PRAXIS HEALTH

My Health Record Troubleshooting Guide

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

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

3. **Lab Results** are visible in the right-hand column.
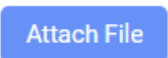
1. Select **My Messages** from the top bar.
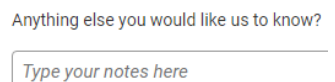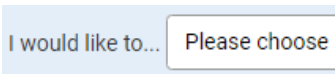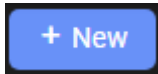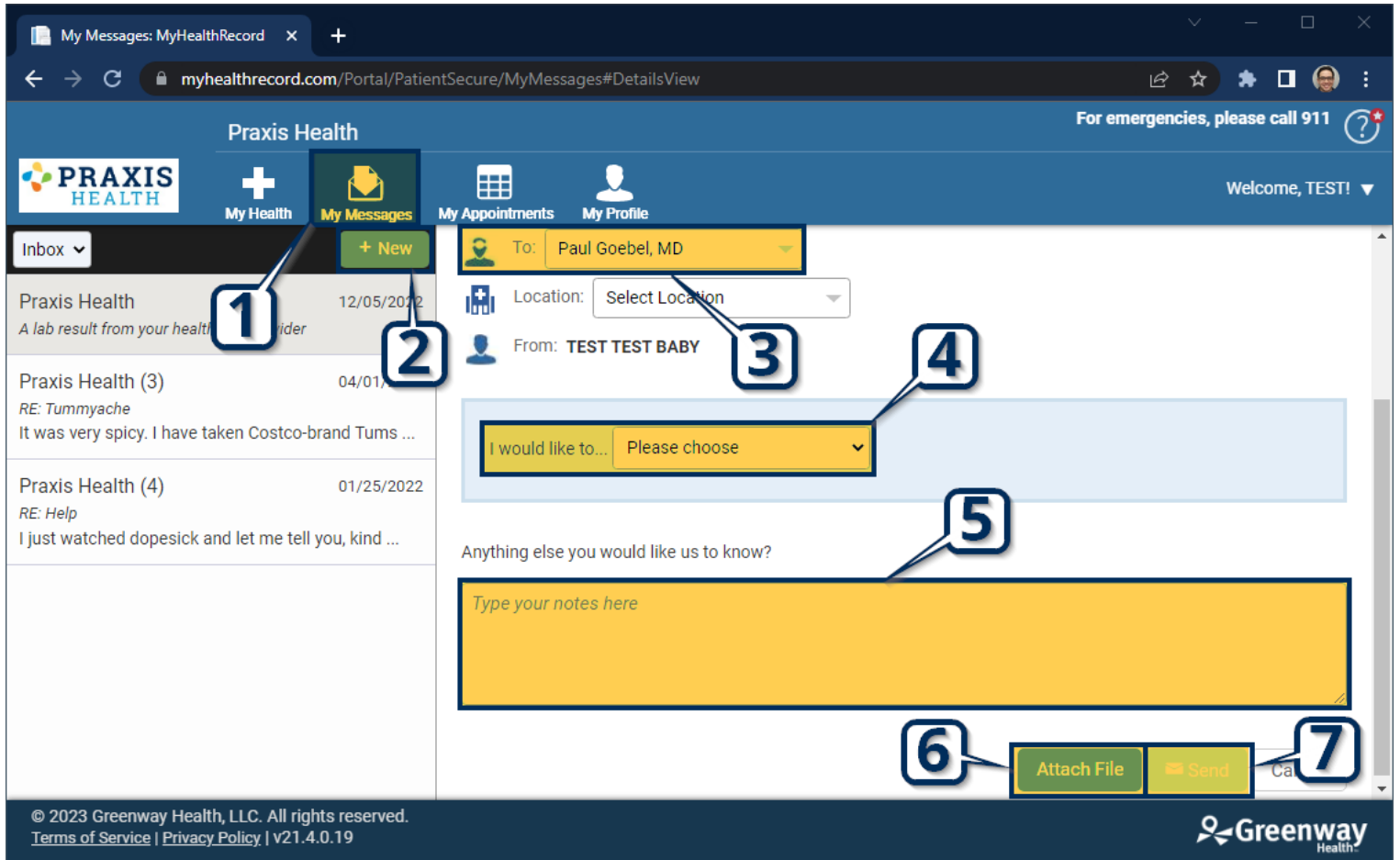
2. Select **New** to create a new message.

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.*
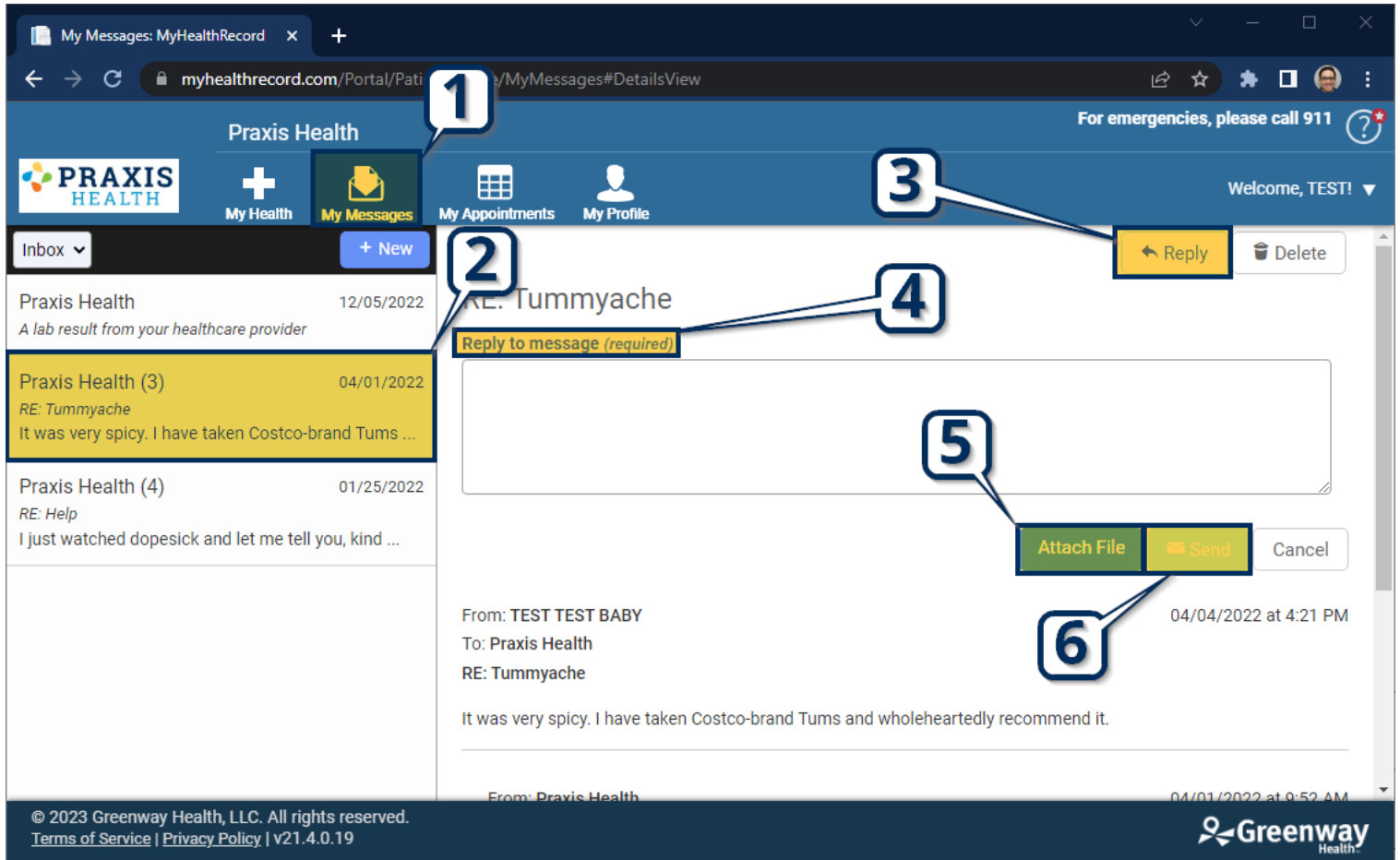
7. Select **Send** to send message.

