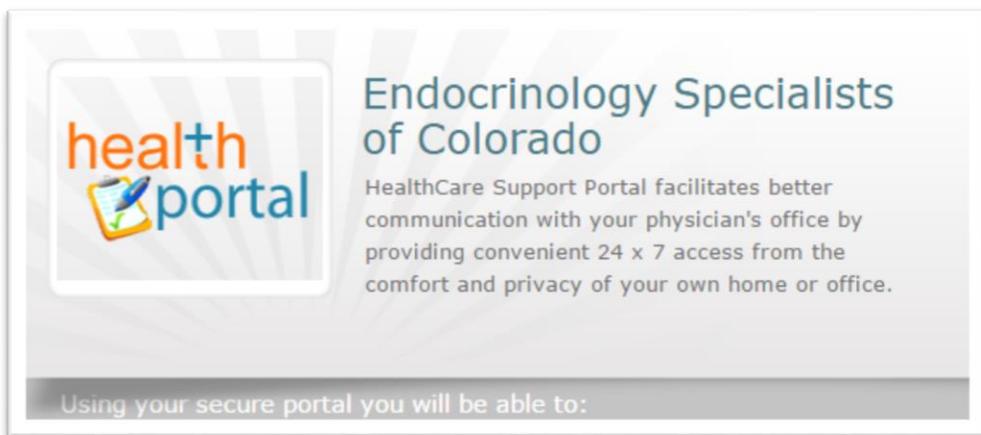


Patient Portal Guide

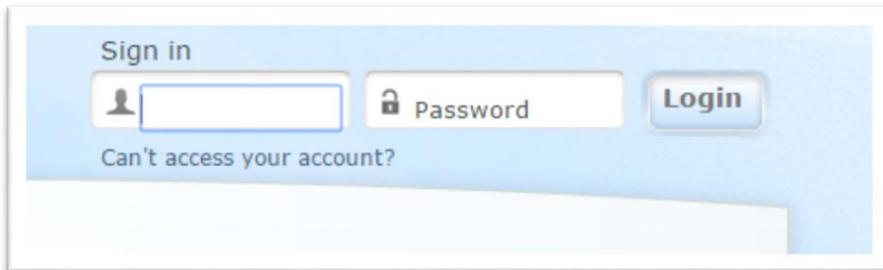
Please navigate to www.coendo.com. In the upper right hand portion of the screen, you will notice a link to the patient portal:



From there, you will be brought to the Portal login screen please verify that this information is on the screen:



You will now login using the credentials provided to you by the practice. Use caution when entering in your username and password. The password is case sensitive. If you are copying and pasting from an email, make sure you have not included any trailing or preceding white spaces. It will count them as a character and return your password as incorrect. For your data's security, your account will be locked after three failed login attempts. Enter your credentials here:



After logging in, you will be required to verify your identity. You will see this screen:

User Validation

Welcome Berry 2,
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

OR

Phone Number Ex: 555-555-5555

Please make sure to only enter in a phone number in the field boxed in red. Also, please make sure this number matches the primary contact number you have provided the practice. Then click "Submit"

You will now be brought to a screen where you can change your password and create a security question. Please make sure your password is at least 8 characters in length and contains a special character, a number, and an upper case letter:

Reset Password

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

New Credentials

User Name

New Password

Confirm New Password

Customize your security question.

Security Question

Answer

Next you will be given the Patient Portal Consent to accept:

The screenshot shows a software window titled "eClinicalworks Consent form" with a tab labeled "Practice Consent Form". The main content area is titled "ONLINE COMMUNICATION INFORMED CONSENT" and contains the following text:
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.

