

**Thank you for your interest in  
Health Link powered by FollowMyHealth**

# **How to Create a Heritage Valley Health System Health Link Patient Portal Account**

**There are four ways to create an account:**

1. Receive an email invitation from one of our Primary Care Physician Offices.
2. Receive an email invitation upon registration from Heritage Valley Beaver, Heritage Valley Sewickley, or at one of our outpatient service locations.
3. Request an account online at [www.heritagevalley.org/healthlink](http://www.heritagevalley.org/healthlink)
4. Request an account via the iHVHS mobile app (available from the Apple and Google Play app stores)

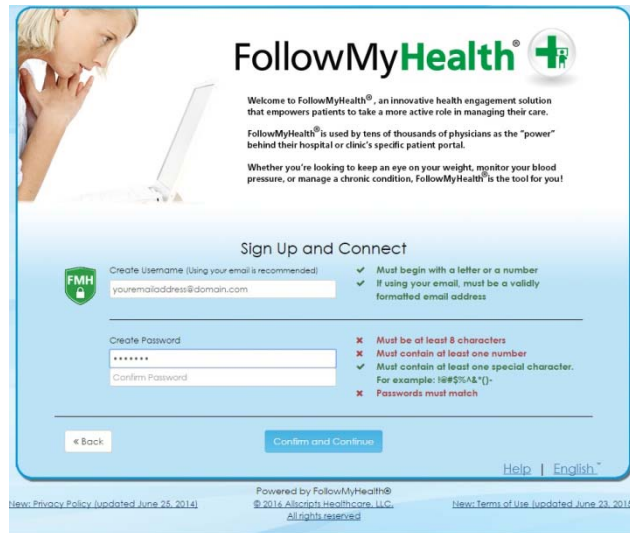
## 1. Receive an email invitation from one of our Primary Care Physician Offices

- Visit your Primary Care Provider and request a Health Link account from either a Kiosk or the Office Staff.
- You will receive an invitation to the email address you provided on the kiosk or to the staff.
- Please read the entire invitation for instructions. The invitation will arrive from **FollowMyHealth (noreply@followmyhealth.com)** with the subject "**Invitation to complete the creation of your Health Link account.**"
- After reading the instructions in the email, complete the account creation process by clicking on the "**CLICK HERE**" link in the invitation. **Important** - For security purposes, you **MUST** initiate the creation of your account from the invitation.
- Select the "**Sign Up and Connect**" button to choose your login method.



- Choose a login Username and Password on the Sign Up and Connect screen.
  - Username Criteria:
    - Must begin with a letter or a number
    - If using your email, must be a validly formatted email address.
    - Must be unique.
  - \* Health Link and FollowMyHealth recommend you use your **unique email address as your username.**

- **\*\* If you share an email address with another user you will need to create a new unique username.**
- **\*\*\* Your username is needed to retrieve your password if lost or forgotten.**



- **Password Criteria:**
  - **Must be at least 8 characters**
  - **Must contain at least one number**
  - **Must contain at least one special character For Eaxample: !@#\$%^&\*()**
  - **Password must match when confirming your password.**
- **You must meet the Username and Password criteria to have the option to Confirm and Continue.**

**Steps to complete the account creation process:**

1. At the Welcome Screen – please select **Next** to continue.
2. Please read the Terms of Service and select **I Accept** to continue.
3. **IMPORTANT** – You will be prompted to enter your **INVITE CODE**, this is the **LAST FOUR DIGITS OF YOUR SOCIAL SECURITY NUMBER**.
4. Please read the **Release of Information** and select **I Accept** to continue.
5. Your account is created and will be updated with your health information.

- Optional: You will be prompted to watch a brief walkthrough video.
- You will now be ready to access and manage your personal health record in a secure online environment 24 hours a day, 7 days a week. Thank you for creating your Health Link account!

