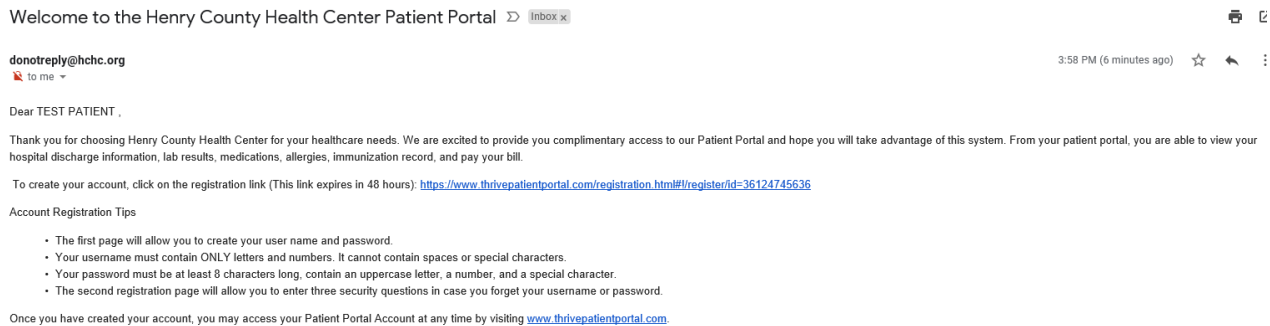


## Patient Portal Setup and Troubleshooting Guide – For Patients

### To setup or reset your Patient Portal:

If this is your first time visiting Henry County Health Center, you may receive an email (if you provided it at registration) to create a new account to access your Patient Portal. If you did not receive an email, please call 319-385-3141 and request a Patient Portal Registration email be sent to you. The email will come from [donotreply@hchc.org](mailto:donotreply@hchc.org) and will contain the subject line “Welcome to the Henry County Health Center Patient Portal.”

The email will contain a link, which will allow you to set up your account. There are three steps to setting up your Patient Portal Account.



### **Step 1:**

When you click the registration link in your email, the Patient Portal Registration Page will open. Complete the required fields on the website.

Profile Number 27076	Date of Birth* M/D/YYYY
Email Address	+1 Phone Number
Username*	
Password* Must be at least 8 characters	Passwords should match the following criteria <ul style="list-style-type: none"><li>• Must be at least 8 characters</li><li>• Must contain one uppercase letter</li><li>• Must contain one lowercase letter</li><li>• Must contain one number</li><li>• Must contain special character</li></ul>
Confirm Password*	
<input type="checkbox"/> I verify that the information I have entered above is correct and my own personal information.*	
REGISTER	

**Date of Birth:** Enter your Date of Birth using the Calendar Lookup or using the following format: MM/DD/YYYY

**Username:** The Username can ONLY contain letters and numbers. No spaces or special characters are allowed.

**Password:** This field must be at least 8 characters long, contain one uppercase letter, one lowercase letter, one number, and one special character.

**Verify:** Click the checkbox to confirm the information entered is correct and your own.

*Register:* Click Register to proceed.

**Step 2:**

Choose an Avatar and then click Next.

Avatar



**Step 3:**

Select and answer 3 security questions and click Submit

**Security**

Please select/answer 3 security questions.

Question 1

Please select one of the following security questions

Answer 1

Question 2

Please select one of the following security questions

Answer 2

Question 3

Please select one of the following security questions

Answer 3

Click Submit once you have selected and answered the security questions.

**Success**

You have successfully registered for the Patient Portal

[Please click here to sign in](#)

Select "Please click here to sign in." You will then be logged into the Patient Portal.