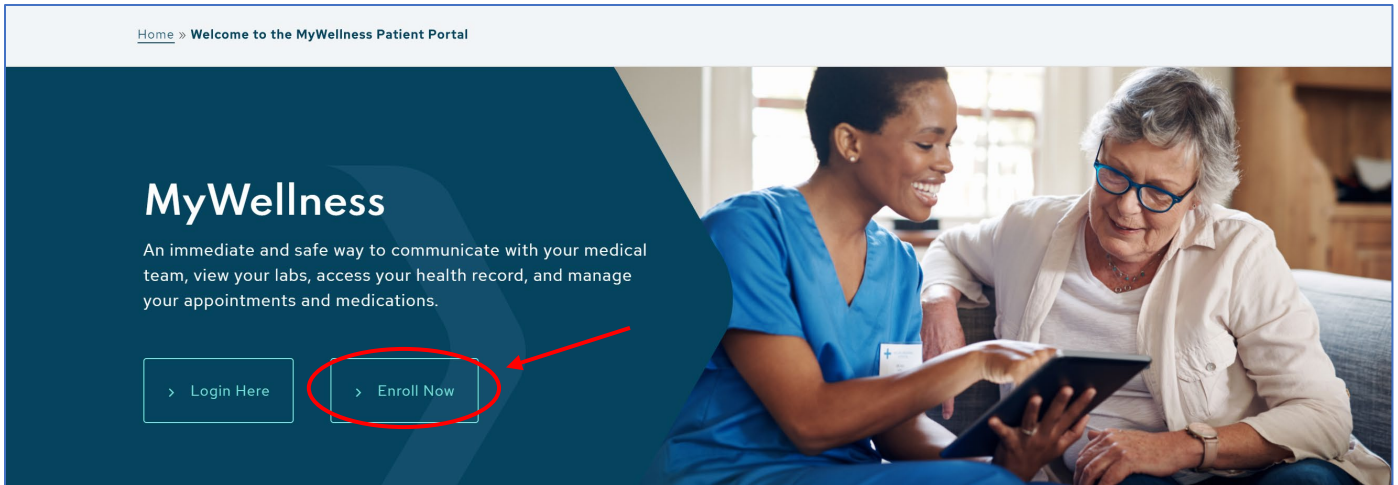


Self-Enrollment to the MyWellness Patient Portal - A Patient's Guide



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

Step 2: click “Enroll Now”



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 

[Privacy](#) [Terms](#)

[Next](#)

Step 4(A): If you used your Medical Record Number (MRN): Upon successful patient match, 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: If the account selection screen appears, go to **“I Need an Account”** and enter an email address that you have access to and click **“Sign Up”**. If this does appear, skip to Step 6.

*****Note: If you need help creating a new email address, skip to Step 7.**

Health Services
LOS ANGELES COUNTY
Public Health

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: October, Day: 10, Year: 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

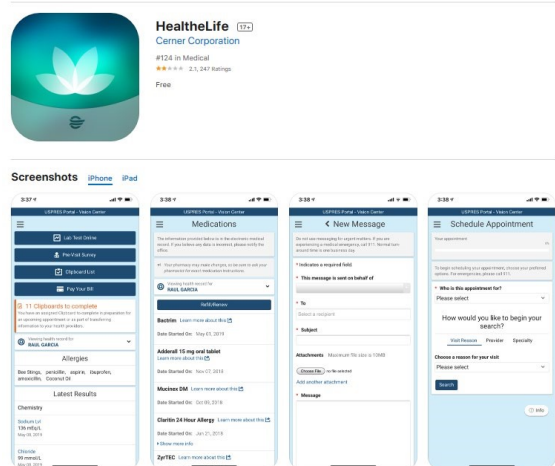
☐ I agree to the Cerner Health [Terms of Use](#) and [Privacy Policy](#).