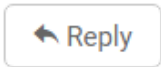1. Select **My Messages** from the top bar.

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.*
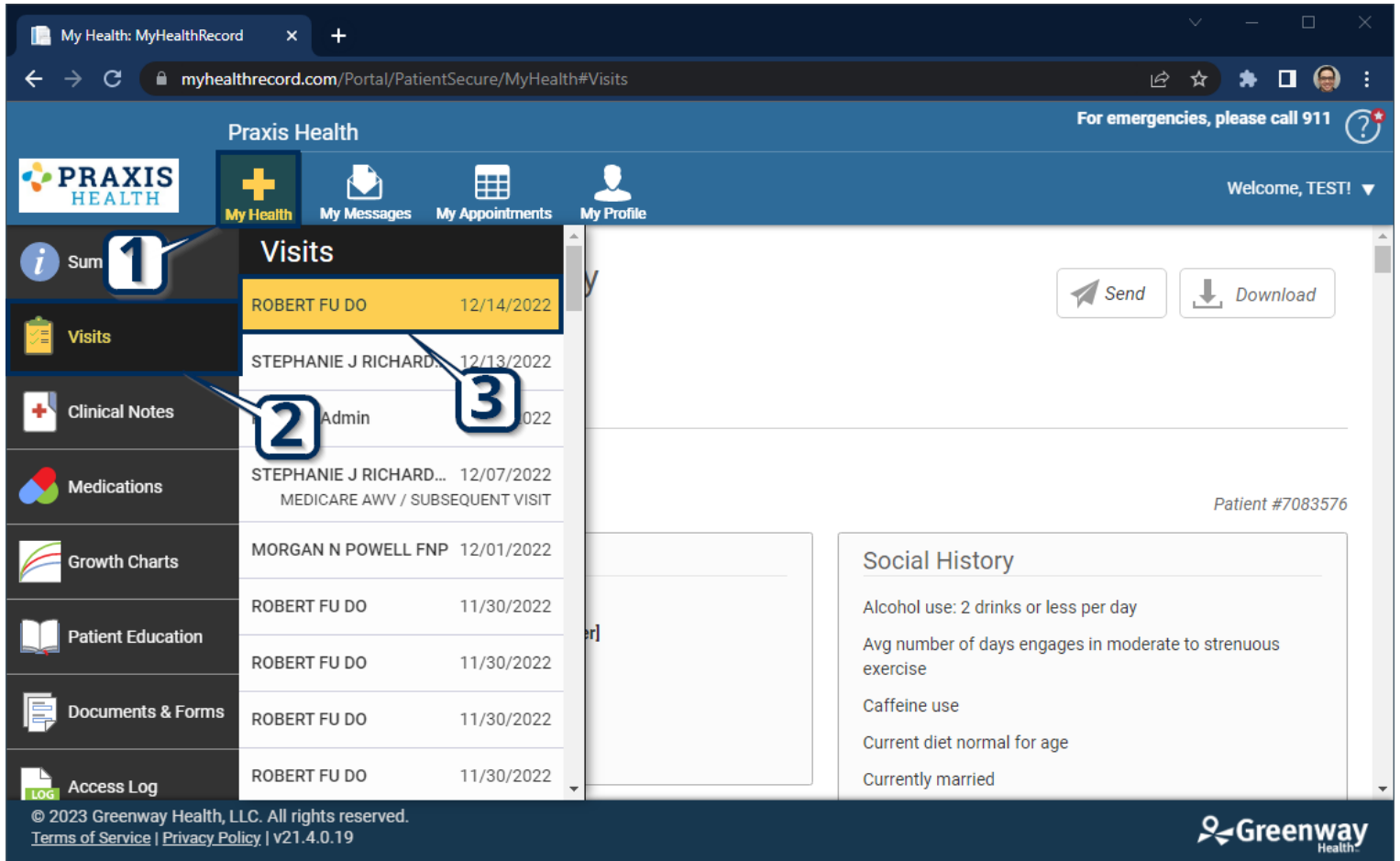
6. Select **Send** to send message.

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.

PRAXIS HEALTH

1. Select **My Health** from the top bar.
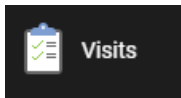
2. Select **Visits** to view after-visit summary.
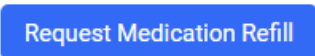
3. Select **Appointment Date/Provider** to view specific summary.
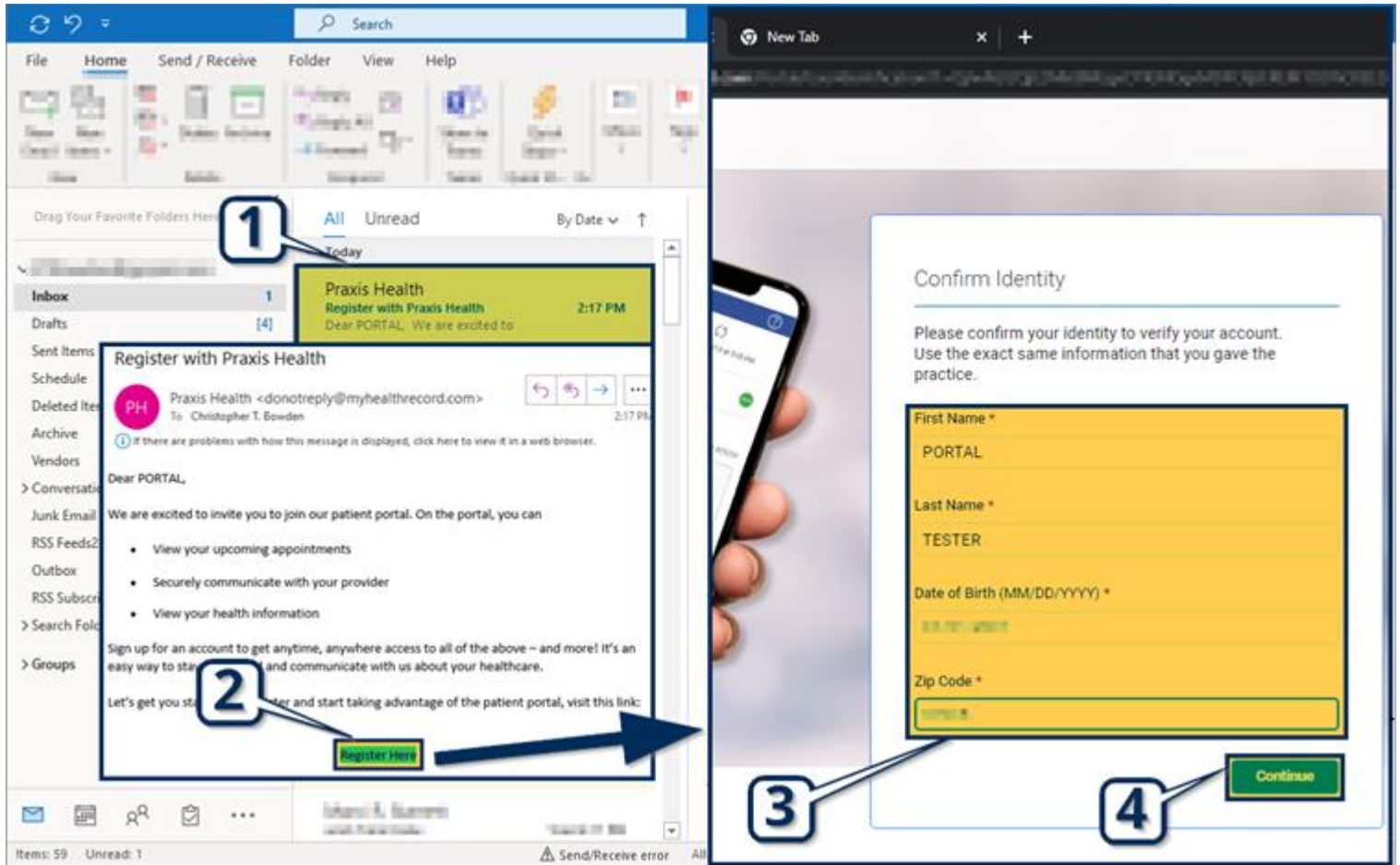
PRAXIS HEALTH

