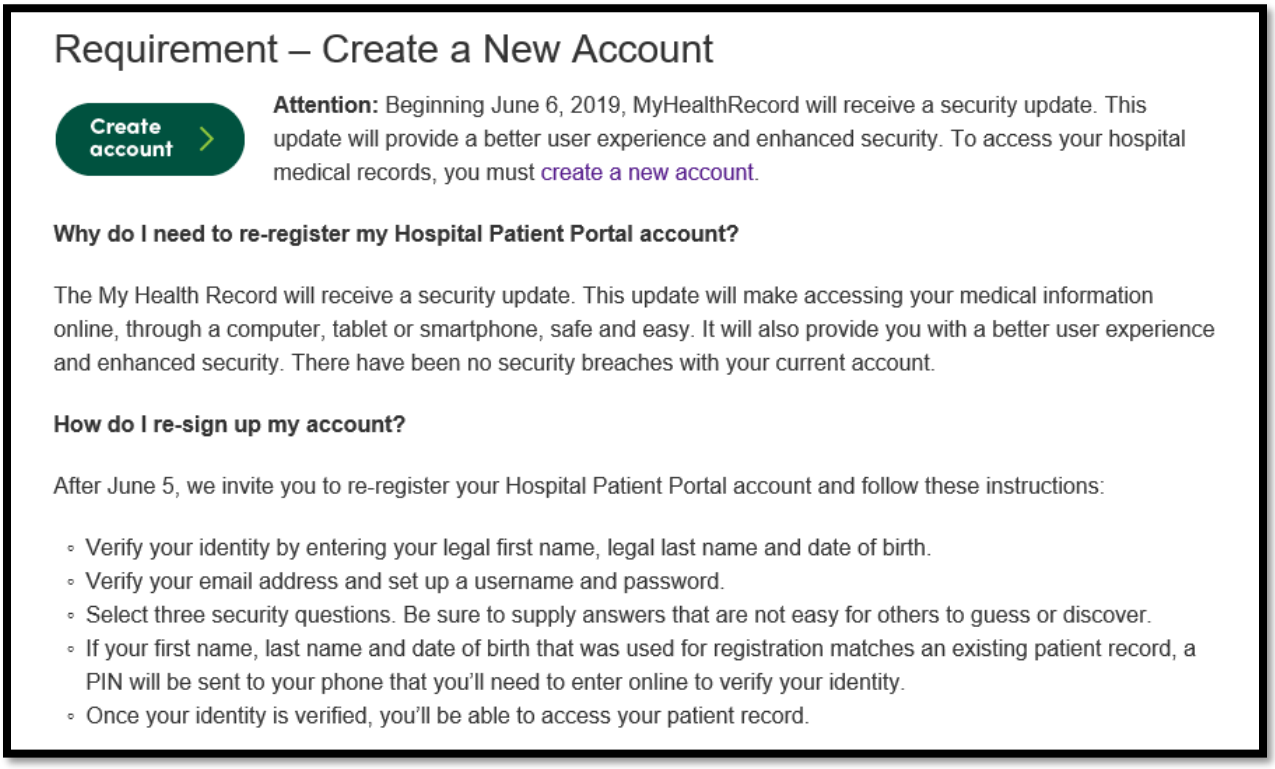
Cerner Job Aid

Patient Portal Self Registration

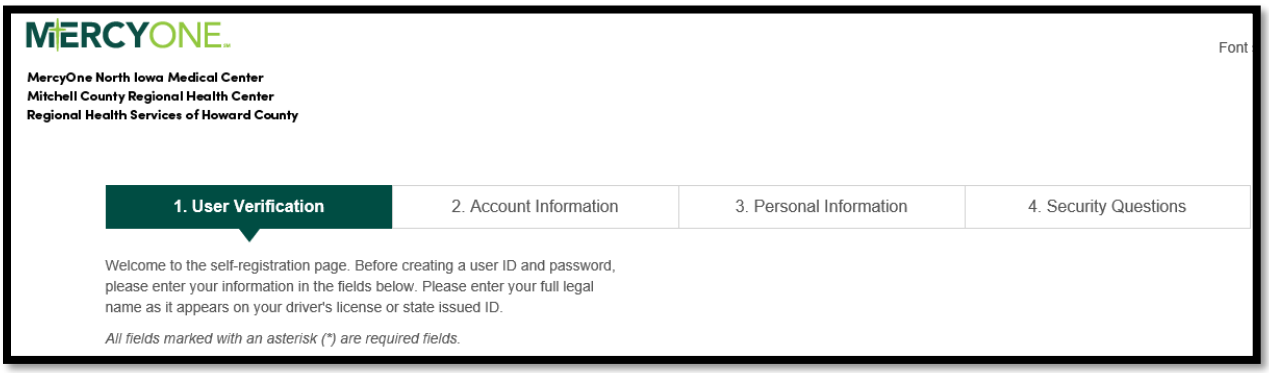
#44 New: 2/27/2020

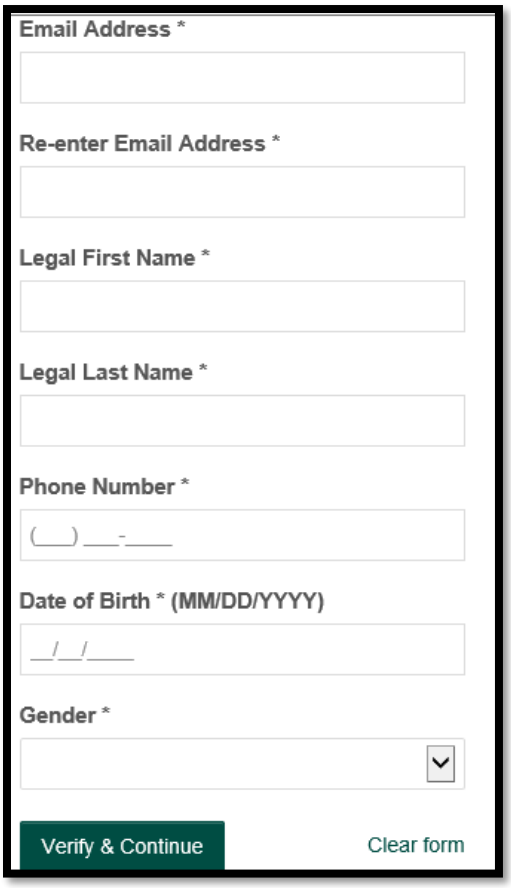
Patient Portal Self Registration

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.**

