

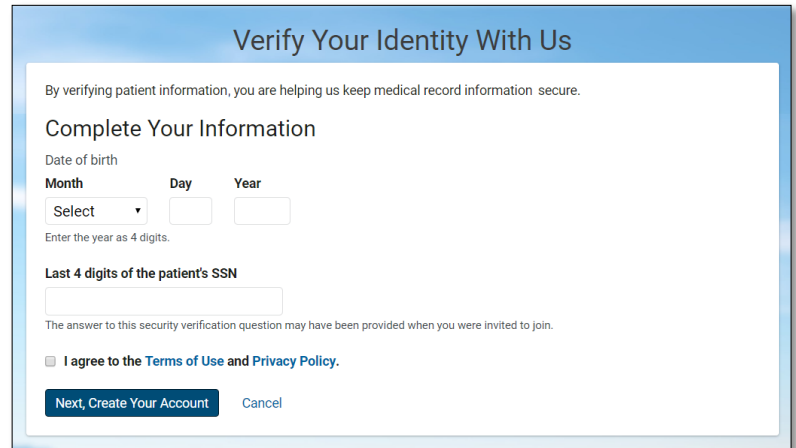
My HealthLife Portal Self-Enrollment Guide

Registering an Account

Note: The steps below are used by organizations that use best practice recommendations. Your steps may be different.

After you receive a registration invitation email, complete the following steps to create an account:

1. From the email, click the link to create an account.
2. The Verify Your Identity with Us form is displayed.
3. Enter your date of birth if it is not automatically entered for you.
4. Answer the challenge question. The challenge question and answer depend on when you initially asked your



5. provider or registration staff member for an invitation. (If you don't remember the answer to your security question and answer, you will need to ask your provider or registration staff member to select a different one.)
6. Select the check box to agree to the Terms of Use and Privacy Policy. (Click the links to view these policies.)
7. Click **Next, Create Your Account**. An account creation page is displayed.
8. Enter your first name and last name if they are not automatically entered for you.
9. Enter your email address.
10. Enter your date of birth and gender if they are not automatically entered for you.
11. Create your username and password.
12. Choose a security question to help you recover your account if you ever need to reset your password.
13. Answer the security question.
14. Select the check box to agree to the Terms of Use and Privacy Policy. (Click the links to view these policies.)
15. 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.

