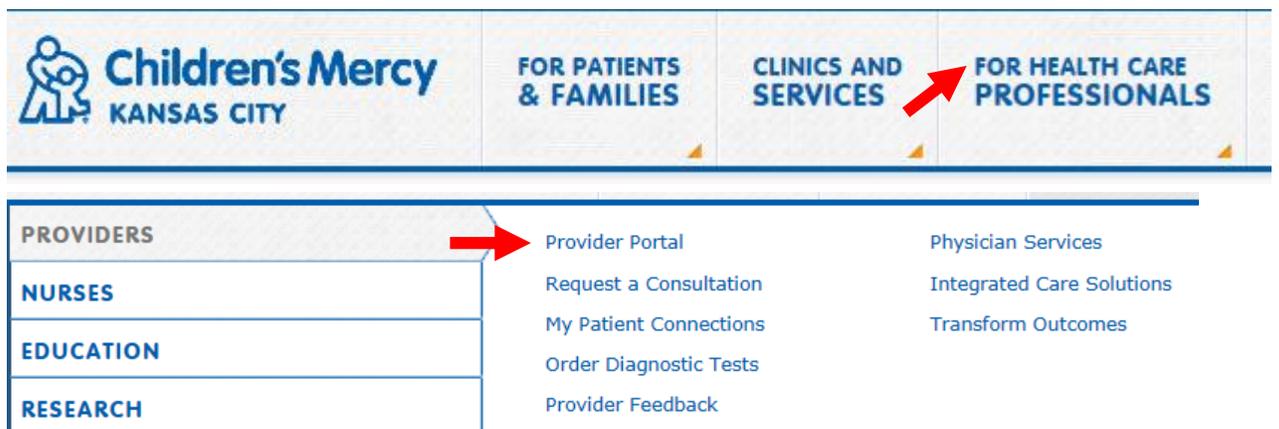


➤ Initial Log On

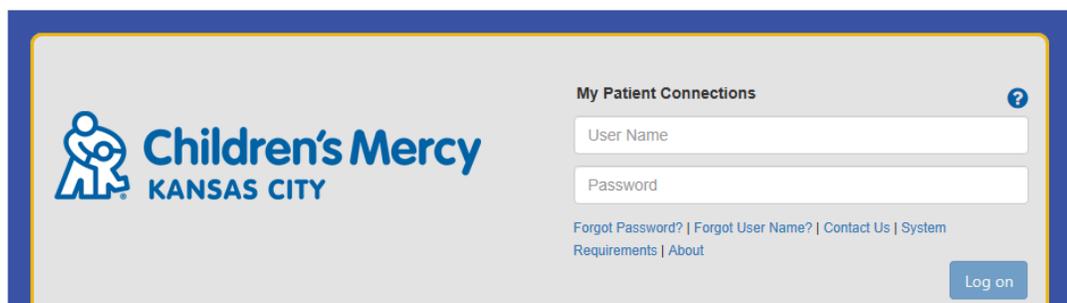
- After your practice has completed the process to setup user accounts for My Patient Connections, you will be provided with a username and temporary password. When you login to My Patient Connections for the first time you will need to set your own password as well as answer security questions for password recovery.
- To log on to My Patient Connections, visit www.childrensmercy.org
- Hover your cursor over the For Health Care Professionals section and click on the link for Provider Portal.



- Once you are on the Provider Portal page, scroll down to the “I Want...” section and click the link for My Patient Connections.



- This will direct you to the login page for My Patient Connections. Enter in your username and temporary password and click “Log on”.



The screenshot shows the login page for My Patient Connections. It includes the Children's Mercy logo and the following elements:

- My Patient Connections** header with a help icon (?)
- User Name
- Password
- Links: [Forgot Password?](#) | [Forgot User Name?](#) | [Contact Us](#) | [System Requirements](#) | [About](#)
-

- Enter in a new password. Retype to confirm and click OK.

Change Password

⚠ Your password has expired, please enter a new password.

User Name

New Password

Confirm New Password

- Next you will be prompted to answer three security questions. Do NOT skip this step. If you forget your password you will need to have answered these questions to reset/recover your password.

You have answered 0 of 3 questions.

Select Question

Answer

Confirm Answer

- After you have answered all three questions, click Finish.