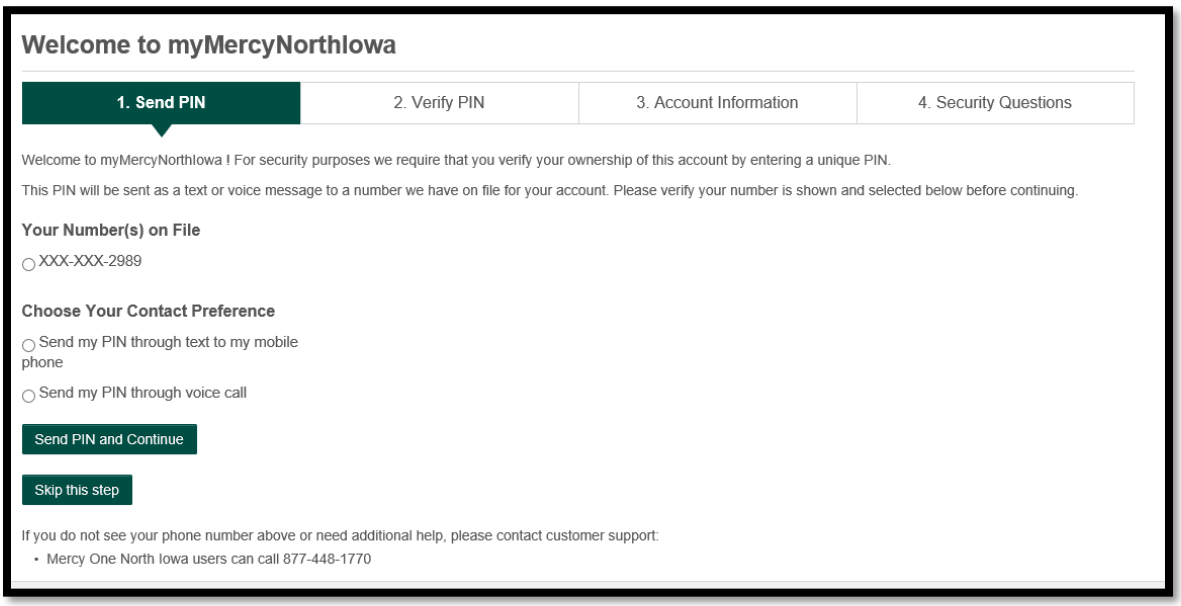


3. Complete all required fields using your legal name. If any demographic information, including name, address, phone number or email address, has changed you will need to get this updated in your chart prior to registering by contacting Patient Registration at 641-428-7731.



