Welcome to the Oneida Comprehensive Health NEW EZAccess Patient Portal.

MYHEALTH ONEIDA PORTAL MANUAL – BASIC USE

Please review the following on how to get access to your medical information through the NEW EZAccess patient portal.

Quick start guide:

Patient will receive an invitation to the portal in one of four ways:

1. Via email on May 7th, 2024 (for patients with appointments in the last two (2) years).
2. Upon scheduling a future appointment within the Comprehensive Health Division medical or behavioral health areas.
3. You can request an invitation by contacting PARs.
4. By using the "Sign-Up" link on the login page.

Select the link to take you to that portion of the manual.
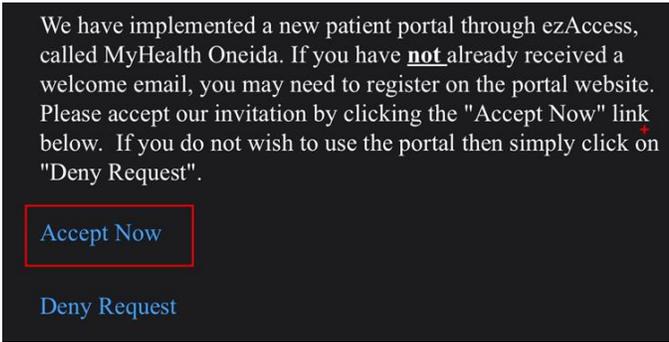
LOGGING IN FOR THE FIRST TIME

When the patient portal invites go out, you will receive a *Welcome Email* with a Subject line of ***"Portal access from Oneida Comprehensive Health Division".***

Click on the ***Accept Now*** link in the email.

We have implemented a new patient portal through ezAccess, called MyHealth Oneida. If you have **not** already received a welcome email, you may need to register on the portal website. Please accept our invitation by clicking the "Accept Now" link below. If you do not wish to use the portal then simply click on "Deny Request".

Accept Now

Deny Request

This will confirm that you are accepting access to the EZAccess patient portal. After accepting, you will receive another confirmation email containing your User ID and Password.

Follow the email instructions to set up your online access.

1. Use the link in the email to access the EZAccess site.

2. Enter the **User ID** and **Password** from the email into the EZAccess page that opens.
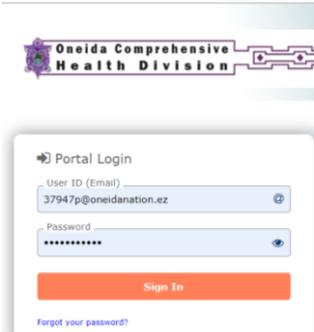
3. You will now be prompted to change your password from the temporary one provided in the email:

     i.   Enter the Current (Temporary) Password.

    ii.   Create and enter your ***new*** password (using the guidelines provided at the top of the web page) in the "New Password" and again in the "Confirm New Password" fields.

   iii.   Click "Update".

⚙ **Change Password**

You must change your password.
New Password needs to be 8-20 characters in length and must contain at least two of the following: uppercase letter, lowercase letter, number, and symbol

Current (Temporary) Password
`•••••••••`

New Password

Confirm New Password

| **Update** | Close |

4. Select a secret question in the **Question** dropdown. Enter the answer in "Secret Answer" and "Confirm Answer". This helps to make your account more secure.

   Click "Update".

📄 Add Secret Question/Answer
Adding Secret Question/Answer helps make account more secure
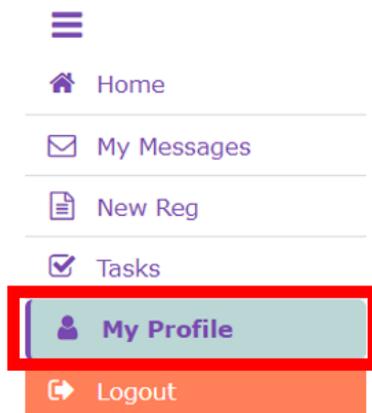
Question
Select ...

Secret Answer
`•••••••••`

Confirm Answer

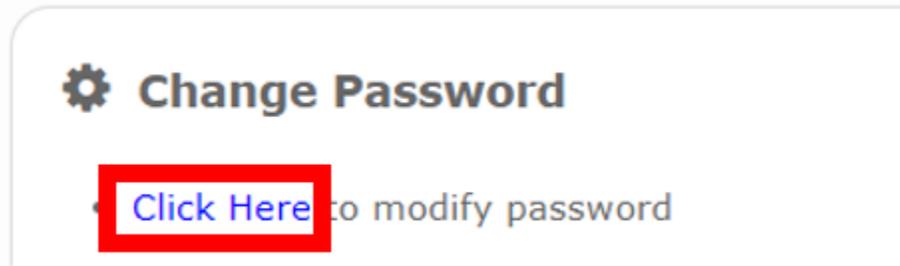| **Update** | Close |

CHANGE PASSWORD OR SECRET QUESTION

The following are instructions on how you can change your password or your secret question in your profile.

1. On the EZAccess Home page, click on "*My Profile*".

☰

🏠 Home

✉ My Messages

📄 New Reg

☑ Tasks

👤 **My Profile**

➡ Logout

2. Under **Change Password**, select "Click Here" to modify password.

3. To change your password:

   a. Enter your **Current Password**.

   b. Enter your **New Password** and re-enter it in **Confirm New Password**.

   c. Select **Update.**

4. To change your secret question:
   a. Select your **Question** in the dropdown.

   b. Enter your **Secret Answer** and re-enter it in **Confirm Secret Answer**.

   c. Select **Update**.

Key Portal Feature Highlights:

- Review medical information and appointments

- Check-in before your appointment from the comfort of your own home

- Complete needed documents or forms

- Send messages to your providers

- See medical information, lab results, immunizations & more

FAQs:

Q: Is there a Mobile app?

A: Not currently, but that will be coming in the future!

Q: Can we schedule appointments?

A: Not currently, but that is something that will be coming in the future!

Q: Can we request prescription refills through the portal?

A: Not at this time. This is also targeted as a future enhancement.

Q: Can Parent/Guardians have access to dependents medical info?

A: Yes, talk to a PAR for assistance with set up.

Q: How can I Reset my Password?

A: One of four ways:

- Use the ***Forgot your password*** option on the login page.
- Call (920) 869-6123
- **Email** myhealthhelp@oneidanation.org
- Talk to a Patient Account Representative (PAR)