Register with Praxis Health

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

Register Here

First Name *

First Name

Continue
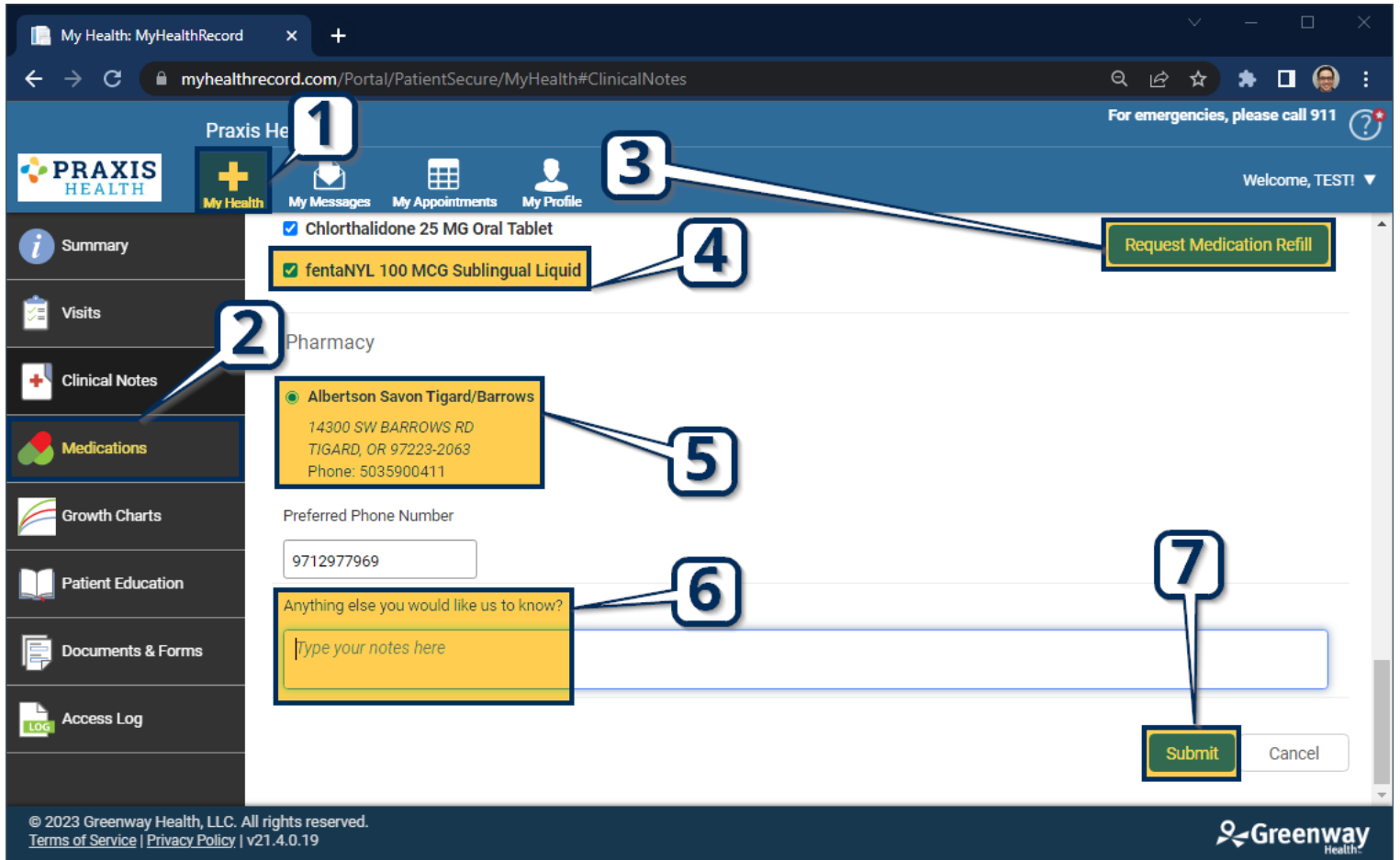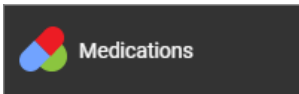
1. After staff send you a portal invitation, look for an email from **Praxis Health**.

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.
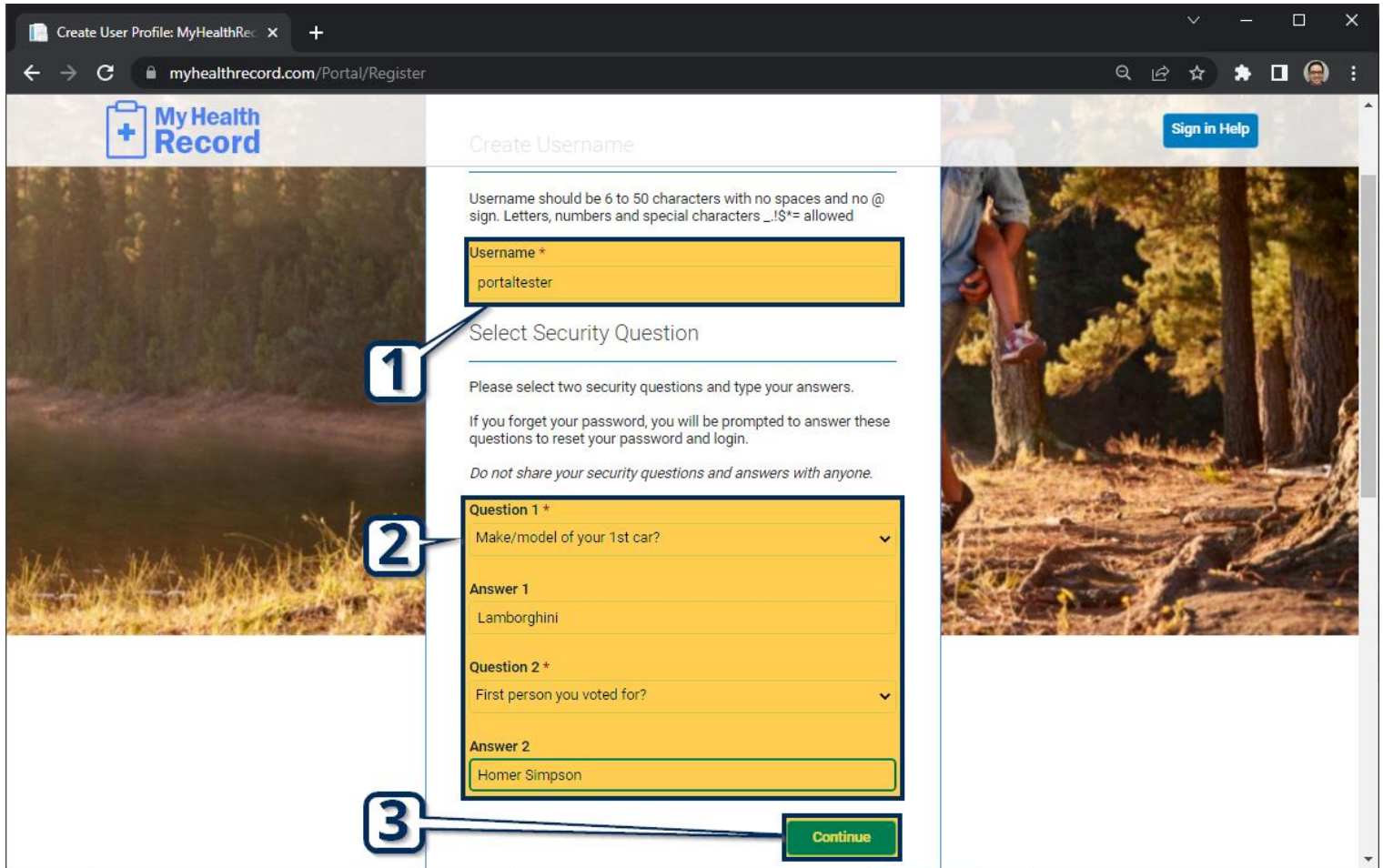
Username

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.