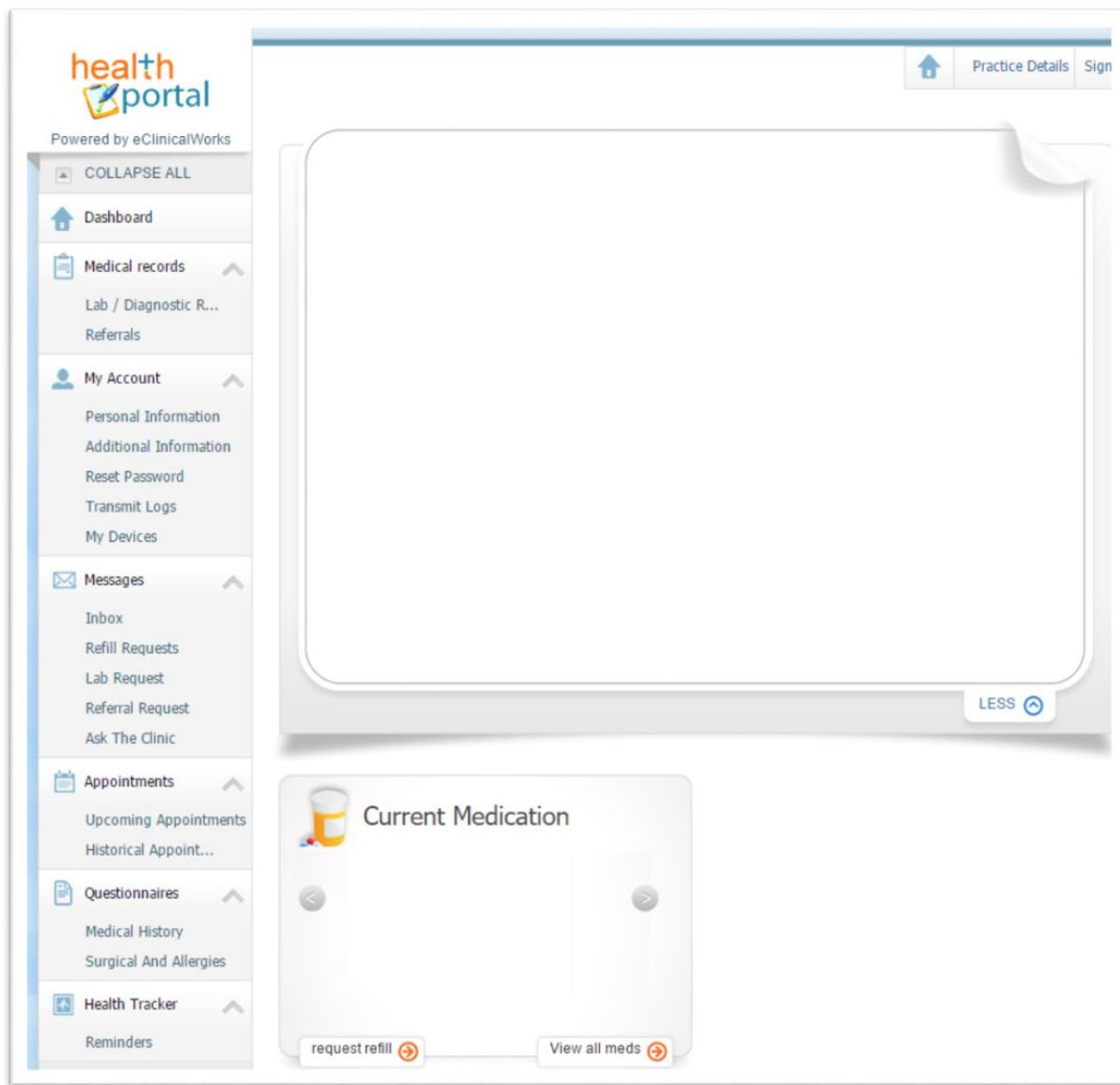
At the bottom right are "Next" and "Cancel" buttons.

Press next after reading to continue to the Practice Consent Form:

The screenshot shows a software window titled "eClinicalworks Consent form" with a tab labeled "Practice Consent Form". The main content area contains the following text:
Endocrinology Specialists of Colorado offers secure viewing and communication as a service to patients and their personal representatives who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This form is intended to show that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of participation.
How the Secure Patient Portal Works:
 I have read the consent form and the above information.

At the bottom right are "Agree" and "Disagree" buttons.

Read and accept the consent form to continue to the patient portal. You will now be brought to the portal welcome screen:



This is your Portal Dashboard. From here you can access your labs, update your information, reset your password, send and receive messages from the practice, view your appointments, view your current medication, and view office information.

