



Health Services
LOS ANGELES COUNTY

Self-Enrollment to the LA Health Portal

1 Go to dhs.lacounty.gov/lahealthportal



2 Click **“Enroll Now”**



@WeAreLAHealth | @LAHealthEnEspanol

Self-Enroll to the LA Health Portal

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) on the option of **“Personal Identifiers”** OR the phone number or email that is listed in your medical record

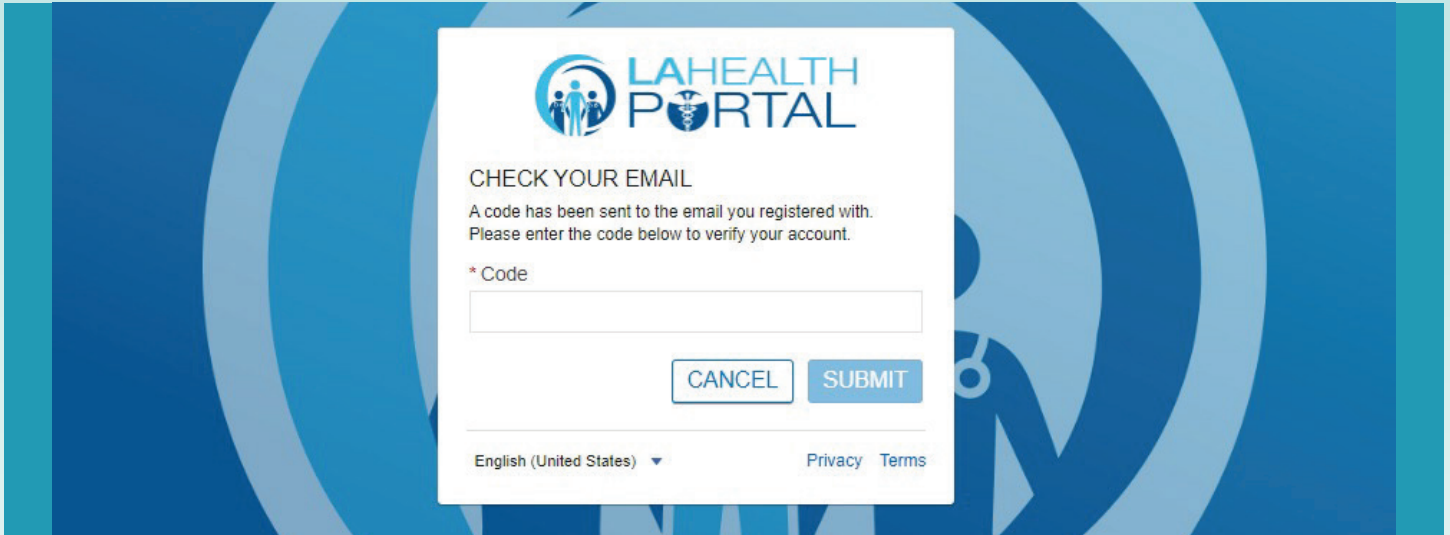
The screenshot shows the 'Self-Enrollment for LA Health Portal' form. It includes instructions on how to use the portal, eligibility criteria (being a patient of Los Angeles County Department of Health Services, over 18, and not already having the portal), and a note that the form is for patients only. The form asks if the user needs help signing up and provides a link to an enrollment guide. It contains several required fields: first name, last name, date of birth (with month, day, and year dropdowns), and a verification method (Personal Identifier(s), Text message, or Email address). There is a field for entering an email address with a note that it must already exist in the user's record. At the bottom, there is an 'I'm not a robot' checkbox and a reCAPTCHA widget.

4a If using the 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”**.

The screenshot shows the 'Patient Match Found' confirmation screen. It congratulates the user on their verified patient information and instructs them to create an online account. The screen contains two required checkboxes: 'I confirm that I am GAEL ZZZTESTPANLAGUI.' and 'I agree to the Los Angeles County Department of Health Services Terms of Use and Privacy Policy.' A blue 'Next' button is located below these checkboxes. At the bottom of the form, there is a language selection dropdown menu set to 'English (United States)'.

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4b If you used your email address or Phone Number: Upon successful patient match, the system sends a six-digit verification code to the email address for verification.



