To add University Hospitals to an existing FollowMyHealth account from iPhone, follow these steps.

1. Sign into FollowMyHealth using the Sign in or the or sign in with an alternative button.

2. If using Sign In, enter your Username and Password and then tap Sign In.
3. Tap **More (…)** in the bottom right corner.

4. Tap **My Connections**.
5. Tap **Healthcare Organizations**.

6. In the upper right corner, select the **Plus Sign**.
7. The **Organization Search** screen displays.

   Your zip code will automatically fill into the search box. Use the backspace button to delete your zip code from the search box and enter **44106**.

   Tap **Search Clinics**.

   A list of University Hospitals entries will display. Tap on **University Hospitals – Physician Office**.

8. The **Request Connection** box displays.

   Tap **Yes, request connection**.
9. The **Release for Access** screen displays. Tap **I Accept**.

10. The **Patient Identification Authorization** screen displays. Review the information and tap **I Agree**.
11. The **Demographics** screen displays. Confirm the information is correct and tap **Next**.

12. The **Contact Information** screen displays. Complete your contact information and tap **Next** to begin the verification process.

**Note:** Be sure to scroll down to complete all the required contact information.
13. A series of five questions will appear on the screen to validate your identity.

Answer the first four questions and tap **Next** after each. After the last question, tap **Finish**.

14. The **Connection Request Pending** message appears notifying you that you will receive an email when your health information is available.

Tap **OK**.
15. Your **Home** screen appears.

If you successfully completed the verification process, you will see **Your health record contains new clinical items** in the **Action Center**. Tap on this item to view your data. For complete instructions on how to use the app, visit [UHhospitals.org/FMHMobileApp](http://UHhospitals.org/FMHMobileApp).

**Note:** If you do not see **Your health record contains new clinical items**, check your email for further instructions. It may take up to 72 hours to receive instructions.

16. Communications will be sent to the email account that you provided when you set up your account. Check your email for the following email messages.

**Note:** The emails will come from FollowMyHealth at [noreply@followmyhealth.com](mailto:noreply@followmyhealth.com). Please check your spam or junk mail folder if you do not find these emails in your inbox.

<table>
<thead>
<tr>
<th>Email subject</th>
<th>Who receives this?</th>
<th>What do you need to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Portal Account Registration Successful</td>
<td>All patients who create a FMH account</td>
<td>Review information</td>
</tr>
<tr>
<td>FMH Secure Login Account Created</td>
<td>All patients who create a FMH account</td>
<td>Review information. This email contains your username which will be helpful in the future if you forget your password.</td>
</tr>
<tr>
<td>Pending connection to University Hospitals Personal Health Record Information</td>
<td>All patients who create a FMH account and request to connect with University Hospitals</td>
<td>Review information. Wait for further instructions.</td>
</tr>
<tr>
<td>Connection to University Hospitals Successful</td>
<td>Patients who have been granted access to their health information. It may take up to 72 hours to receive this message.</td>
<td>Review information. Use the link in the email to log in to your MyUHCare PHR account to view your health information.</td>
</tr>
<tr>
<td>Connection to University Hospitals MyUHCare Personal Health Record Denied</td>
<td>Patients who have not been granted access to their health information</td>
<td>Review information and reasons your request may have been denied. Please call 1-888-670-9775, Monday – Friday, 8 a.m. – 8 p.m. or email <a href="mailto:support@followmyhealth.com">support@followmyhealth.com</a> for further assistance.</td>
</tr>
</tbody>
</table>

**Need Additional Assistance?**
Please contact Customer Service at 1-888-670-9775, Monday – Friday, 8 a.m. – 8 p.m. or email [support@followmyhealth.com](mailto:support@followmyhealth.com).