My HealtheLife Portal Self-Enrollment Guide

Self-Enrolling an Account

Note:

- If you manage the health of someone else, talk to that person's health care provider or registration • staff member at their next visit to receive a personal invitation to the patient portal.
- Self-enrollment is not available for caregivers or guardians. •
- The required age for self-enrollment varies by organization. •

| Complete the following steps to self-enroll for | Self-Enrollment for My HealtheLife Portal |
|---|---|
| a patient portal account: | |
| 1. Access the <u>link</u> for your organization's self- | Self-enrollment is available for individuals receiving services at Colonial Behavioral Health who are age 18 or older who would like to have access to My HealtheLife Portal, which is an online portal where you can view some of your medical information and participate in video visits with your provider. Complete the form below to start the self- enrollment process. |
| enrollment website, as indicated by your | If you are an authorized representative or guardian acting as a proxy for an individual managing their healthcare, please talk to the individual's health care provider during the next visit to receive a personal invitation to My |
| provider. The Self-Enrollment page is displayed. | HealtheLife Portal. Online self-enrollment is not currently available to proxies (authorized representatives or guardians). |
| 2. Enter your first name, last name, and date of | Terms of Use Privacy Policy |
| birth in the appropriate boxes. | * Indicates a required field. • First name |
| 3. Depending on your organization, you may | * Last name |
| also have additional elements for personal | Date of birth |
| identification (MRN, CMRN, SSN), email | Month Day Year Select V |
| address, or text message (phone number). | Enter the year as 4 digits. • How would you like to verify your account? Personal identifier(s) |
| 4. Select the check box in the Identity Verification | Medical Record Number (MRN) |
| section and follow the Google Re-CAPTCHA | Last four of SSN |
| process. | Identity verification |
| 5. Click Next . The system searches to validate | I'm not a robot |
| your identity. | reCAPTCHA Prinzy ****** |

If a match is not found, a message like the following one is displayed: You don't qualify for self-• enrollment. To request an invitation, talk with your health care organization during your next visit for an invitation. If this message is displayed, you must talk to your health care organization to request an invitation and use the registration process.

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 If a match is found, a verification code is sent to you in an email or text message, depending on the identifier you entered in the previous step. Additionally, a page is displayed that allows you to enter the verification code.

* All fields are required.

- Enter the verification code sent to you.
 When entered correctly, the Patient
 Match Found page is displayed.
- On the Patient Match Found page, in the Identity Verification section, select the check box to confirm that you are the patient identified.
- 8. Click Next, Create Your Account.
- 9. Create your username and password.



Patient Match Found

Congratulations, your patient information has been verified. The last step to connect with HealtheLife Portal is to create your online account. To proceed, confirm that you are the patient and that you agree to the Privacy Policy.

10. Click **Create Account**. You now have successfully created your account. Remember your username and password, as you will need to use them each time you log in to the patient portal.