1. Enter your email address. *This email must be separate from another user.*
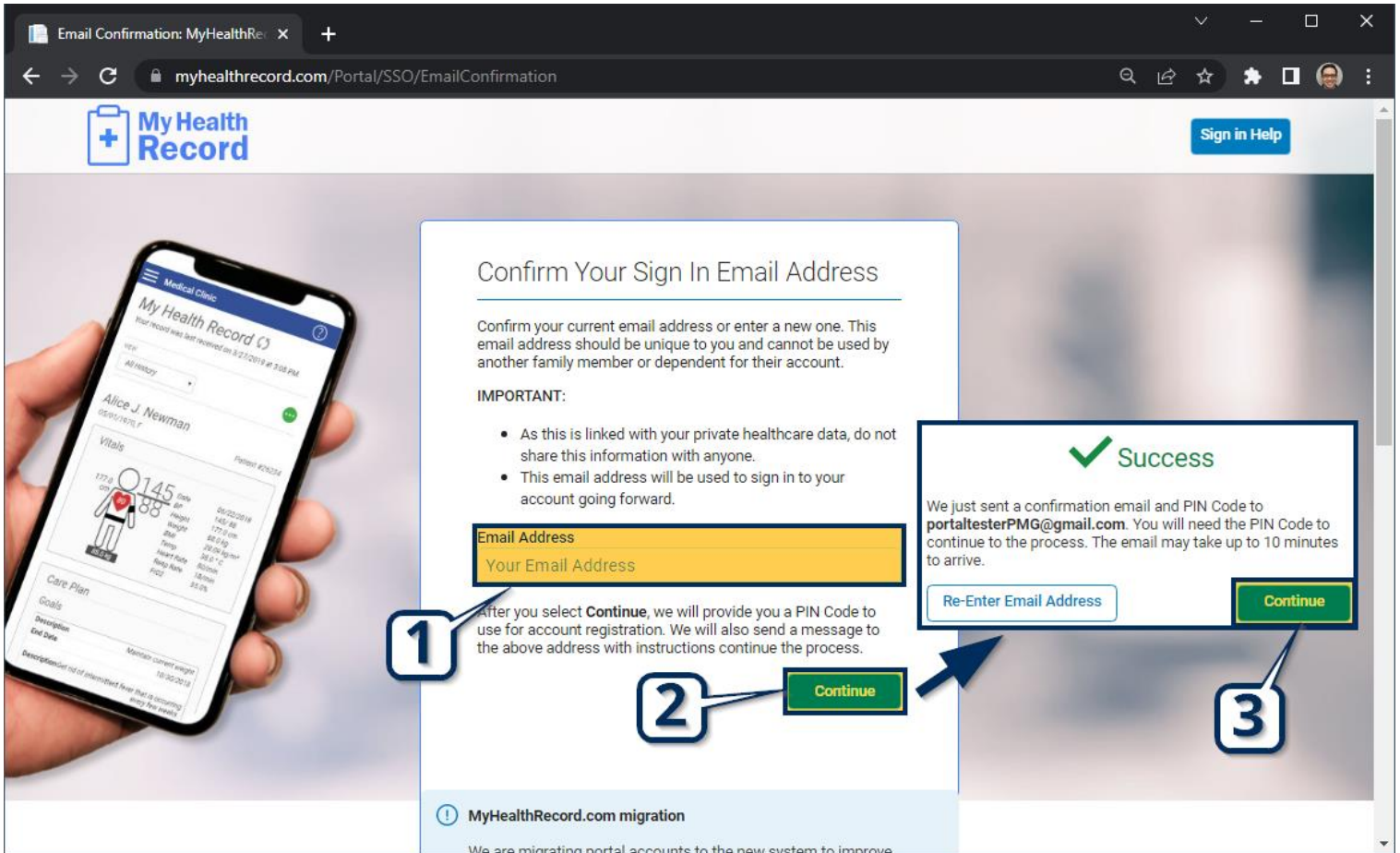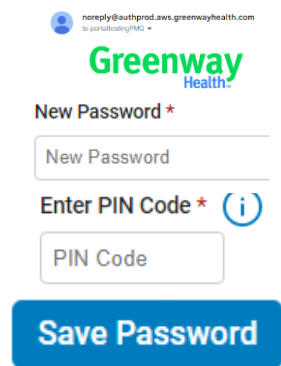
2. Select **Continue**.

3. Select **Continue** again on the next page.
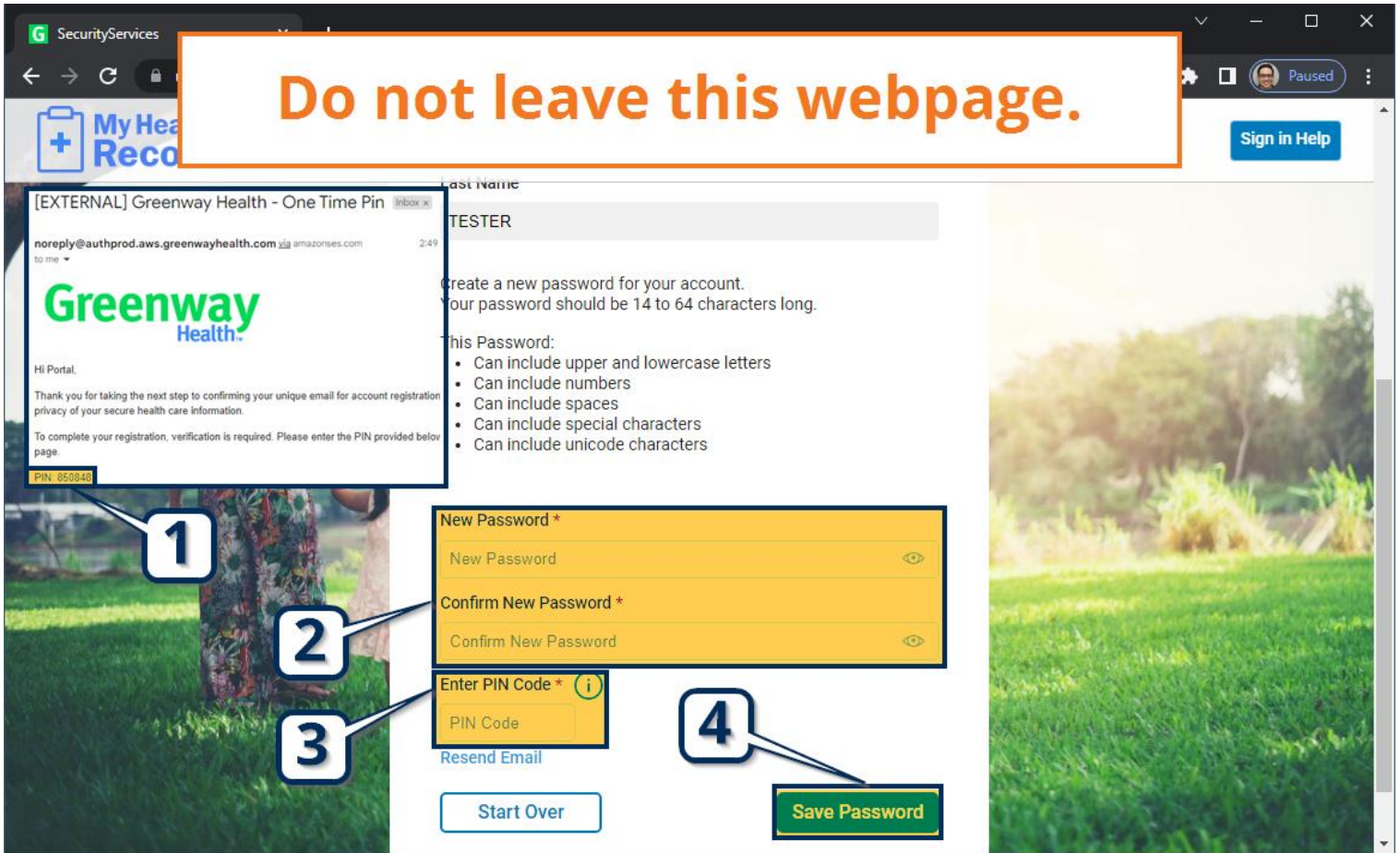
1. **Without leaving this web page,** go to your email *(either in a new tab or program)* and open the email from **Greenway Health**. Find your **PIN Code** inside.

