You can sign up for a MyUHCare Personal Health Record (PHR) using the UH Now app on your iPhone by following the steps below.

1. Tap to open the **UH Now app** on your iPhone.

   Note: If you have not already installed the UH Now app, click [here](#) to install or search UH Now in the App Store. Visit [UHhospitals.org/virtual-services](http://UHhospitals.org/virtual-services) for more information on the UH Now app.

2. Tap **MY PERSONAL HEALTH RECORD**.
3. Tap **MY PERSONAL HEALTH RECORD**.

Note: Tapping **MY PERSONAL HEALTH RECORD** will provide access to health information from UH Ahuja Medical Center, UH Bedford Medical Center, UH Cleveland Medical Center, UH Conneaut Medical Center, UH Geauga Medical Center, UH Geneva Medical Center and UH Richmond Medical Center.

4. Tap **CONTINUE**.
5. Tap the I need to sign up button.

6. The Sign Up and Connect screen appears.

   Fill out all the requested information on this screen. Be sure to scroll down all the way to the bottom of the screen.
7. After you have filled in all requested information, tap **Confirm and Continue**.

   **Note:** Home Phone Number and Social Security Number are optional.

8. The **FollowMyHealth Universal Health Record Terms of Use** screen displays.
9. Review the **Terms of Use** by scrolling to the bottom of the screen.
   Tap **I Accept** to continue.

10. The **Sign Up and Connect** screen displays. The email you entered on a previous screen automatically fills in as your username.

    Follow the instructions to create a Username and Password. At the bottom of the screen, tap **Confirm and Continue**.
11. The **Would you like to save this password?** screen displays. Choose the option you prefer.

12. The **FollowMyHealth Click here to launch the application** screen displays.

   If you have already downloaded the FollowMyHealth mobile app, tap the **heart icon** and then tap **Open**.

   If you have not downloaded the FollowMyHealth mobile app yet, please tap the **Download on the App Store** icon and follow the instructions on the screen or visit [UHhospitals.org/FMHMobileApp](http://UHhospitals.org/FMHMobileApp) for complete instructions.
13. The **Home** screen of the FollowMyHealth app displays.

   In the **Action Center**, tap **You have not connected to any healthcare providers!**

14. 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 **University Hospitals – Physician Office**.
15. The **Request Connection** box displays.
   Tap **Yes, request connection**.

16. The **Release of Information** screen displays. Tap **I Accept**.

18. The Demographics screen displays. Confirm the information is correct and tap Next.
19. 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.

20. 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**.
21. The **Connection Request Pending** message appears notifying you that you will receive an email when your health information is available.

   Tap OK.

22. Your **Home** screen displays.

   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 the **My Health** screen where you can access 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.
23. 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. 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.