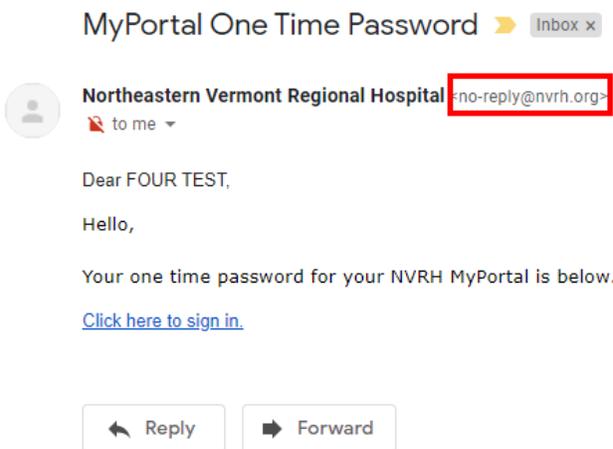




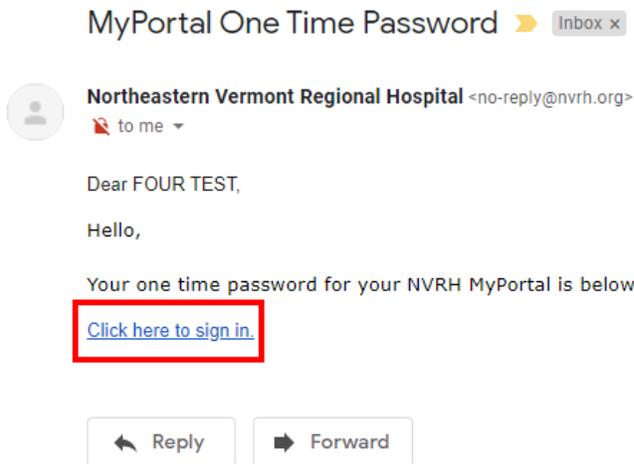
The following steps can be completed on a smartphone, tablet, or a computer. If you have a smartphone, please download the MEDITECH MHealth App (available on iOS and Android)



1. After a clinic staff member creates a portal account for you, you will receive an email titled **MyPortal One Time Password** from `no-reply@nvrh.org` that appears like the one below:



2. Select the “**Click here to sign in**” link.





- This will bring you to the NVRH portal page to create your account. Start by creating a **Logon ID**. The requirements for the Logon ID are listed at the top of the page.

The screenshot shows the NVRH MyPortal account setup page. At the top, there is a header with the NVRH logo and the text "NORTHEASTERN VERMONT REGIONAL HOSPITAL" on the left, and "Log Off" on the right. Below the header is a yellow instruction box: "Please select a new Logon ID and Password. Also define the Security Question to activate your user." Underneath is a section titled "Change Logon ID and Password". It lists requirements for the Logon ID and Password. The Logon ID requirements are: "Logon ID must:" followed by a bulleted list: "Contain no fewer than 4 character(s)", "Contain no more than 24 character(s)", and "Contain no fewer than 2 numeric character(s)". The Password requirements are: "Password must:" followed by a bulleted list: "Contain no fewer than 4 character(s)", "Contain no more than 24 character(s)", and "Contain no fewer than 2 numeric character(s)". Below these requirements are input fields for "New Logon ID", "New Password", "Confirm New Password", "Security Question" (a dropdown menu with "In what city (full name of city) was your Mother born ?" selected), and "Security Question Answer". A "Continue" button is located at the bottom right. In this screenshot, the Logon ID requirements list is highlighted with a red box, and the "New Logon ID" input field is also highlighted with a red box.

- Next, you will create your **Password**. The requirements for the Password are also listed towards the top of the page. You will have to enter your password and then confirm it in the next box to make sure it matches. Make sure you write down or save your username and password in a safe place.

This screenshot is identical to the one above, showing the NVRH MyPortal account setup page. In this version, the Password requirements list is highlighted with a red box, and both the "New Password" and "Confirm New Password" input fields are also highlighted with red boxes.



- 5. The last step is to choose a **Security Question**. Click in the box that says “In what city...” to expand the full list of security questions.

Please select a new Logon ID and Password. Also define the Security Question to activate your user.

Change Logon ID and Password

Logon ID must:

- Contain no fewer than 4 character(s)
- Contain no more than 24 character(s)
- Contain no fewer than 2 numeric character(s)

Password must:

- Contain no fewer than 4 character(s)
- Contain no more than 24 character(s)
- Contain no fewer than 2 numeric character(s)

New Logon ID

New Password

Confirm New Password

Security Question **In what city (full name of city) was your Mother born ?**

Security Question Answer

Continue

- 6. Once the box is expanded, choose a **Security Question** from the list and type in the answer to the chosen security question in the box below.

In what city (full name of city) was your Mother born ?

In what city (full name of city) were you born ?

