

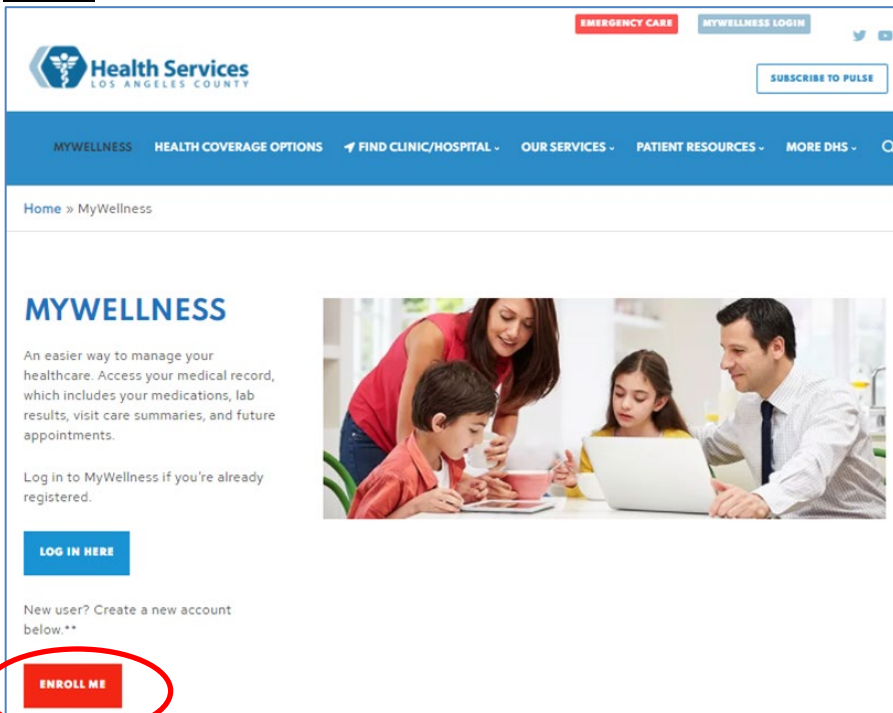


Self-Enrollment to the MyWellness Patient Portal- A Patient's Guide



Step 1: Go to <http://dhs.lacounty.gov/mywellness>

Step 2: Click “Enroll Me”



Step 3: You need the following information to enroll:

- Your First and Last Name
- Your Date of Birth (Must be 18 and older)
- Your Medical Record Number (MRN) **OR** the email address that is listed in your medical record

* First name


* Last name

* Date of birth
Month Day Year
Select
Enter the year as 4 digits.

* How would you like to verify your account?
[Personal Identifier\(s\)](#) Email address

Medical Record Number (MRN)

Your Medical Record Number (MRN) is your unique identifier that the Department of Health Services has personally assigned to your record. You can find your MRN on a past visit summary, prescription bottle, and/or appointment letter. If you need help finding your MRN, please contact your health care team.

* Identity verification
 I'm not a robot 

Next

Step 4(A): If you used your Medical Record Number (MRN): Upon successful enrollment, a “Patient Match Found” message appears when the account is verified. Check off both boxes to confirm identity and agree to Terms of use. Then, click on “Next, Create Your Account”.

Patient Match Found

Congratulations, your patient information has been verified. The last step to connect with MyWellness is to create your online account. To proceed, confirm that you are the patient and that you agree to the Terms of Use and Privacy Policy.

* All fields are required.

* **Identity verification**

I confirm that I am BRENDA ZZZZTEST.

* **Terms of use**

I agree to the Los Angeles County Department of Health Services [Terms of Use](#) and [Privacy Policy](#).

[Next, Create Your Account](#)

Step 4(B): If you used your email address: Upon successful patient match, the system sends a six-digit verification code to the email address used for verification.

Help us protect your account

We are sending you a six-digit verification code to the email address you have entered on the previous page. Enter the verification code below.

If you do not receive your verification code, contact your health care organization or try again.

* All fields are required.

* **Verification code**

[Continue](#)

*Check your email for the notification that has this code. Return to the verification page or click the link within the email. Enter this code in the “*Verification Code” field. (**Note:** E-mail will be from: “MyWellness” noreply@iqhealth.com).

MyWellness
Verification for your online health account
Hello HARBOR, 2:51 PM

Hello HARBOR,

The verification code to verify your online health account is: **968151**

Stay connected with your health care team and access your personal medical information anytime with MyWellness.

Easily manage your health online by:

- Communicating with your care team
- Checking your latest lab results
- Requesting medication refills and renewals
- Viewing and scheduling your appointments

Step 5: An account set up screen appears. Under “I Need an Account”, enter an email address that you have access to and select “Sign Up”.

Health Services
LOS ANGELES COUNTY

I Already Have an Account

Sign into Los Angeles County - Dept. of Health Services with your Cerner Health account.

