

✓ Before You Begin

Please confirm the following before creating your account:

- ✓ You have had at least one past visit at St Rose Hospital, Hayward, California.
- ✓ An email address was provided during your St Rose patient registration.

Need to add or update your email? Email_patientportal@srhca.org

↓ Access the Portal

Choose how you want to connect:

Mobile App: Download the **MEDITECH MHealth** app from the App Store or Google Play.

Webpage: Visit the online portal at: patientportal.srhca.org

1. Create Your Account (First-Time Users)

1 Go to the portal website or open the app.

2 Select "Create Account"
Enter your patient information and click Submit.

The screenshot shows the 'Create Account' form with the following fields and options:

- Navigation tabs: Sign In, **Create Account**
- Section header: **Create an account**
- Form fields:
 - Last Name (required): XYZ
 - First Name (required): ABC
 - Date of Birth (required): Month, Day, Year (dropdown menus)
 - Medical Record Number or Last 4 Digits of Social Security Number (required): [Empty field]
 - Email Address (required): Example: email@example.com
 - Confirm Email Address (required): [Empty field]
- Validation message: You must be 18 years or older
- Submit button: Submit

3 Check your email inbox
Look for the new account setup instructions. Don't forget to check your spam/junk folder!

Tip: Your enrollment email will contain a temporary username and password needed in the next step.

2. Activate or Reset Your Account

1

Select "Sign In".

2

Enter your temporary username and password

These were sent to you in your enrollment email.

3

Complete your profile setup and click Submit

You will be prompted to create a permanent username and password.

Create account

Select a username and password, then complete the security form to proceed.

Username

Username must meet the following criteria:

- Contain only letters and numbers
- Contain no more than 16 characters
- Contain at least 4 characters
- Not contain any spaces

New username (required)

StRose26

Confirm new username (required)

StRose26

Password

Password must meet the following criteria:

- No more than 16 characters
- At least 4 characters
- At least 1 numeric character

New password

.....

Confirm new password

.....

Security

Select a security question:

Security question 1 (required)

What is your favorite beverage ?

Security question answer 1 (required)

Water

Submit

Cancel

3. Sign In to Your Account

1 Select "Sign In".

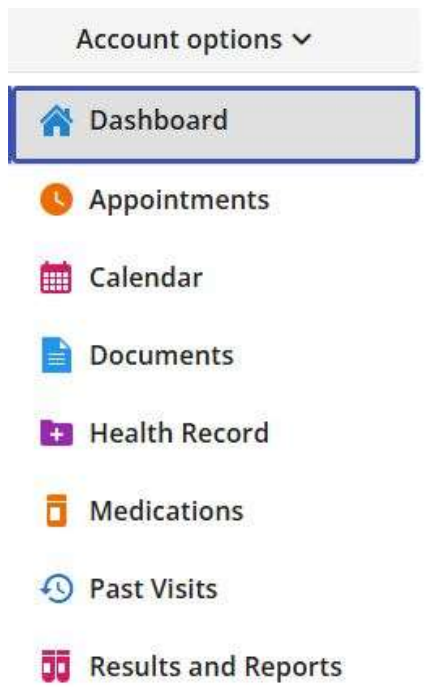
The screenshot shows a sign-in form with two tabs: "Sign In" (selected) and "Create Account". Below the tabs are two input fields: "Username (required)" and "Password (required)". There is a checkbox labeled "Show Password" below the password field. At the bottom of the form is a blue "Sign in" button, and two links: "Forgot Username?" and "Forgot Password?".

2 Enter your username and password

Use "Forgot Username" or "Forgot Password" if needed.

3 Explore your health dashboard

Use the menu on the left to review your health data. Download or print individual reports from the **Results and Reports** section.



Need Further Assistance?

Our patient portal support team is happy to help. Email us at patientportal@srhca.org