In what year was your Father born ?

In what year was your Mother born ?

What is the last name of your kindergarten teacher ?

What is your Father's middle name ?

What is your Mother's middle name ?

What is your favorite beverage ?

What is your favorite vacation city ?

What is your maternal Grandmother's first name ?

What is your paternal Grandfather's first name ?

What was the first name of your first boyfriend/girlfriend ?

What was your first pet's name ?

What was your high school mascot ?

In what city (full name of city) was your Mother born ?

Security Question Answer

Continue



- 7. Once you have entered all of the information, select the **Continue** button.

- 8. This will bring you to the **Portal User Agreement**. Select the scroll bar on the right and scroll all the way to the bottom.



**9. Accept the Portal User Agreement.**

NORTHEASTERN VERMONT REGIONAL HOSPITAL 
Log Off

**User Agreement**

TELEPHONE, COMPUTER HARDWARE AND OTHER EQUIPMENT NEEDED TO ACCESS AND USE THE PATIENT PORTAL, AND ALL CHARGES RELATED THERETO. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR YOUR USE OF THE PATIENT PORTAL AND THE SERVICE AND YOUR RELIANCE THEREON. NO OPINION, ADVICE OR STATEMENT OF NVRH OR ITS AFFILIATES, LICENSORS, SUPPLIERS, ADVERTISERS, SPONSORS, AGENTS, MEMBERS OR VISITORS, WHETHER MADE ON THE PATIENT PORTAL OR OTHERWISE, SHALL CREATE ANY WARRANTY. **YOUR USE OF THE PATIENT PORTAL AND ANY SERVICE RENDERED THROUGH THE PATIENT PORTAL IS ENTIRELY AT YOUR OWN RISK.**

**Limitation of Liability**

YOU AGREE THAT NEITHER NVRH, NOR NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS OR SUPPLIERS SHALL HAVE ANY LIABILITY TO YOU UNDER ANY THEORY OF LIABILITY OR INDEMNITY IN CONNECTION WITH YOUR USE OF THE PATIENT PORTAL. YOU HEREBY RELEASE AND FOREVER WAIVE ANY AND ALL CLAIMS YOU MAY HAVE AGAINST NVRH, NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS, CUSTOMERS, OR SUPPLIERS (INCLUDING BUT NOT LIMITED TO CLAIMS BASED UPON NVRH'S NEGLIGENCE, OR THE NEGLIGENCE OF NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS, CUSTOMERS OR SUPPLIERS) FOR LOSSES OR DAMAGES YOU SUSTAIN IN CONNECTION WITH YOUR USE OF THE PATIENT PORTAL. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE PATIENT PORTAL OR ITS SERVICES IS TO STOP USING THE PATIENT PORTAL OR ITS SERVICES, AS APPLICABLE.

**Indemnity**

YOU AGREE TO INDEMNIFY, DEFEND AND HOLD HARMLESS NVRH, NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS, CUSTOMERS AND SUPPLIERS FROM AND AGAINST ALL LOSSES, EXPENSES, DAMAGES AND COSTS, INCLUDING REASONABLE ATTORNEY'S FEES, RESULTING FROM ANY VIOLATION OF THIS AGREEMENT OR ANY ACTIVITY RELATED TO YOUR ACCOUNT (INCLUDING INFRINGEMENT OF THIRD PARTIES' WORLDWIDE INTELLECTUAL PROPERTY RIGHTS OR NEGLIGENCE OR WRONGFUL CONDUCT) BY YOU OR ANY OTHER PERSON ACCESSING THE SITE USING YOUR SERVICE ACCOUNT.

**Conditions of Participation**

Access to the Patient Portal is an optional service and, accordingly, access may be suspended or terminated at any time by NVRH. You have no obligation to enroll in the Patient Portal and enrollment, or not enrolling, will not affect the quality or availability of your treatment.

By "Accepting" below, you acknowledge that you have read and agree to comply with NVRH's Patient Portal Policies and Procedures, available at [myportal.nvrh.org](http://myportal.nvrh.org). If you do not understand or you do not agree to comply or consent to such policies and procedures, do not accept below by using the "Decline" button. Please contact us with any questions regarding such policies and procedures.

Decline Accept

**10. This will bring you to your NVRH Portal Home Page. You can select any of the buttons to view that health record information.**

NORTHEASTERN VERMONT REGIONAL HOSPITAL 
Log Off

Four

Messages

Health Record

Medications

Appointments

Billing

Profile

**Announcements**

For information on Covid-19 please visit the NVRH website at [www.nvrh.org](http://www.nvrh.org)

We are happy to announce that you can now pay your bill right here through the Portal. Just click on the Billing button and proceed to an online payment.

[Contact Us](#) | [Preferences](#) | [Terms & Conditions](#)

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11. When you are finished exploring your portal, you will want to exit by selecting the **Log Off** button in the top right.

