

Patient Portal Self Registration

#44 New: 2/27/2020

Patient Portal Self Registration

1. Click on the link to the MercyOne Patient Portal Website <https://www.mercyone.org/Northiowa/patient-portal/>.
2. Scroll down to the Hospital section and select **Create account**.

Requirement – Create a New Account

Create account >

Attention: Beginning June 6, 2019, MyHealthRecord will receive a security update. This update will provide a better user experience and enhanced security. To access your hospital medical records, you must [create a new account](#).

Why do I need to re-register my Hospital Patient Portal account?

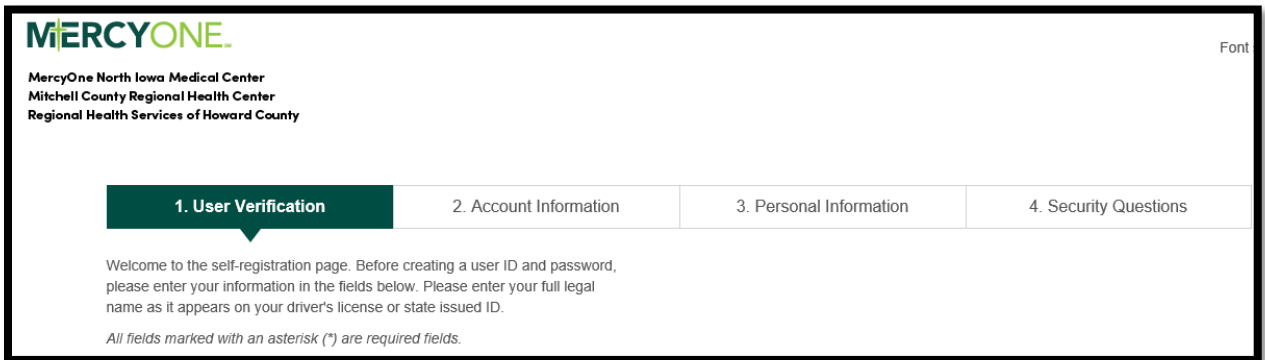
The My Health Record will receive a security update. This update will make accessing your medical information online, through a computer, tablet or smartphone, safe and easy. It will also provide you with a better user experience and enhanced security. There have been no security breaches with your current account.

How do I re-sign up my account?

After June 5, we invite you to re-register your Hospital Patient Portal account and follow these instructions:

- Verify your identity by entering your legal first name, legal last name and date of birth.
- Verify your email address and set up a username and password.
- Select three security questions. Be sure to supply answers that are not easy for others to guess or discover.
- If your first name, last name and date of birth that was used for registration matches an existing patient record, a PIN will be sent to your phone that you'll need to enter online to verify your identity.
- Once your identity is verified, you'll be able to access your patient record.

3. Complete all required fields using your legal name. If any demographic information, including name, address, phone number or email address, has changed you will need to get this updated in your chart prior to registering by contacting Patient Registration at 641-428-7731.



MERCYONE. Font

MercyOne North Iowa Medical Center
Mitchell County Regional Health Center
Regional Health Services of Howard County

1. User Verification 2. Account Information 3. Personal Information 4. Security Questions

Welcome to the self-registration page. Before creating a user ID and password, please enter your information in the fields below. Please enter your full legal name as it appears on your driver's license or state issued ID.

All fields marked with an asterisk (*) are required fields.

Email Address *

Re-enter Email Address *

Legal First Name *

Legal Last Name *

Phone Number *

Date of Birth * (MM/DD/YYYY)

Gender *

Verify & Continue Clear form

4. Once completed, select **Verify & Continue**.
5. You will receive an email with instructions. You will be prompted to the **Send PIN** link. You will need to select the phone number on which you want to receive your paperless pin.
 - Note:** Some cell phones will block this feature. If this occurs, you will want to select **Send my PIN through voice call**. For **landline**, you will want to select **Send my PIN through voice call**.

Welcome to myMercyNorthIowa

| | | | |
|--------------------|---------------|------------------------|-----------------------|
| 1. Send PIN | 2. Verify PIN | 3. Account Information | 4. Security Questions |
|--------------------|---------------|------------------------|-----------------------|

Welcome to myMercyNorthIowa ! For security purposes we require that you verify your ownership of this account by entering a unique PIN.
 This PIN will be sent as a text or voice message to a number we have on file for your account. Please verify your number is shown and selected below before continuing.

Your Number(s) on File

XXX-XXX-2989

Choose Your Contact Preference

Send my PIN through text to my mobile phone

Send my PIN through voice call

Send PIN and Continue

Skip this step

If you do not see your phone number above or need additional help, please contact customer support:
 • Mercy One North Iowa users can call 877-448-1770

6. Select **Send PIN and Continue**.
 - Note:** This can take several minutes

7. Once you receive the PIN, enter **PIN** under the **Please Enter Your PIN** Section. Then click on **Verify and Continue**.

Welcome to myMercyNorthIowa

1. Send PIN **2. Verify PIN** 3. Account Information 4. Security Questions

Please verify your PIN by entering the code sent by text or voice message to your mobile phone. Note: the text message may take up to 5 minutes from the time you initiate the request. If it has been more than 5 minutes, [click here](#) to resend your PIN.

Please Enter Your PIN

Verify and Continue

For additional assistance, please contact customer support:
• Mercy One North Iowa users can call 877-448-1770

8. On the **Account Information** screen, you will need to create a User ID and Password. You will then enter your Address, City, State and Zip code. Select **Save & Continue**.
- Note:** This must be the same address listed in your chart.

Create Your User ID *

edwardsfrank1

User ID must be between 8 and 64 characters, does not contain any special characters (such as !), and must contain at least 1 number and 1 letter character.
Note: the user ID is not case sensitive.

Password *

Password must be at least 8 characters in length, have at least 1 uppercase letter, 1 lowercase letter, 1 number, and one special character (such as !)

Re-enter Password *

Address
highway 55

Address 2

City
mason city

State
Iowa

Zip
50401

Save & Continue Clear form

9. On the Security Questions screen you will be prompted to set up your security questions. You must select 3 different security questions.
- Note:** You cannot include any word in your answer that is also in the question. (For example: What city / town were you born in? You cannot enter Mason City, as the word "city" is duplicative)

Security Question #1

What is your favorite food?

Your Answer: *

tacos

Security Question #2

What city / town were you born in?

Your Answer: *

mason city

Security Question #3

What is your favorite team?

Your Answer: *

Hawkeyes

10. Once you have completed all steps you will be routed directly into your chart.

Log into your Patient Portal at any time by going to our MercyOne Patient Portal Website @ <https://www.mercyone.org/Northiowa/patient-portal/>. Scroll down to the **Log in now** icon under Hospital.

Log in now > **MyHealthRecord** gives you easy, online access, 24 hours a day, to portions of your **hospital medical records and test results**. **MyHealthRecord** is free to use, simple to sign-up for and is completely secure. Only you and your care team at the hospital will have access to your private health information.