


# eClinicalworks Online Patient Portal User Registration Guide

## STEP 1:

You received an email that looks like the image below:

**Note: You can not copy and paste your temporary password as it is an image.**



**Important: New Portal and Login Information**

Dear Sam,

As part of our efforts to provide you with the highest quality of care, we have a new Magenta Health Patient Portal we invite you to use. Our Patient Portal enables you to communicate with Magenta Healthy easily, safely, and securely from your computer or mobile device.

Your new login information is below. Please note, you **cannot copy and paste** the password. The password must be typed in.

*Reminder: For your identity protection, the password cannot be copy and pasted.*

<b>Patient Portal URL:</b>	<a href="https://health.healow.com/magenta">https://health.healow.com/magenta</a> or use <span style="background-color: #e91e63; color: white; padding: 2px 5px; border-radius: 3px;">Portal Link</span>
<b>Username:</b>	<a href="mailto:dechavez.carj@heb.com">dechavez.carj@heb.com</a>
<b>Temporary Password:</b>	<b>ncj7qqpx</b> If you have issues viewing the password copy and paste the link <a href="https://mycw120.ecwcloud.com/portal16645/jsp/accessCred.jsp?val1=AlHvMpy73pe3TrGc7sILQ%3D%3D&amp;val2=fDJCOvUbKxc%3D">https://mycw120.ecwcloud.com/portal16645/jsp/accessCred.jsp?val1=AlHvMpy73pe3TrGc7sILQ%3D%3D&amp;val2=fDJCOvUbKxc%3D</a> to your browser.

Through the Patient Portal, you will be able to

- Ask questions of doctors, nurses, and staff members
- Request prescription refills and referrals
- Request appointments

-- all from the comfort of your home, at your convenience!

By using the Patient Portal, you can view your health information and any lab results at any time. You no longer have to call with a question or concern; simply send a message to us via the Portal and expect a prompt reply.

**STEP 2:**

Follow the login URL: <https://health.healow.com/magenta> to the website

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

Using Mobile Phone

OR

Enter the details below

User Name

Password

[Trouble logging in](#)

**STEP 3:**

Login with the username and password given in the email to register. Once you login, it will take you to the next page to validate your date of birth or phone number.

**User Validation**

**Welcome Cara,**  
As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth  
  
MM/dd/yyyy

OR

Phone Number  Ext

**STEP 4:**

Once you click submit, the portal will direct you to reset your password and pick a security question and answer for security purposes.

### Reset Password

**Congratulations, you have authenticated yourself.**  
Please select your new password.  
Refer [Password Guidelines](#) to create secure passwords.

<b>New Credentials</b>	<b>Customize your security question.</b>
User Name <input type="text" value="caratest2018"/>	Security Question <input type="text"/>
New Password <input type="text"/>	Answer <input type="text"/>
Confirm New Password <input type="text"/>	

**STEP 5:**

The next step will direct you to agree to eClinicalworks form as well as the practice consent form.

The screenshot shows a software interface with two tabs at the top: "eClinicalworks Consent form" and "Practice Consent Form". The "Practice Consent Form" tab is selected and active. Below the tabs is a scrollable text area containing the following text:

**ONLINE COMMUNICATION INFORMED CONSENT**

Instructions for Using Online Communication

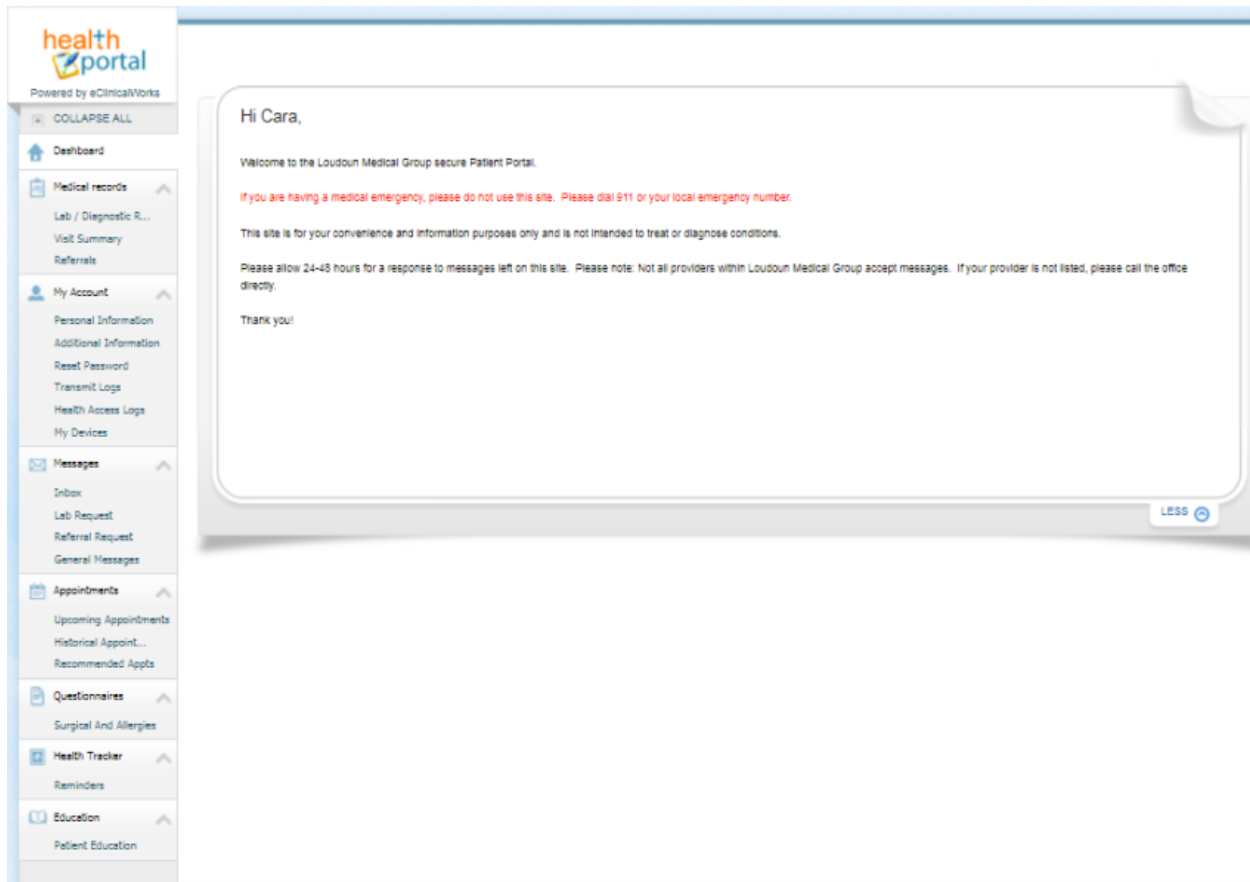
You agree to take steps to keep your online communication to and from your physician confidential, including the following:

Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer.

At the bottom right of the interface, there are two buttons: "Next" (highlighted in orange) and "Cancel" (grey).

## STEP 6:

Next, the portal will bring you directly to your health portal dashboard.



## Your health portal provides many benefits:

1. Electronic requests of Medical Records, including Lab / Diagnostic Reports and Referrals.
2. Easily find visit summaries that are uploaded by your physician.
3. Non-urgent patient messaging system to communicate to provider.
4. Check upcoming and historical appointments.
5. Electronically complete surgical or allergy history.
6. Electronic access to patient education files your provider has uploaded for you and has spoken to you about in your appointments.

Download the Free Healow app on:



Find us using our unique practice code on the Healow app - **DHEEBD**