To view your labs please select the “Labs / Diagnostic Reports” tab on the left hand navigation bar:

The screenshot shows the 'Your Lab / Diagnostic Reports' section of the health portal. On the left, there is a navigation bar with 'EXPAND ALL' and several icons: Dashboard, Medical records, Lab / Diagnostic R., Referrals, and My Account. The 'Lab / Diagnostic R.' icon is highlighted with a red box and has a red arrow pointing to it. The main area displays a table with three rows of lab results. The first row is for 'TESTOS, TOT (ADULT MALE)' on '12/20/2015'. The second row is for 'TESTOS, TOT (ADULT MALE)' on '10/20/2015'. The third row is for 'VITAMIN D, 25 HYDROXY' on '10/20/2015'. The table includes columns for Order Dt, Name, Reason, Result, and Notes. At the bottom right of the table, it says 'View 1 - 3 of 3'.

From here, click on a lab to view it. You can print the lab by selecting the “print” link:

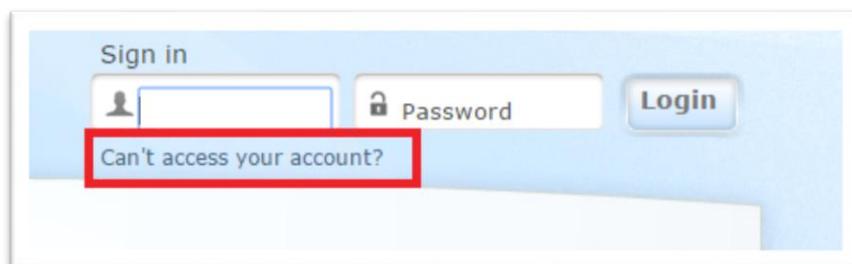
This screenshot shows a detailed view of a lab result for Michael D. Loughner, M.D., Endocrinology. The top right corner has 'Practice Details' and 'Sign Out' buttons. In the center, there is a 'Print' button with a printer icon, which is highlighted with a red box and a red arrow. Below the button, the patient's name 'Michael D. Loughner, M.D.' and specialty 'Endocrinology' are displayed. A large blue button labeled 'RESULT' is at the bottom.

To send and receive messages from the practice, select the “Messages” tab on the left hand navigation bar:

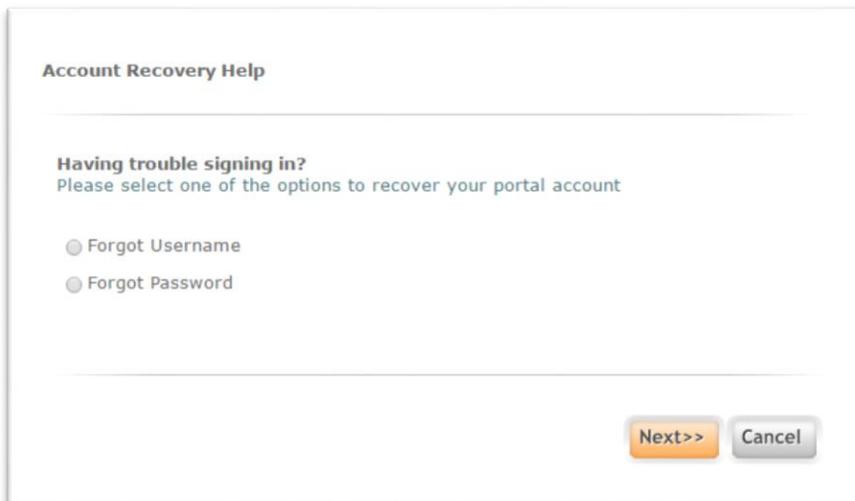
The screenshot shows the 'Messages' section of the health portal. On the left, the navigation bar is expanded, showing 'EXPAND ALL' and various icons: Dashboard, Medical records, My Account, and Messages. The 'Messages' icon is highlighted with a red box and has a red arrow pointing to it. The main area shows an 'Inbox' with tabs for 'Compose' and 'Delete'. Below the tabs are buttons for 'Compose' and 'Delete'. Underneath, there are tabs for 'Inbox', 'Sent Items', and 'Deleted Items'. The 'Inbox' tab is selected. It displays a table with columns for 'Received From', 'Subject', and 'Date Time'. There is one entry in the inbox. At the bottom right of the inbox area, there are page navigation controls and a '20' button.

