You can sign up online for a MyUHCare Personal Health Record (PHR) using a PC or laptop by following the steps below.

1. Navigate to the MyUHCare PHR login screen at https://uhhospitals.followmyhealth.com. At the bottom of the screen, select the I need to sign up button.

   **Note:** The MyUHCare PHR is powered by FollowMyHealth. FollowMyHealth is the vendor University Hospitals has partnered with to provide you with your health information.

2. The Sign Up and Connect screen appears. Fill out the requested information. At the bottom of the page, select the Confirm and Continue button.
3. The FollowMyHealth Universal Health Record Terms of Use screen appears. At the bottom of the page select the I Accept button to continue.

4. The Sign Up and Connect screen appears.

Follow the instructions on the right of the screen to create a Username and Password. At the bottom of the screen, select Confirm and Continue.

Note: The email you entered on a previous screen automatically fills in as your username. It is recommended that you create a unique username instead of using your email address.
5. The **Request Connections to Healthcare Organizations** screen appears.

The zip code you provided previously automatically fills in. To connect with University Hospitals, delete the zip code and type **University Hospitals** in the box.

In the **Search Results** box, select **Connect** next to any one of the University Hospitals entries on the list. All of the University Hospitals entries now appear under **My Organizations**.

Select **Next** to continue.

6. The **Release of Information Authorization** agreement screen appears.

Select **I Accept** to continue.

7. The **Patient Identification Authorization** screen appears.

Select **I Agree** to continue.
8. The **Patient Identification** screen appears.

Fill out the required fields designated by an asterisk (*).

Select **Ok** to continue.

9. A series of five questions will appear on the screen to validate your identity.

Answer the first four questions and select **Next** after each. After the last question, select **Finish**.
10. The **Connection Request Pending** message appears notifying you that you will receive an email when your health information is available.

   Select **OK**.

11. Your **MyUHCare Personal Health Record** appears confirming you have created a FollowMyHealth account.

   Log out of your PHR. Select the **My Account** menu in the upper right corner. Select **Sign Out**.

   **Note:** Your personal health information will **not** appear until your identity has been verified. You will receive further instructions in your email account.
12. Log into the email account you used to set up your PHR. 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.