[Create Account](#)

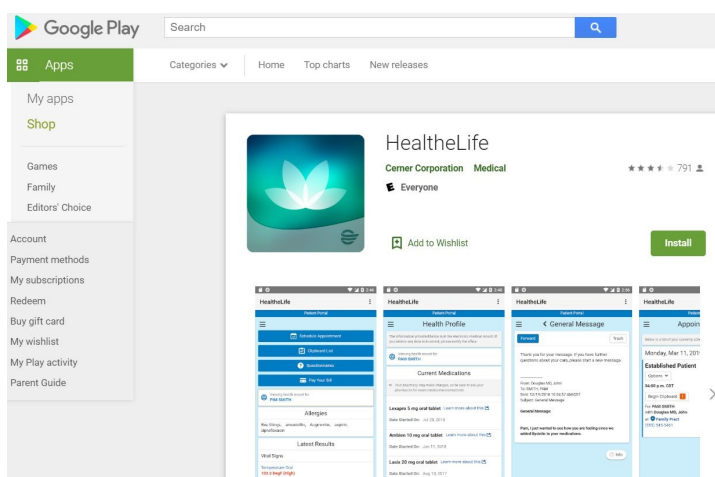
Congratulations! You have successfully created an account!

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

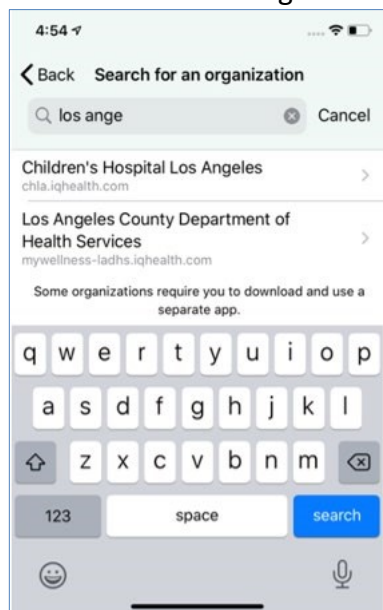
App Store



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.

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 or caregiver and would like to manage the health of a patient, you will need to request an invitation from the registration team, nurse or provider at your site of care.

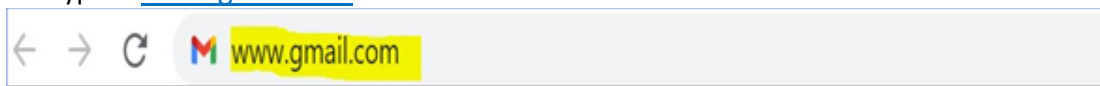
- If you are already registered for MyWellness, please use the following link to log into the MyWellness portal: [Log into MyWellness](#). Click on the “Forgot password?” link to help reset your password and access your account.
- If you are unable to self-enroll, contact your site of care and ask them to send you an invitation to join the portal.

Step 7: If you need help creating a new email account, please follow the steps below:

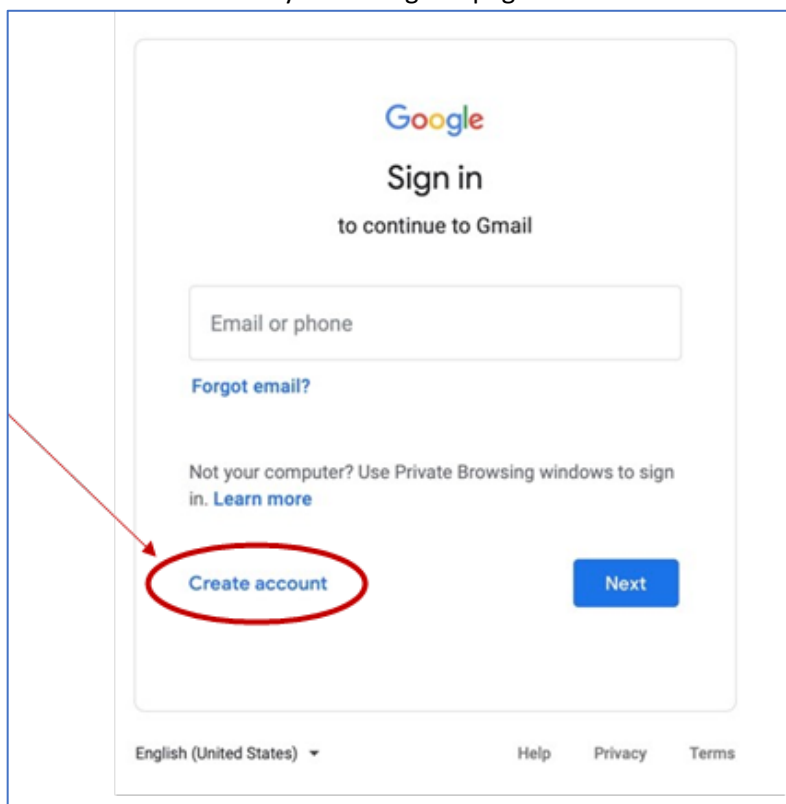
A. Use an internet browser (Safari, Internet Explorer, Firefox) to go to the internet.