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.
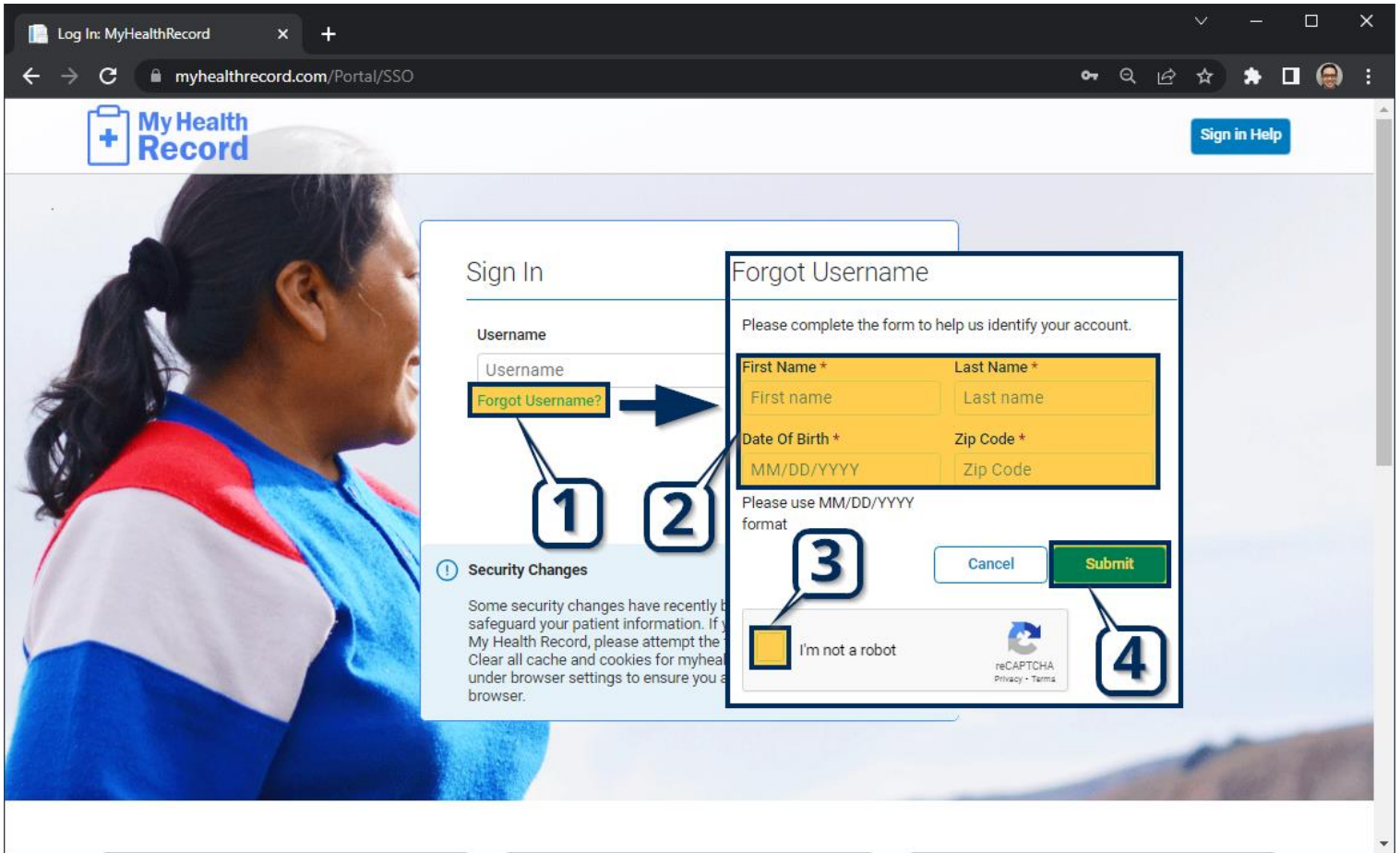
1. Go to http://myhealthrecord.com and select **Forgot Username**.

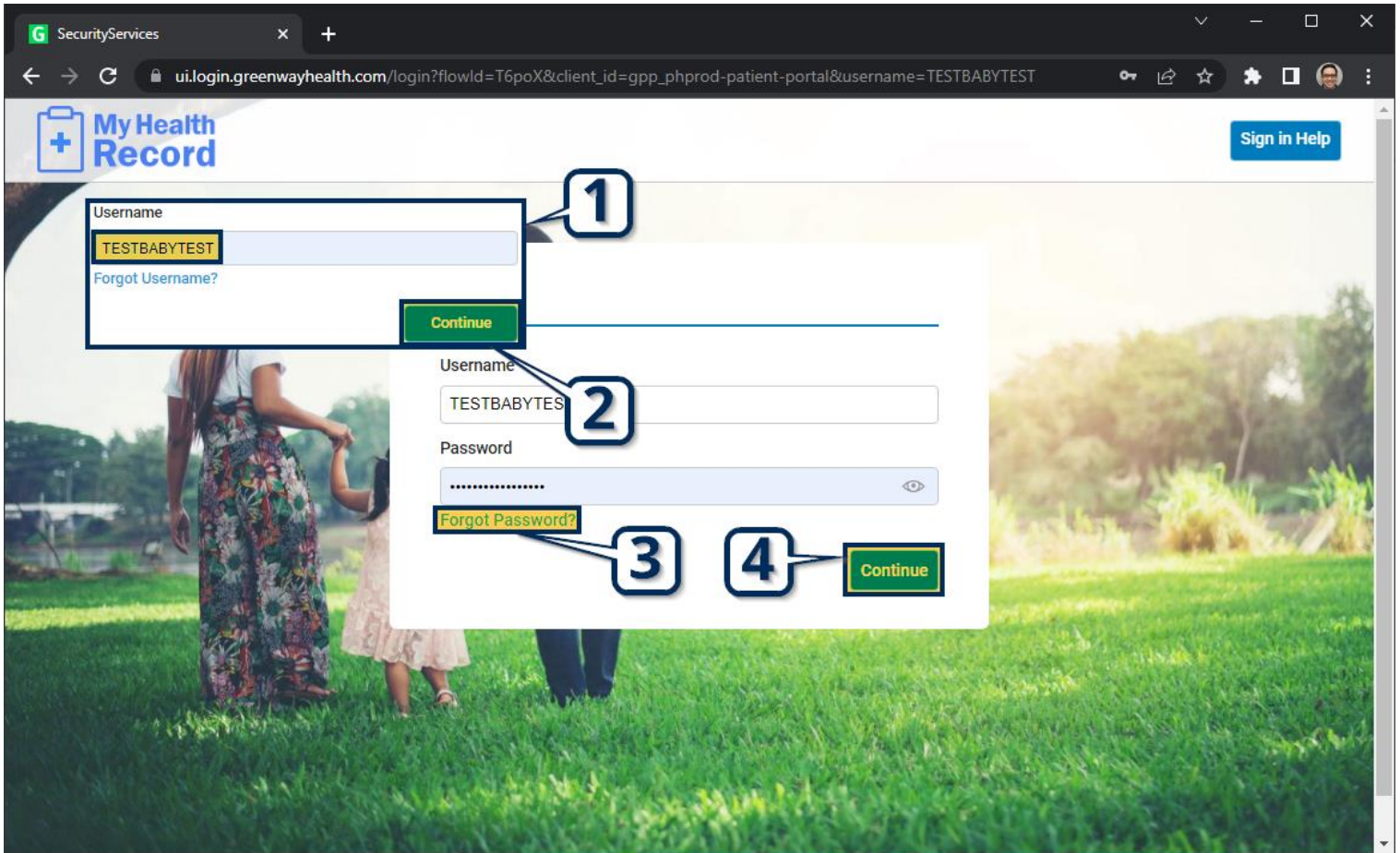2. Enter identifying information including **Name, Date of Birth,** and **Zip Code**.