LAHEALTH PORTAL

CHECK YOUR EMAIL

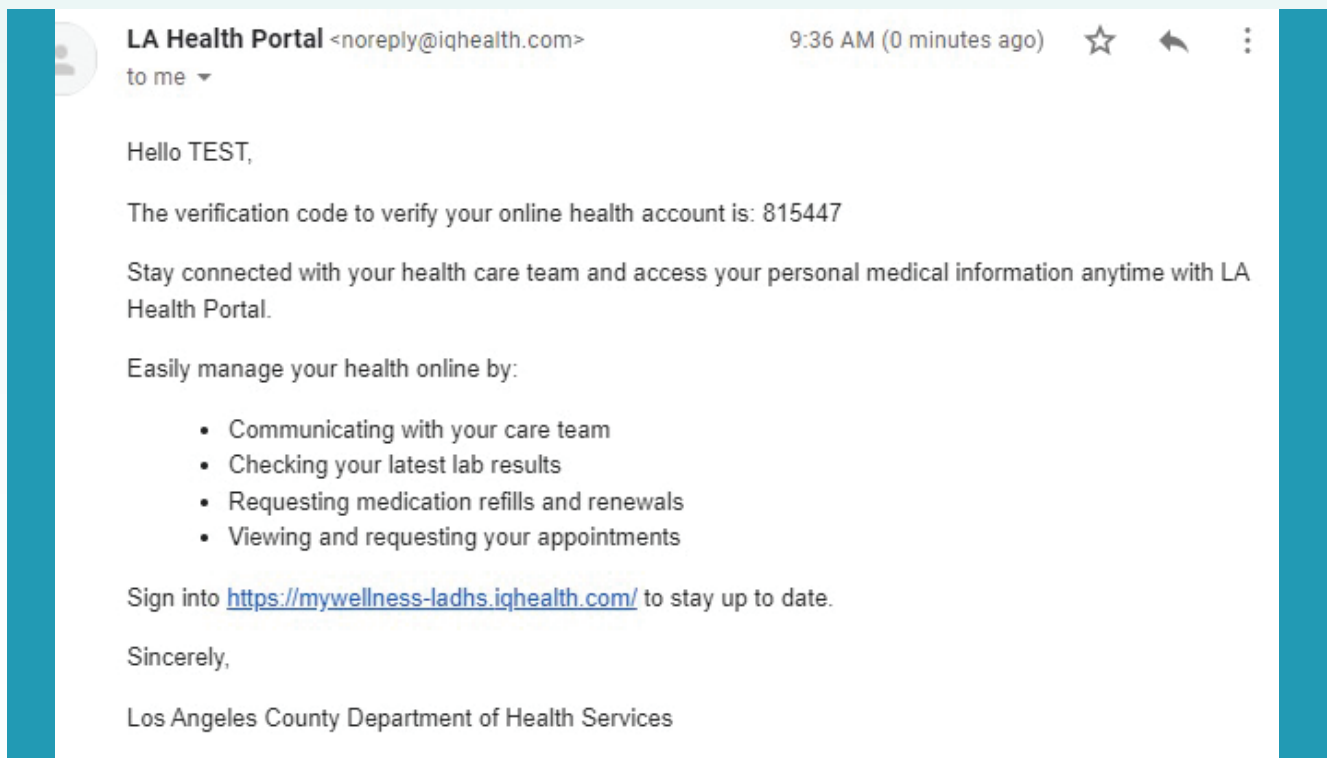
A code has been sent to the email you registered with.
Please enter the code below to verify your account.