My HealtheLife Portal Self-Enrollment Guide

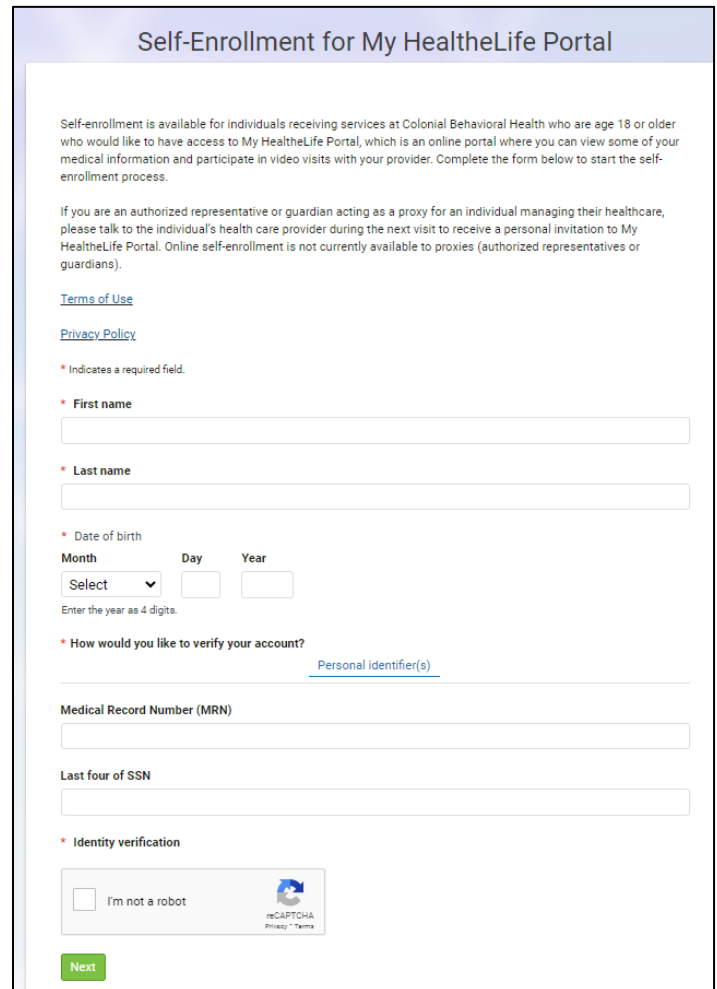
Self-Enrolling an Account

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 a patient portal account:

1. Access the [link](#) for your organization's self-enrollment website, as indicated by your provider. The Self-Enrollment page is displayed.
2. Enter your first name, last name, and date of birth in the appropriate boxes.
3. Depending on your organization, you may also have additional elements for personal identification (MRN, CMRN, SSN), email address, or text message (phone number).
4. Select the check box in the Identity Verification section and follow the *Google Re-CAPTCHA* process.
5. Click **Next**. The system searches to validate your identity.



The screenshot shows the 'Self-Enrollment for My HealtheLife Portal' form. It includes a header, introductory text, and several input fields. The form is titled 'Self-Enrollment for My HealtheLife Portal'. Below the title, there is a paragraph explaining that self-enrollment is available for individuals receiving services at Colonial Behavioral Health who are age 18 or older. It also mentions that users can view medical information and participate in video visits. A second paragraph explains that if the user is an authorized representative or guardian, they should talk to the individual's health care provider. Below the text are links for 'Terms of Use' and 'Privacy Policy'. There are three asterisks indicating required fields: 'First name', 'Last name', and 'Date of birth'. The 'Date of birth' field is split into 'Month', 'Day', and 'Year' dropdowns. Below this is a note to 'Enter the year as 4 digits.' There is a question 'How would you like to verify your account?' with a dropdown menu currently set to 'Personal identifier(s)'. Below this are three input fields: 'Medical Record Number (MRN)', 'Last four of SSN', and 'Identity verification'. The 'Identity verification' section has a checkbox for 'I'm not a robot' and a reCAPTCHA logo. At the bottom left of the form is a green 'Next' button.

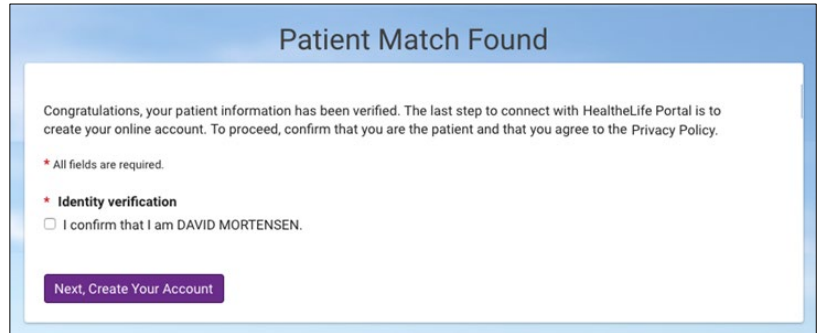
- If a match is not found, a message like the following one is displayed: You don't qualify for self-enrollment. To request an invitation, talk with your health care organization during your next visit for an invitation. If this message is displayed, you must talk to your health care organization to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

My HealthLife Portal Self-Enrollment Guide

6. Enter the verification code sent to you.

When entered correctly, the Patient Match Found page is displayed.

7. On the Patient Match Found page, in the Identity Verification section, select the check box to confirm that you are the patient identified.



Patient Match Found

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

* All fields are required.

* Identity verification

I confirm that I am DAVID MORTENSEN.

Next, Create Your Account

8. Click **Next, Create Your Account**.

9. Create your username and password.

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.