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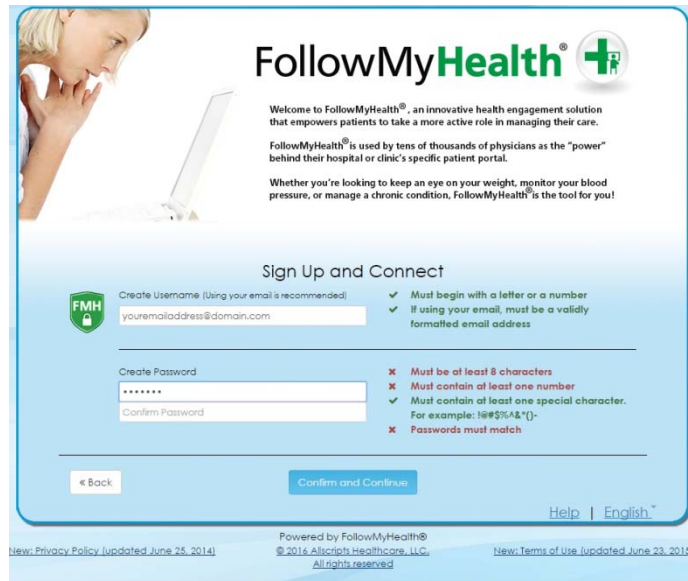
## 2. Receive an invitation upon registration from Heritage Valley Beaver, Heritage Valley Sewickley, or at one of our outpatient service locations.

- Visit an Outpatient Facility and request a Health Link account from either a Kiosk or the Heritage Valley Registration Clerk.
- You will receive an invitation to the email address you provided on the kiosk or to the staff.
- Please read the entire invitation for instructions. The invitation will arrive from **FollowMyHealth (noreply@followmyhealth.com)** with the subject "**Invitation to complete the creation of your Health Link account.**"
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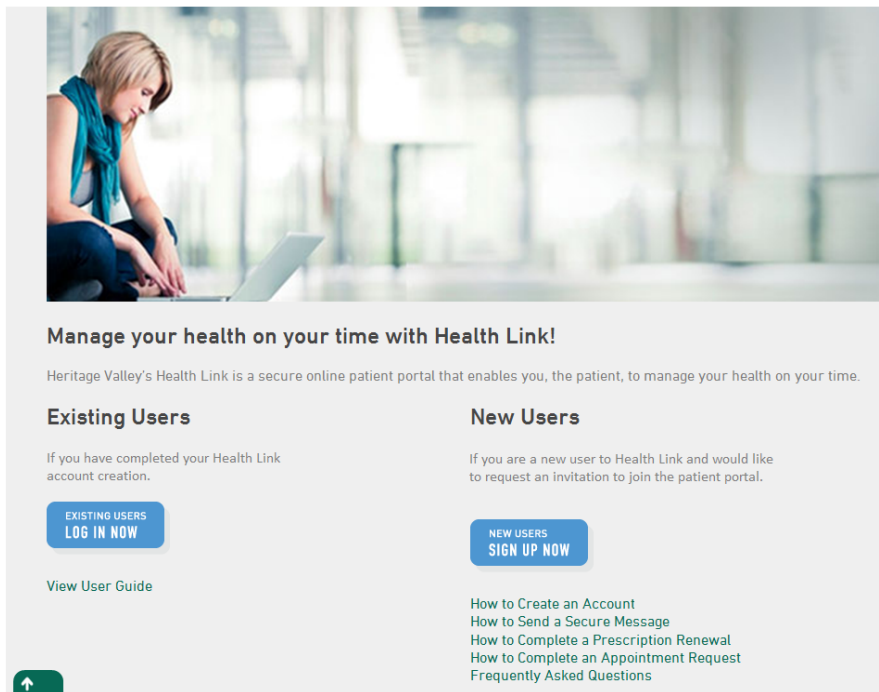
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### 3. Request an invitation online at [www.heritagevalley.org/healthlink](http://www.heritagevalley.org/healthlink)

- Go to the Health Link web page : [www.heritagevalley.org/healthlink](http://www.heritagevalley.org/healthlink)
- Select the **New Users Sign Up Now** button to request an invitation for membership