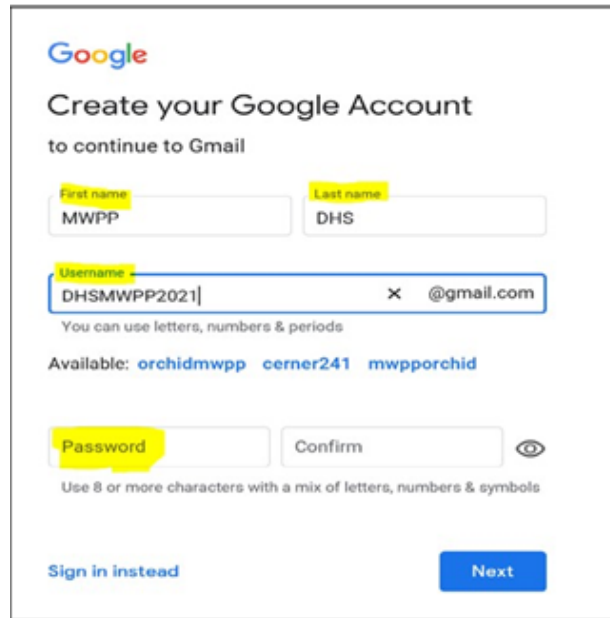
B. Type in www.gmail.com in the address bar.



- This will take you to a sign-in page. Click “Create account”



C. Fill in your first and last name and create a username and password.



The screenshot shows the Google Account creation interface. At the top is the Google logo and the text "Create your Google Account to continue to Gmail". Below this are input fields for "First name" (containing "MWPP") and "Last name" (containing "DHS"). A "Username" field contains "DHSMWPP2021" followed by a dropdown menu showing "@gmail.com". Below the username field, it says "You can use letters, numbers & periods" and lists available variations: "orchidmwpp", "cerner241", and "mwpporchid". There are "Password" and "Confirm" fields, with a note: "Use 8 or more characters with a mix of letters, numbers & symbols". At the bottom are links for "Sign in instead" and a blue "Next" button.

Creating a Username

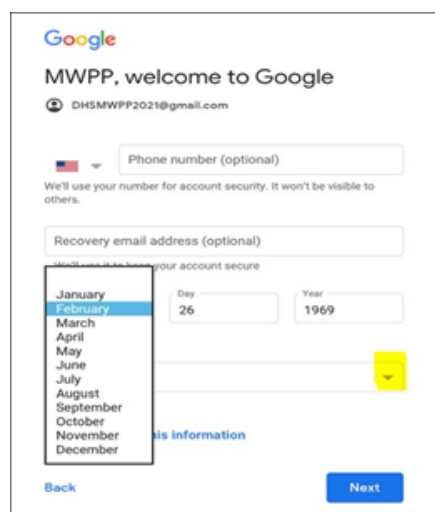
- Your username must have 6-30 characters. Characters can be letters, numbers, or a period (.)
- Email usernames can be a mix of your first and last name, nickname, and favorite number. For example, Lakersfan69 or S.Peterson2

Creating a password

- Your password must have at least 8 characters. Characters can be letters, numbers, and symbols, such as !, \$ or &.
- Passwords are case-sensitive, meaning it is important to remember which letters are upper case letters. For example, Password and password have the same letters, but are capitalized differently.