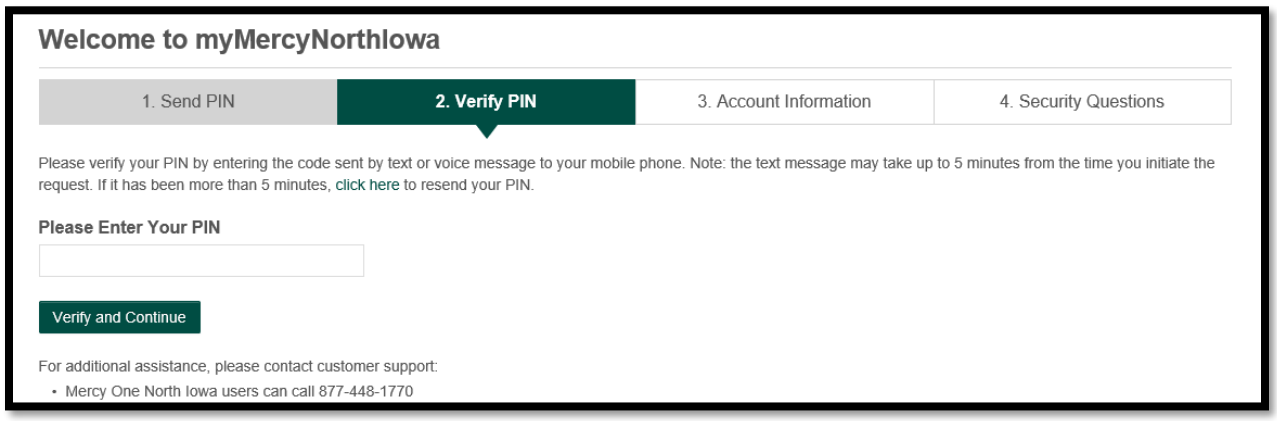


4. Once completed, select **Verify & Continue**.
5. You will receive an email with instructions. You will be prompted to the **Send PIN** link. You will need to select the phone number on which you want to receive your paperless pin.
   ☐ **Note:** Some cell phones will block this feature. If this occurs,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