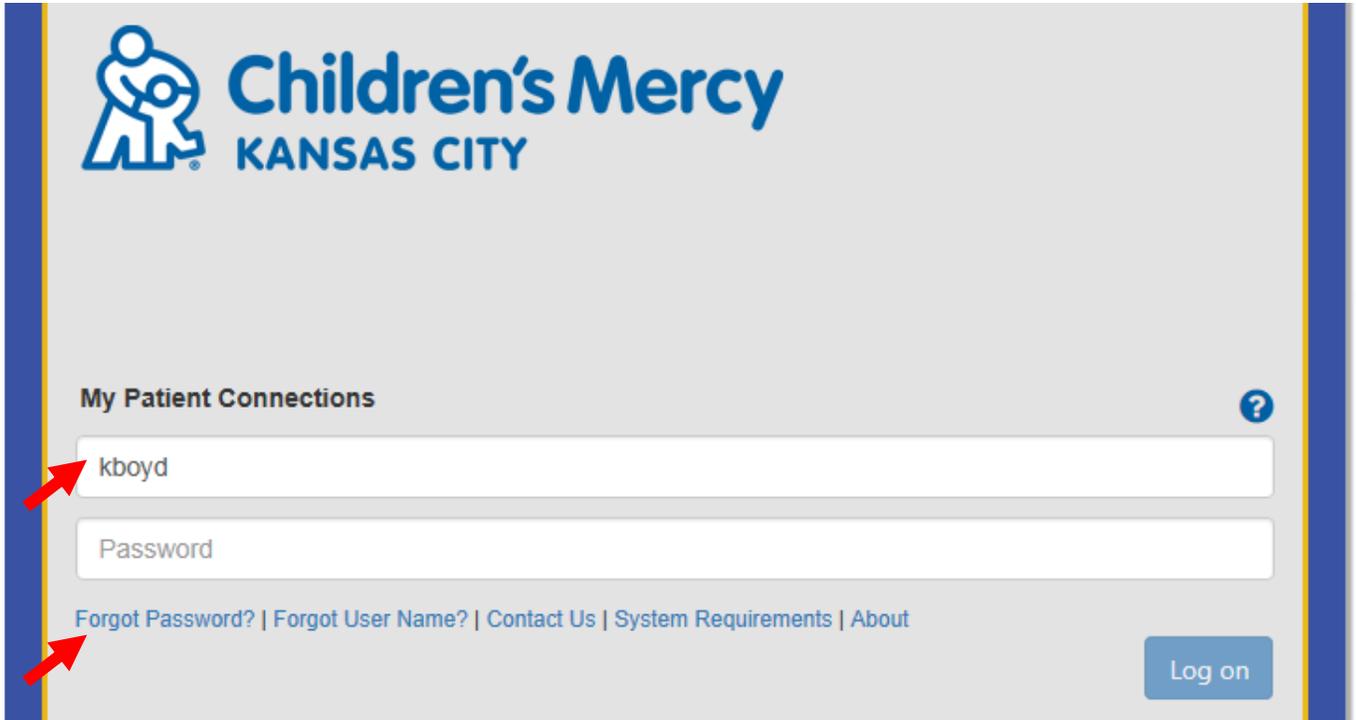
Question	Answer
What is your date of birth? (MM/DD/YYYY)	01/01/1965
What are the last four digits of your Social Security Number?	1234
What was your childhood nickname?	Sakel

You have answered 3 of 3 questions.

You have successfully setup your security questions. You must click the 'Finish' button to complete the process.

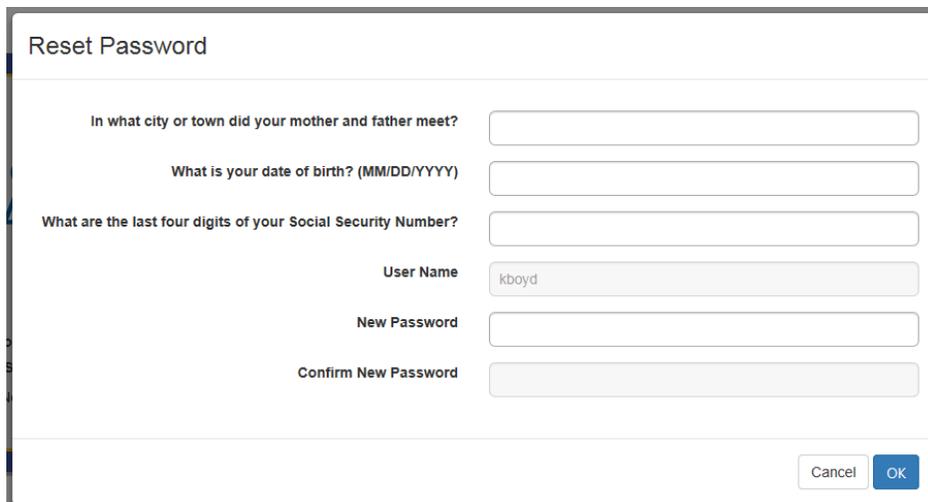
➤ Password Reset

- If you forget your password and need to reset, you can do so from the My Patient Connections login page.
- Enter your username and click “Forgot Password”.



The screenshot shows the 'My Patient Connections' login page for Children's Mercy Kansas City. The page features the organization's logo at the top left. Below the logo, the text 'My Patient Connections' is displayed with a help icon (question mark) to its right. There are two input fields: the first contains the username 'kboyd' and the second is labeled 'Password'. At the bottom of the page, there are links for 'Forgot Password?', 'Forgot User Name?', 'Contact Us', 'System Requirements', and 'About'. A 'Log on' button is located in the bottom right corner. Two red arrows point to the 'Forgot Password?' link and the 'kboyd' input field.

- Answer the security questions, enter your new password and click OK.



The screenshot shows a 'Reset Password' dialog box. It contains several security questions and input fields: 'In what city or town did your mother and father meet?', 'What is your date of birth? (MM/DD/YYYY)', and 'What are the last four digits of your Social Security Number?'. Below these are fields for 'User Name' (containing 'kboyd'), 'New Password', and 'Confirm New Password'. At the bottom right, there are 'Cancel' and 'OK' buttons.