3. Click **Captcha Checkbox**.

4. Select **Submit**. An email will be sent to you with your username inside.
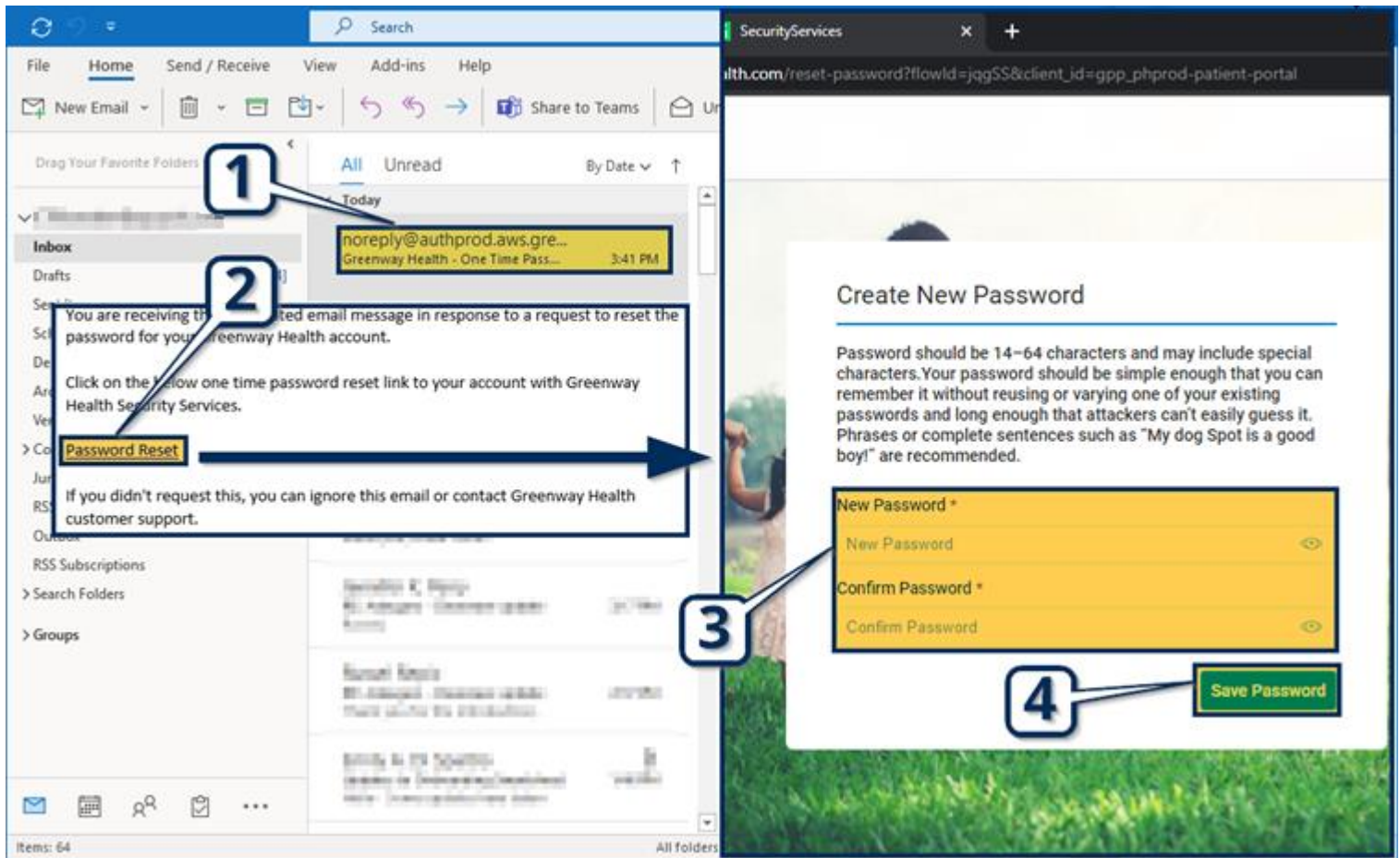
1. Go to http://myhealthrecord.com and enter **Username**.

2. Select **Continue**.

3. Select **Forgot Password**.

4. Select **Continue** again. An email will be sent to you with a reset password link.
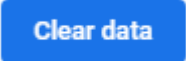
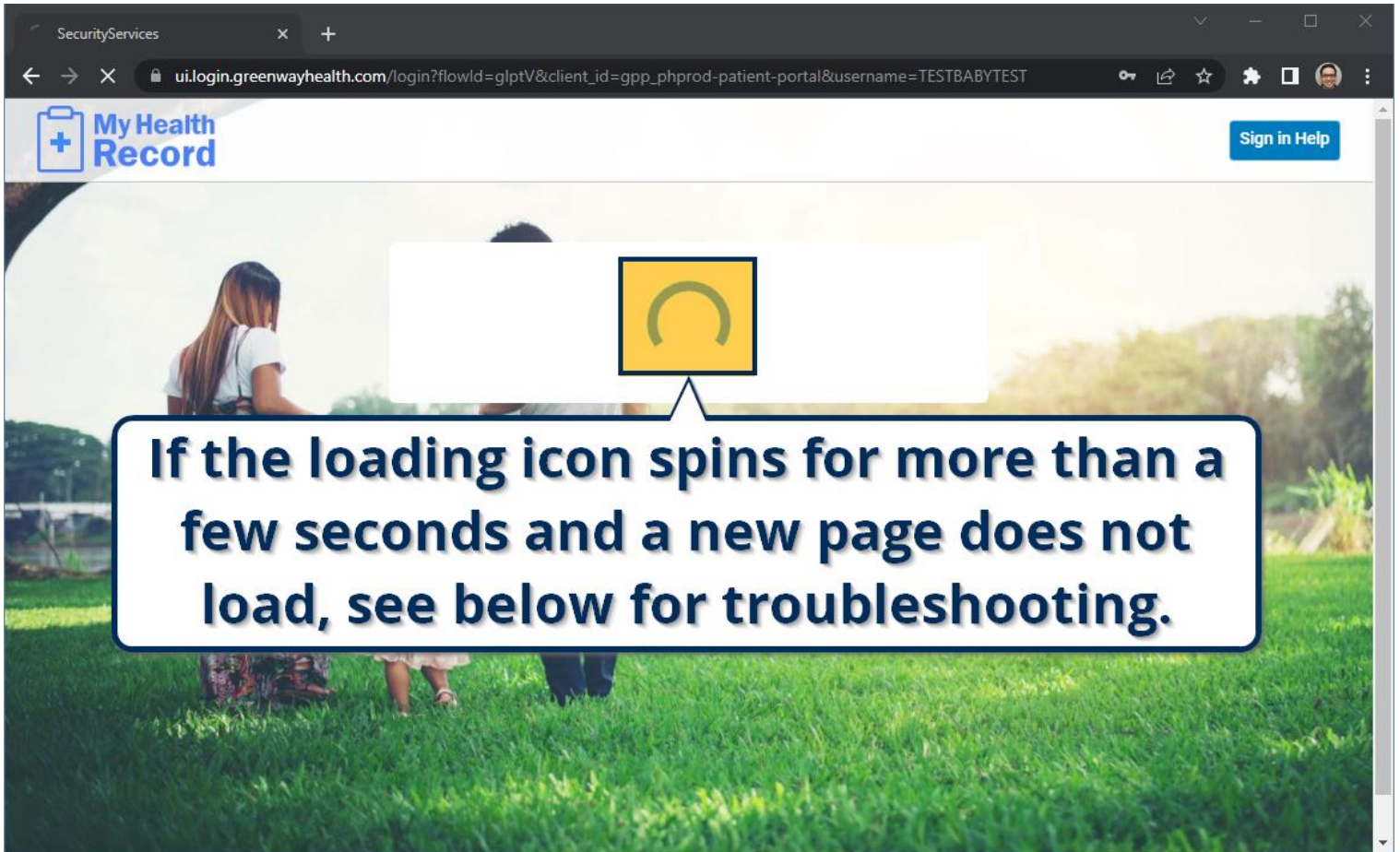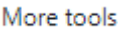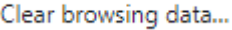1. Open up your email from **Greenway Health**.