Email address or username

Password

[Sign In](#) [Forgot Password?](#)

I Need an Account

Don't have a Cerner Health account? Enter your email address to get started.

Email address

[Sign Up](#)

Step 6: Fill in the additional information to complete the “Create an Account” fields. Create username, password, and security questions on this screen. Click on the green “Create Account” button. Once you do this, you will automatically be logged into the MyWellness Patient Portal.

Create an Account

All fields are required.

Secure health identity provided by:

CernerHealth

Cerner Health uses a secure log in and password to access information about your health. If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

First name
BRENDA

Last name
ZZZZTEST

Email address
xxxx@dhs.lacounty.gov

Re-enter email address

Date of birth

Month	Day	Year
October	10	1975

Enter the year as 4 digits.

Gender
Female

Username

Password

Passwords must be at least eight (8) characters long.

Re-enter password

Security question

Security answer

I agree to the [Cerner Health Terms of Use and Privacy Policy](#).

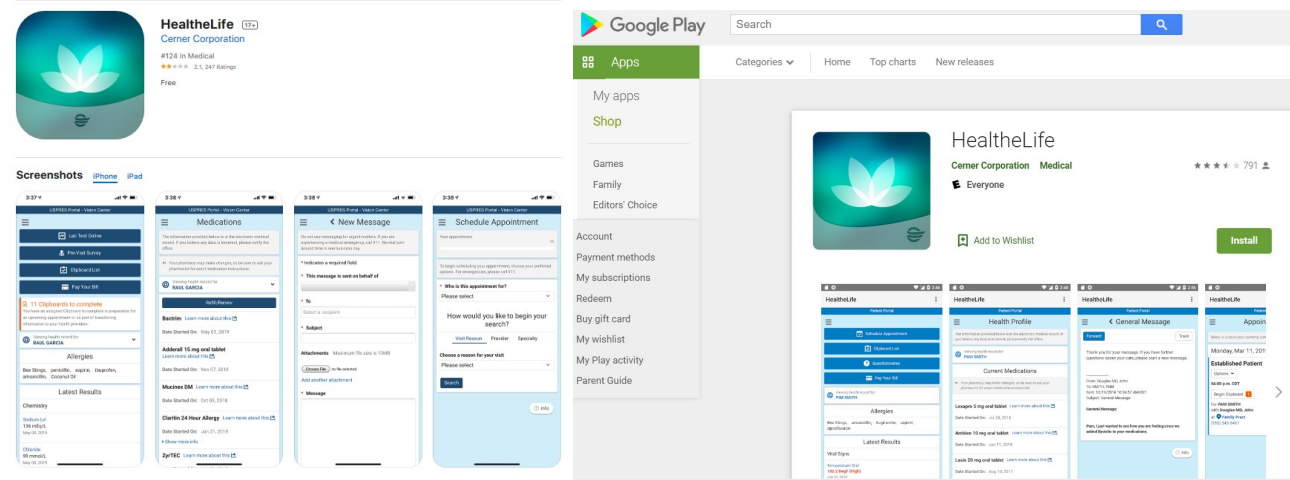
[Create Account](#)

You have successfully created an account!

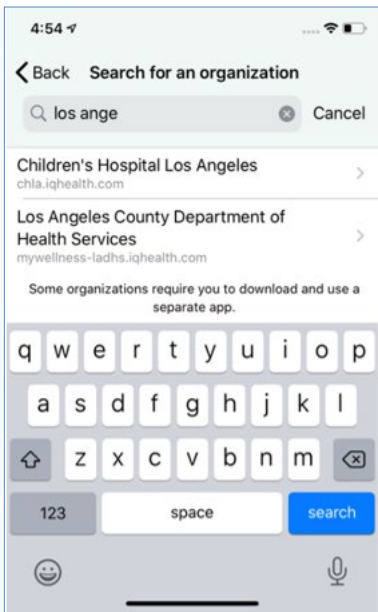
If you have a mobile device, you can download the **HealthLife** mobile app. The app is available for both iOS and Android/ Google.

[App Store](#)

[Google Play Store](#)



Under “Search for Organization”, be sure to select “Los Angeles County Department of Health Services” (**Note:** If you prefer Spanish, you must select Spanish as your preferred language on the website. Log out and re-log into the mobile app for the language preference to be applied).



Sign into the website after creating an account.

Remember:

- It is best for you to use your own personal device to check email and complete the enrollment process.
- You must be age 18 and older to self-enroll. If you are a parent/guardian and would like to manage the health of a patient under the age of 18, you will need to request an invitation from the registration team, nurse or provider at your site of care.
- If you are already registered for MyWellness, please use the following link to log into the MyWellness portal: [Log into MyWellness](#). Click on the “Forgot password?” link to help reset your password and access your account.
- If you are unable to self-enroll, contact your site of care and ask them to send you an invitation to join the portal.