To view messages that the practice has sent you, select the “Inbox.” To send a message to the practice you can either select “Compose” from the “Inbox,” or you can select “Ask the Clinic” from the left hand navigation bar. **NOTE: This is for non-urgent communication only.** **If you have an urgent or emergent matter call 911, do not send a message to the practice regarding the issue.** To view the messages you have sent to the practice, select the “Sent Items” tab from the “Inbox.” From this section of the portal you can also submit medication refill requests to the practice. Select “Refill Requests” from the left hand navigation bar, then select the medication you would like refilled and click “Refill Request.” Next, select your provider, your pharmacy (you can free type in the box, not all will be available via the drop down menu), and the number of refills requested. Then click “Submit.”

If you forget your password, you can use the password recovery option at the portal login screen. Select “Can’t access your account?” option:



You can also use this option to recover your username. Select which credential you need and click “Next”:



If you are needing to reset your password this window will appear. Please enter your username and select “Submit”:

Password Recovery Help

Please enter Patient Portal username you received from the practice.
Information to reset your portal password will be sent to email address associated with your account.

User Name

Submit **Cancel**

If you are needing to recover your username, this window will appear, entering your email address will be the easiest option:

Username Recovery Help

Please enter your E-mail address.

E-mail Address

OR

Please enter your First Name, Last Name and Date of Birth.

First Name

Last Name

Date Of Birth

Next>> **Cancel**

You will get an email that will look like the following:

Password Reset:

This e-mail was sent in response to a request to recover your Password.

 **Recover your password**
To recover your password, please click this link [Reset My Password](#).
Please note that this is one time only link which is valid only for 48 hours.

Take an active role in managing your health care today.
Thanks,
Endocrinology Specialists of Colorado

Username Request:

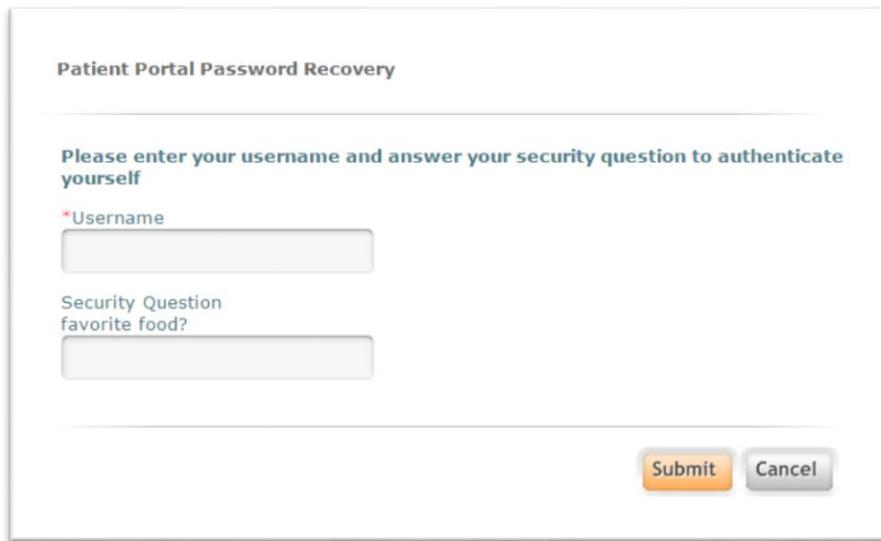
This e-mail was sent in response to a request to recover your username.

 **Recover your username**
Your username is: [Username Here]
To sign in, please click on the link below:
<https://mycw90.ecwcloud.com/portal11995/jsp/login.jsp>.

Take an active role in managing your health care today.
Thanks,
Endocrinology Specialists of Colorado

Please note: If you do not receive an email, your spam filter may have stopped it from being delivered. The sender of the email will be “Endocrinology Specialists of Colorado.” Please check you spam and junk folders for an email from that sender.

For password recovery, please click on the “Reset My Password” link in the email. It will direct you to this page to verify your identity:



The image shows a screenshot of a web-based password recovery form titled "Patient Portal Password Recovery". The form includes instructions: "Please enter your username and answer your security question to authenticate yourself". It has two input fields: one for the "Username" (marked with an asterisk) and another for a "Security Question" (e.g., favorite food). At the bottom right are "Submit" and "Cancel" buttons.

Please enter your username and answer whatever security question you created. This will take you back to the initial password reset page. Input a new password and select “Submit”

For Username recovery, your username will be displayed in the email where it says [Username Here].