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 awa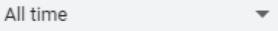re deleting your browser cache can remove saved settings from other sites, and we cannot be held responsible for any resulting damages.**

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

PRAXIS HEALTH

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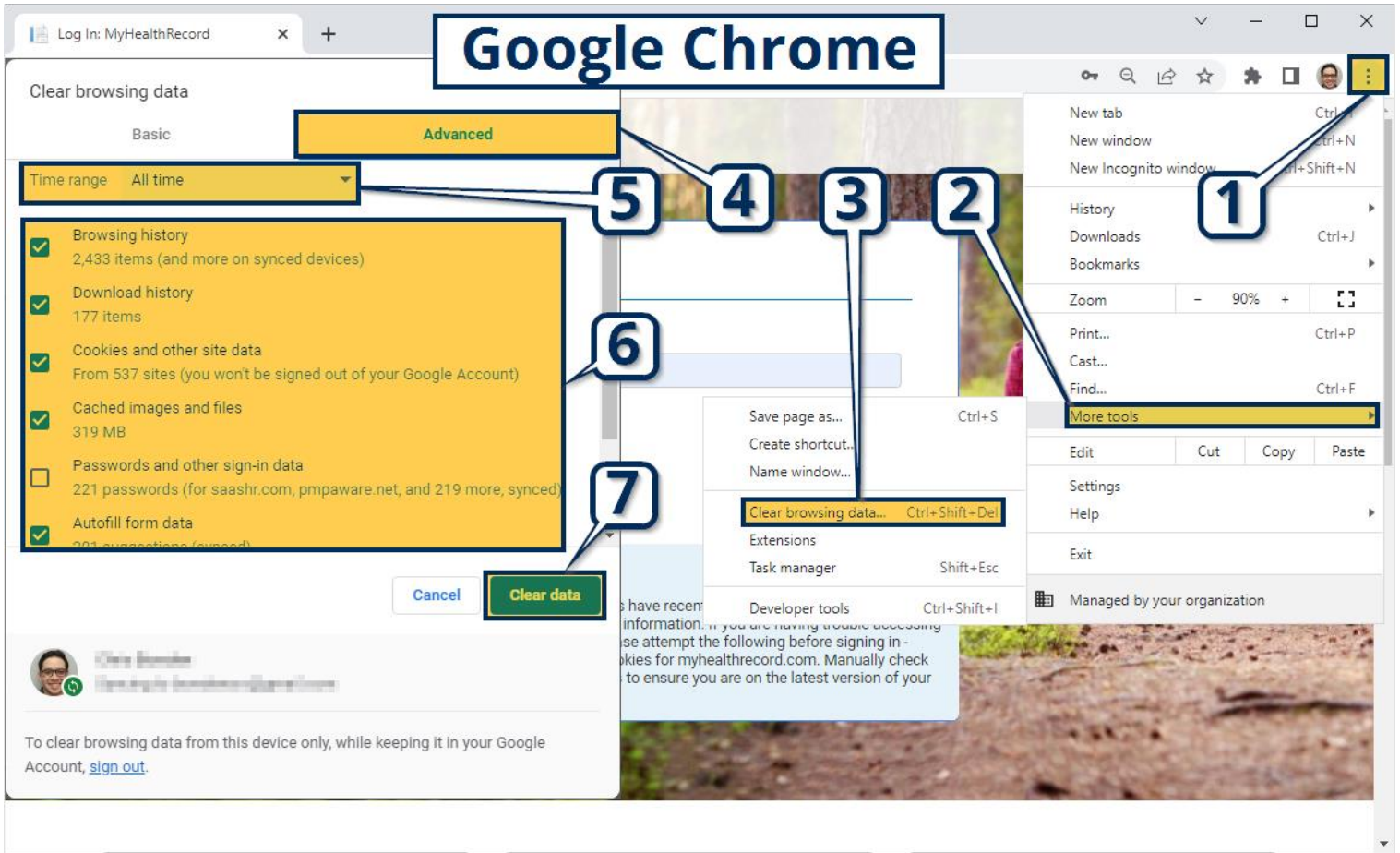
1. Select the **3 Vertical Dots** on the far upper right side of the screen.

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**.
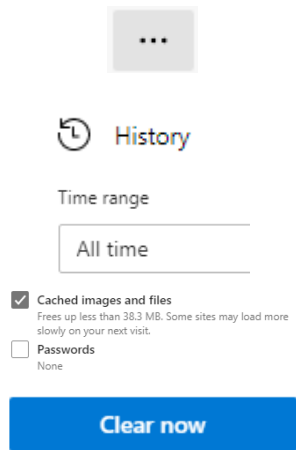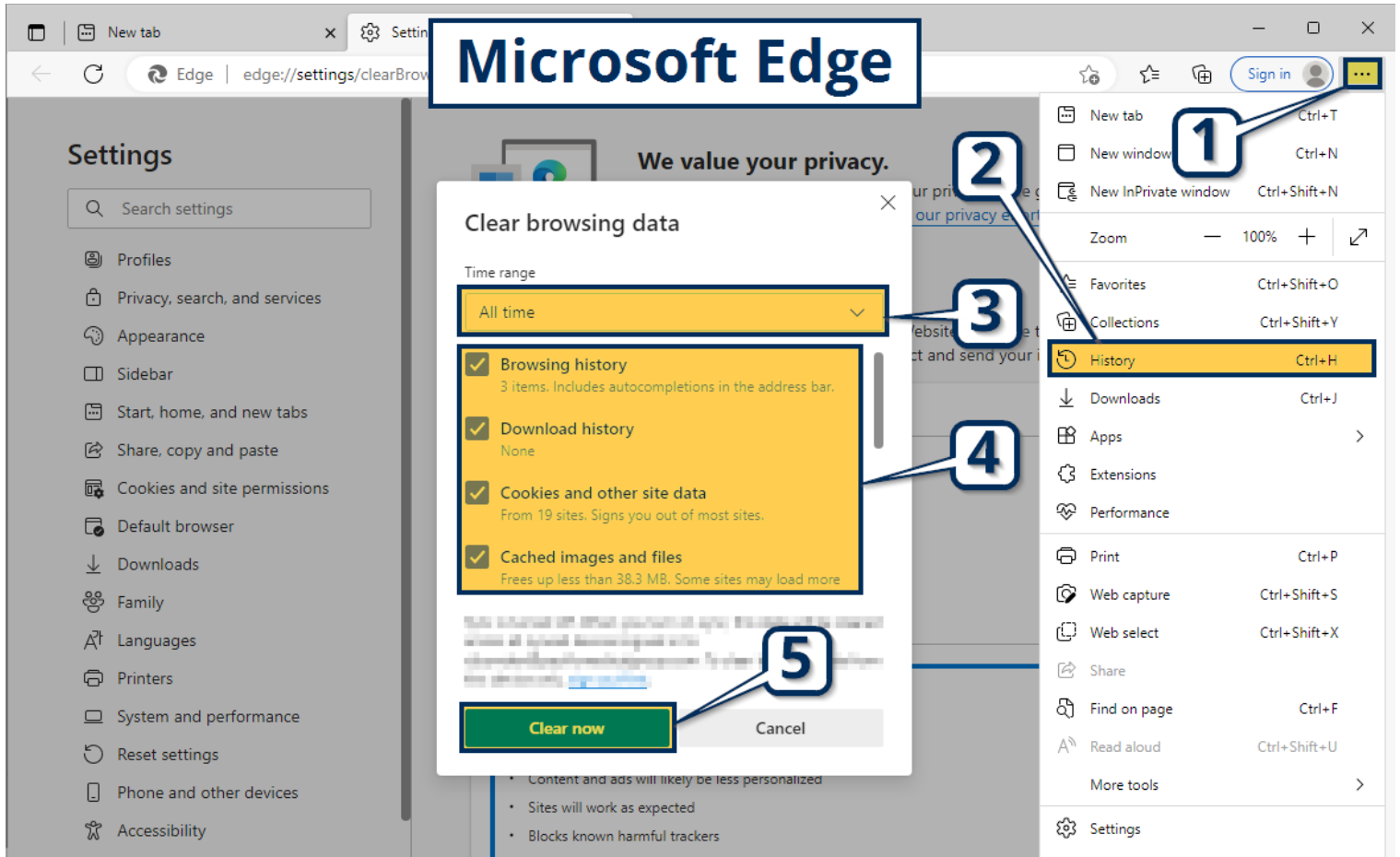
1. Select the **3 Horizontal Dots** on the far upper right part of the screen.