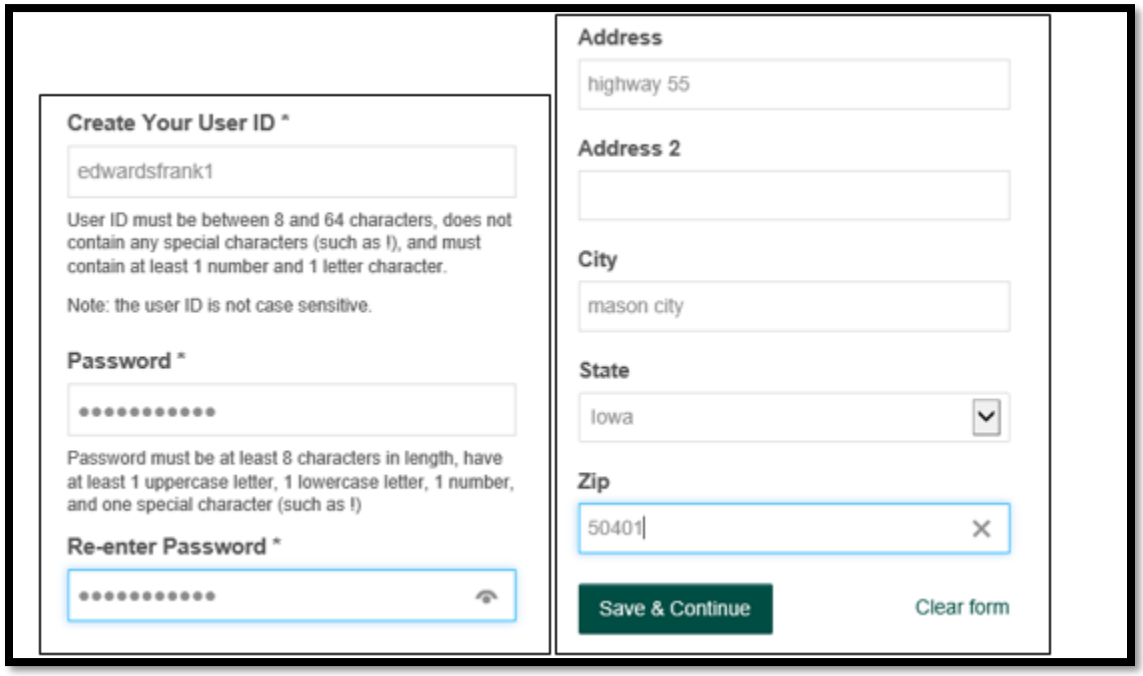


6. Select **Send PIN and Continue**.
   ☐ **Note:** This can take several minutes

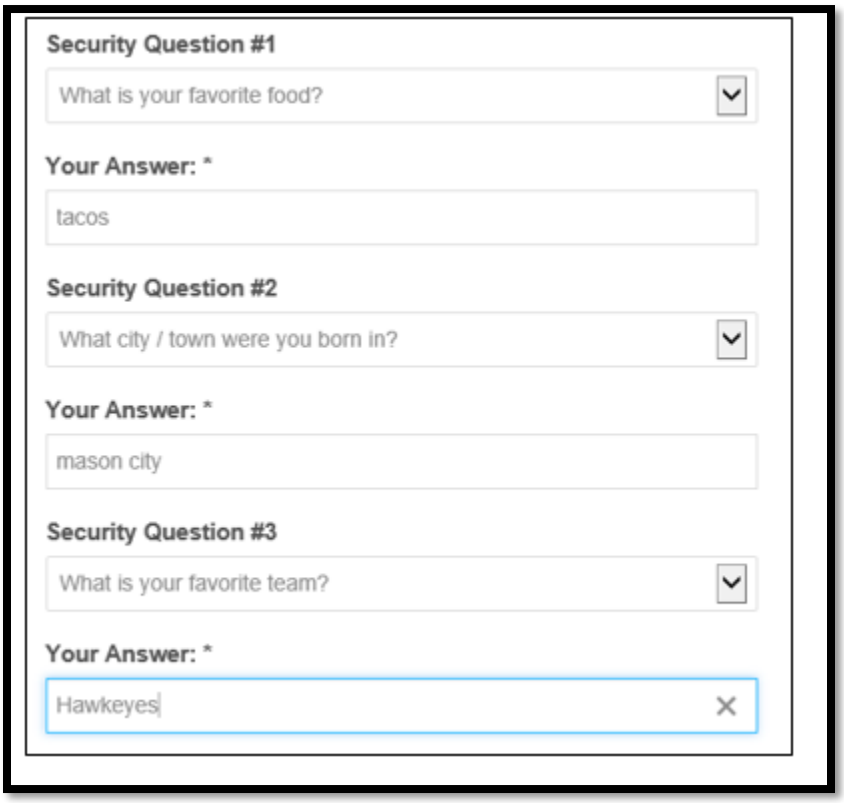
7. Once you receive the PIN, enter **PIN** under the **Please Enter Your PIN** Section. Then click on **Verify and Continue.**

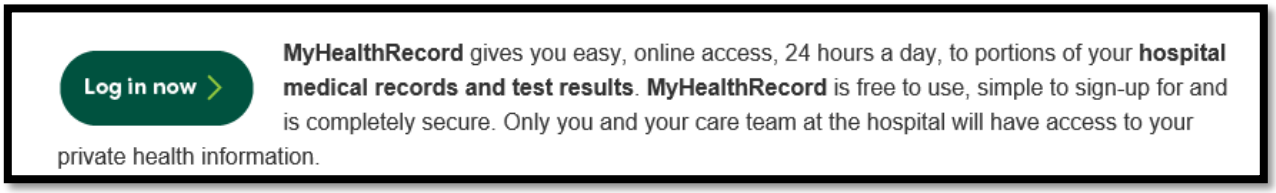


8. On the **Account Information** screen, you will need to create a User ID and Password. You will then enter your Address, City, State and Zip code. Select **Save & Continue**.
   ☐ **Note:** This must be the same address listed in your chart.



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)



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.