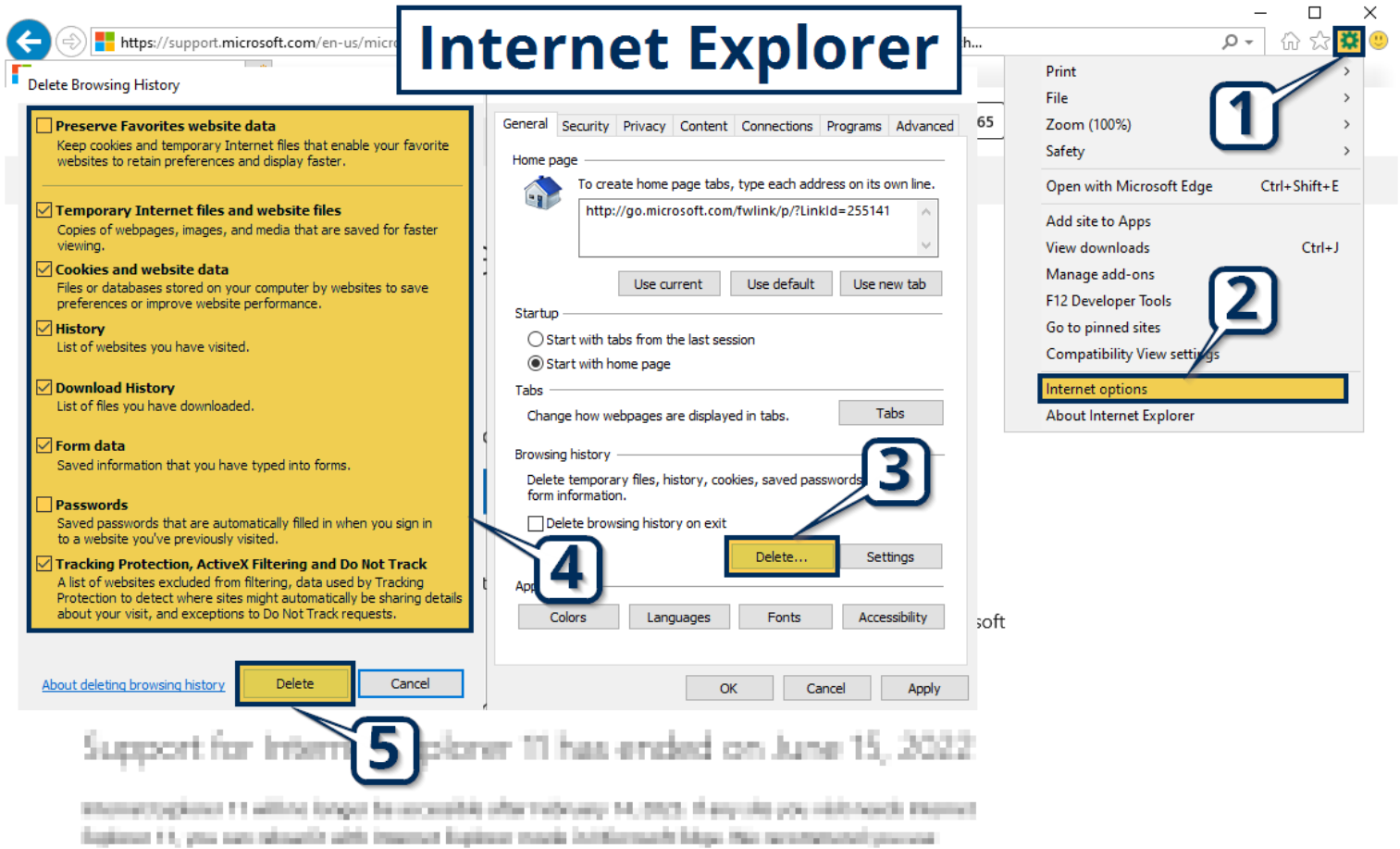
Browsing & download history

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**.