* Code

CANCEL SUBMIT

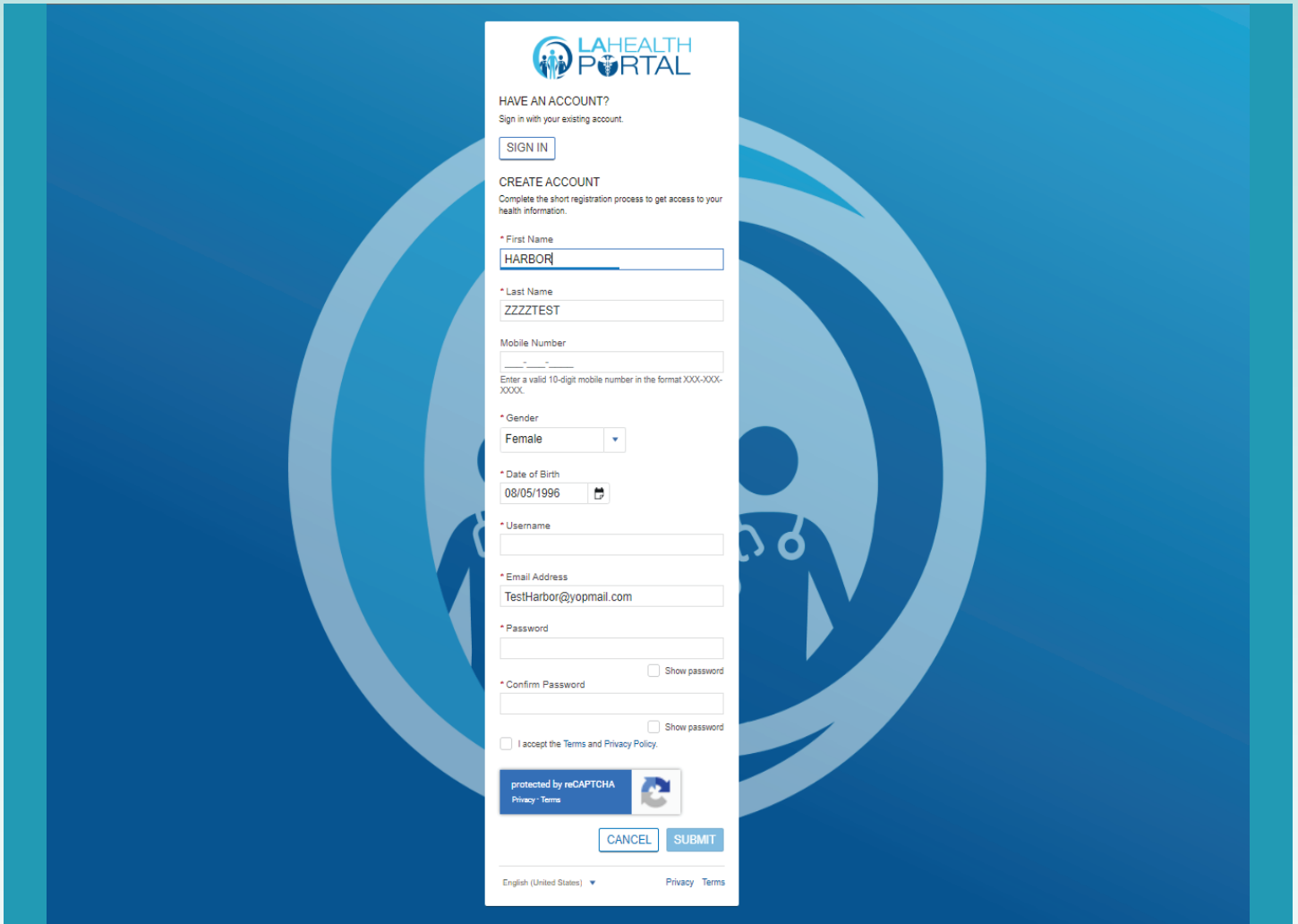
English (United States) Privacy Terms

** Check your email or your phone 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: "LA Health Portal" noreply@iqhealth.com).



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5 Fill in the additional information to complete the “**Create Account**” fields. Create username, password, and phone number on this screen. Click on the blue “**Submit**” button. Once you do this, you will automatically be logged into the LA Health Portal.



The screenshot shows the LA Health Portal self-enrollment interface. At the top, the LA Health Portal logo is displayed. Below the logo, there are two main sections: "HAVE AN ACCOUNT?" and "CREATE ACCOUNT".

HAVE AN ACCOUNT?
Sign in with your existing account.

CREATE ACCOUNT
Complete the short registration process to get access to your health information.

* First Name

* Last Name

Mobile Number

Enter a valid 10-digit mobile number in the format XXX-XXX-XXXX.

* Gender
Female

* Date of Birth
08/05/1996

* Username

* Email Address

* Password

 Show password

* Confirm Password

 Show password

I accept the Terms and Privacy Policy.