It is easy to forget your username and password, so write it down in a safe place as soon as you have successfully created your account.

D. After creating your account, fill in security details.

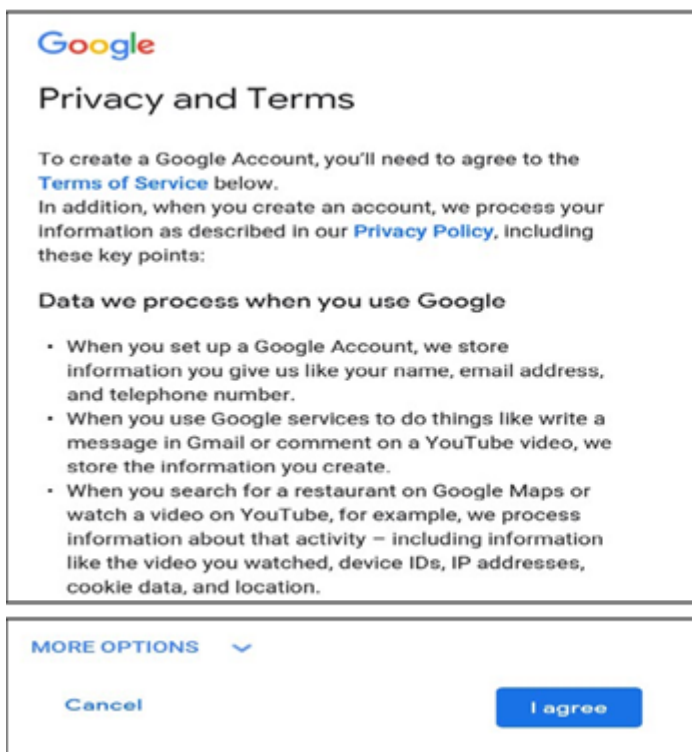


The screenshot shows the Google Account security details page. It starts with the Google logo and "MWPP, welcome to Google". Below is the email address "DHSMWPP2021@gmail.com". There are optional fields for "Phone number" and "Recovery email address". A section titled "Help us protect your account secure" contains a date picker for birth date. The date picker is open, showing a list of months from January to December, with "February" selected. The "Day" field is set to "26" and the "Year" field is set to "1969". At the bottom are links for "Back" and a blue "Next" button.

- If you forget your password, you can use personal information to confirm your identity. You must fill in your birthdate and gender, but other things, such as phone number or recovery email address, others are optional, so you don't have to share if you don't want to.

- Click on this symbol-  to see a list of options to choose from. If you don't see the symbol, type your answer in the box.

E. Read through the Privacy and Terms of Service.



The screenshot shows the Google 'Privacy and Terms' page. At the top is the Google logo. Below it, the title 'Privacy and Terms' is displayed. The main text states: 'To create a Google Account, you'll need to agree to the [Terms of Service](#) below. In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:'. This is followed by a section titled 'Data we process when you use Google' which contains three bullet points: 1. 'When you set up a Google Account, we store information you give us like your name, email address, and telephone number.' 2. 'When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.' 3. 'When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.' At the bottom of the page, there is a 'MORE OPTIONS' link with a downward arrow, a 'Cancel' link, and a blue 'I agree' button.

- This information explains the terms and conditions of using their email service.
- If you agree and want to finish creating your new email account, click on "**I agree**"

Congratulations!! You have successfully created an email account. Return to Step #5 to complete your MyWellness Enrollment.