2. Select **History**.

3. Set time range to **All Time**.

4. Select **all Checkboxes** *EXCEPT* *for Passwords.*

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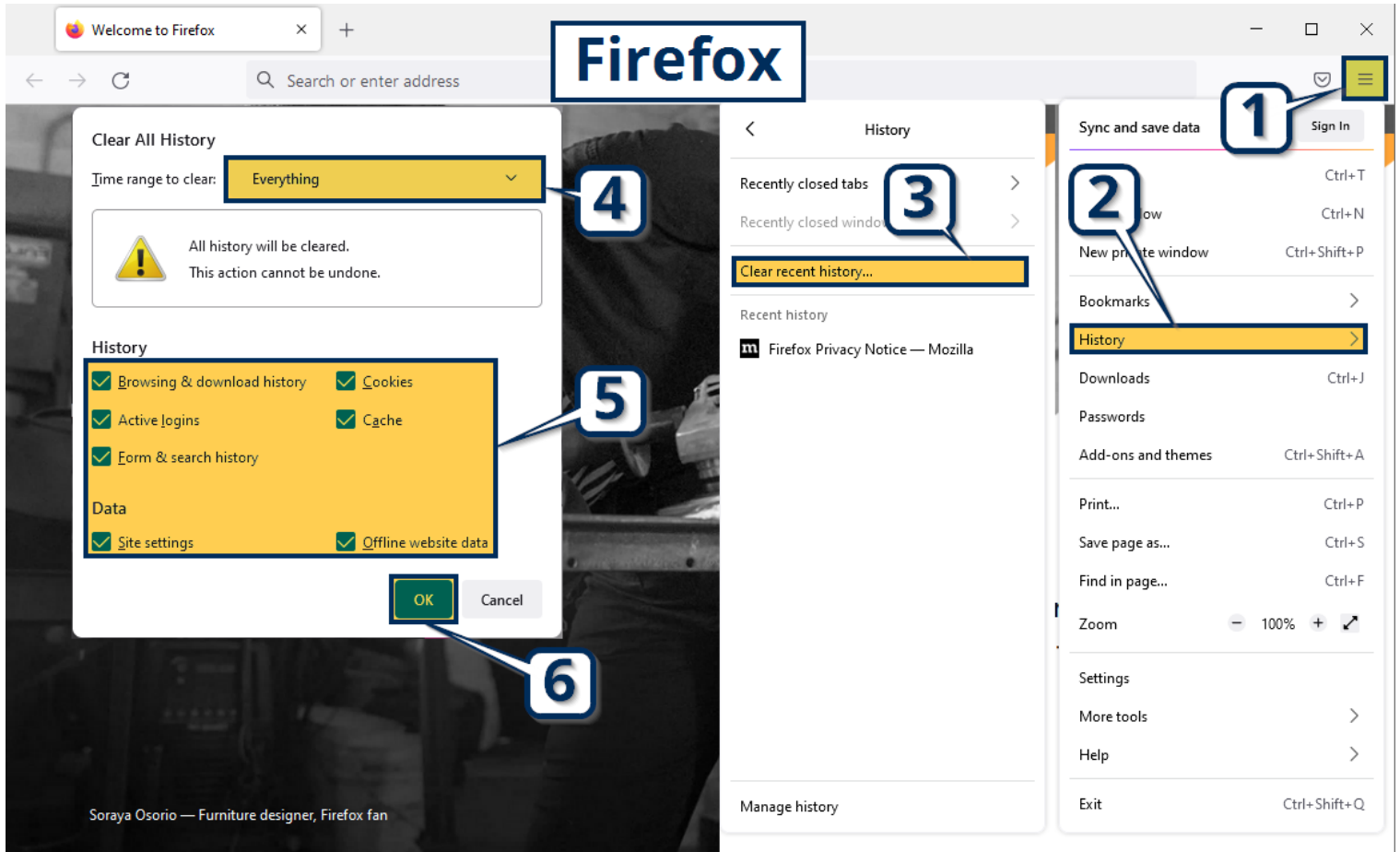
1. Select the **3 Horizontal Bars** at the far upper right section of the screen.

2. Select **History**.

3. Select **Clear Recent History**.

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

5. Select **all Checkboxes.**

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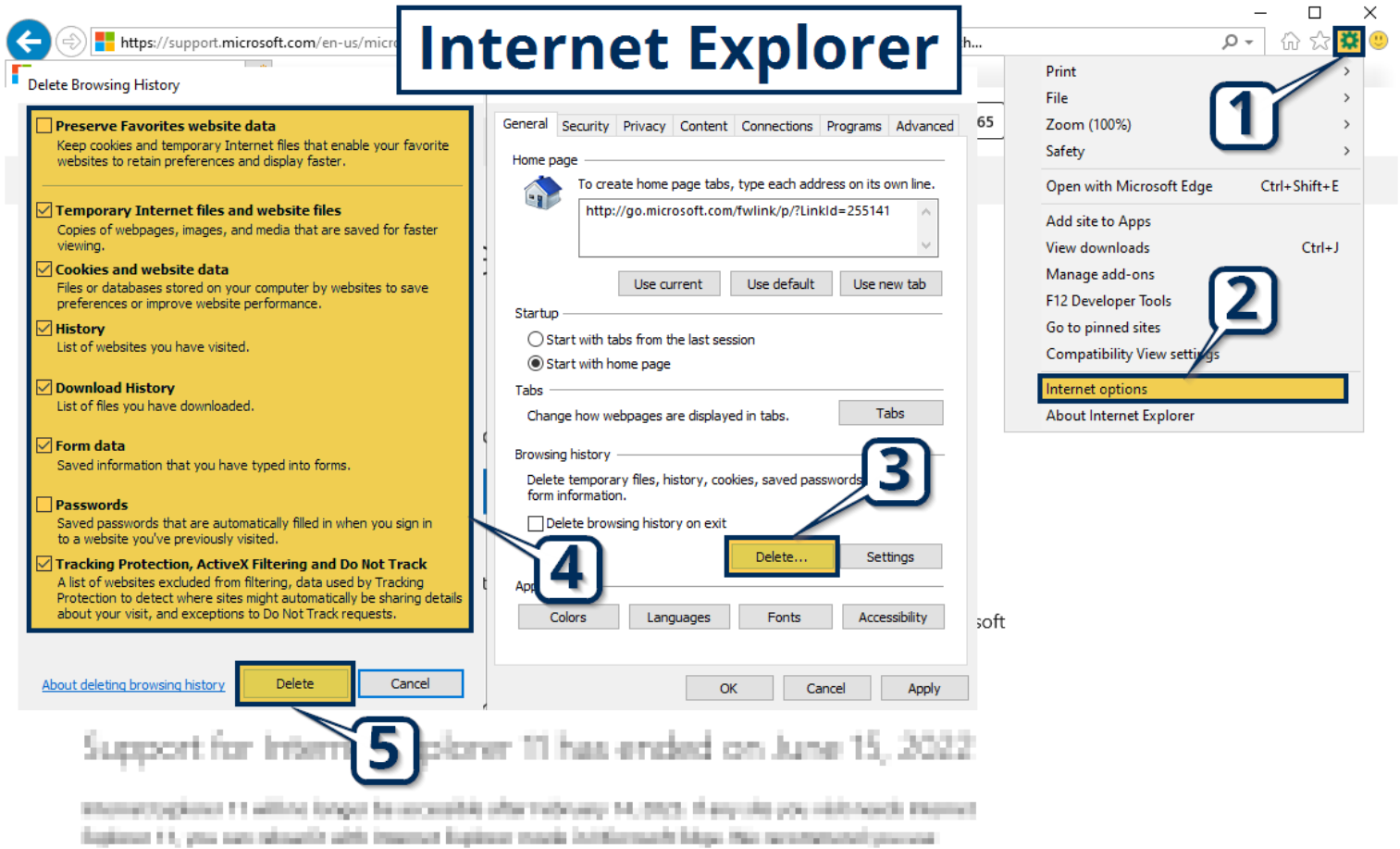
1. Select the **Gear** icon at the top upper right portion of the screen.

2. Select **Internet Options**.

3. Select **Delete**.

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

5. Select **Delete**.