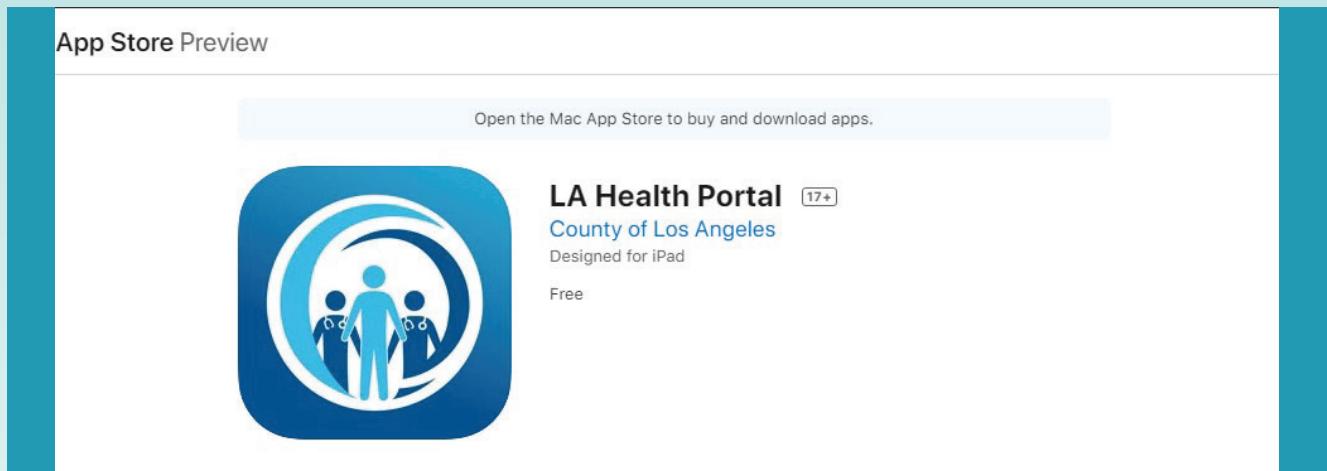
protected by reCAPTCHA
Privacy Terms

English (United States) Privacy Terms

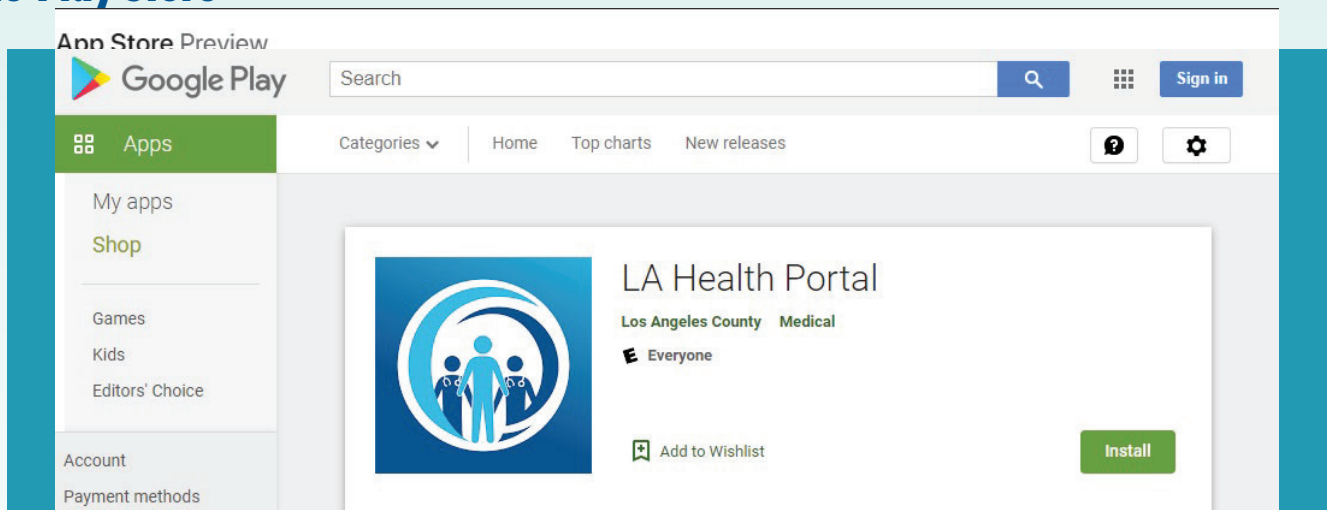
Congratulations! You have successfully created an account!

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

App Store



Google Play Store



Note: If you prefer Spanish, your phone preferences must be in place for Spanish

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 unable to self-enroll, contact your site of care and ask them to send you an invitation to join the portal.