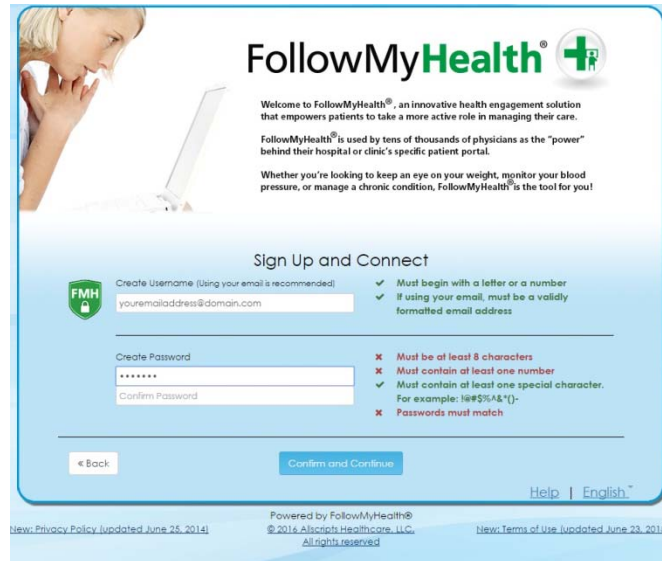


- Please read the instructions in the Account Creation Pop Up window and Select OK.
- Fill out the required fields on the brief information form and Select “Account Creation Request”
- You will receive an invitation to the email address you provided in the form.
- Please read the entire invitation for instructions. The invitation will arrive from **FollowMyHealth (noreply@followmyhealth.com)** with the subject "**Invitation to complete the creation of your Health Link account.**"
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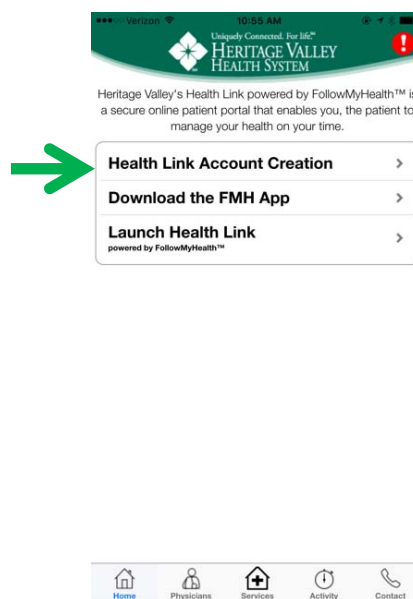


## 4. Request an account via the iHVHS mobile app (available from the Apple and Google Play app stores)

- Open the iHVHS mobile app on your smartphone or tablet.
- Select the **Health Link** button to request an invitation for membership. \*This is also where you can launch the Health Link FMH Mobile app once you have created your account.



- Select the Health Link Account Creation button to request your invitation.

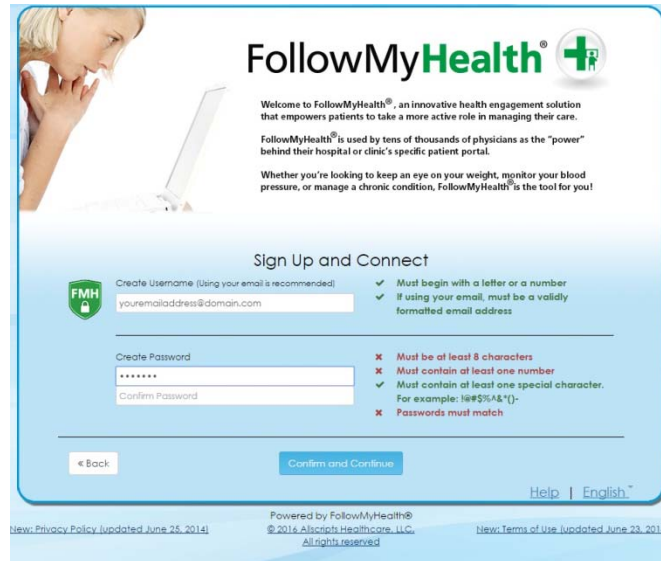


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6. **If you have not already done so, you will need to download the Health Link mobile application **FMH Mobile** from your app store.** You cannot access Health Link from your browser on your smartphone or tablet. When you use your mobile device you will need to use the FMH Mobile application to access your records.

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