

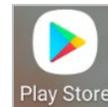
MyUofMHealth Android App: Downloading, Forgotten Username/Password

What is the MyUofMHealth app?

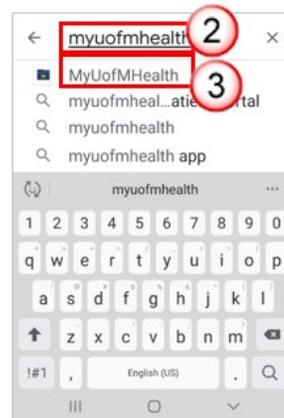
The MyUofMHealth app offers personalized and secure online access to portions of your medical records.

How do I download the app?

Step 1: Tap the **Google Play Store app** on your device.

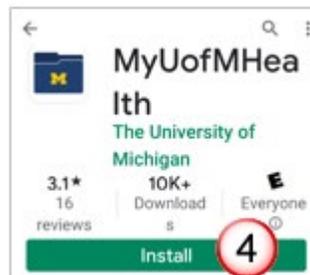


Step 2: Type **MyUofMHealth** in the search field.



Step 3: Tap the **MyUofMHealth app**.

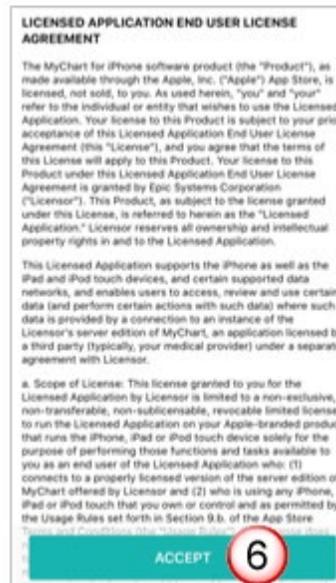
Step 4: Tap **Install**.



Step 5: After installing is complete, tap **Open**.



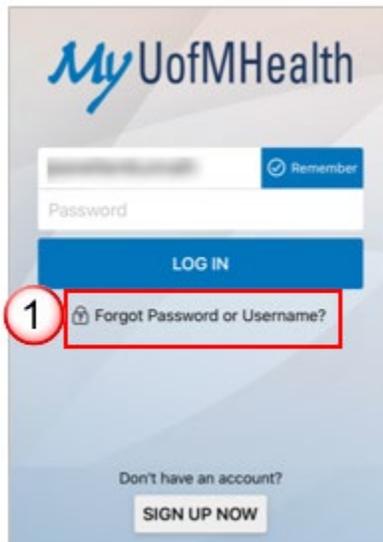
Step 6: Tap **Accept** on the Application End User License Agreement page.



Step 7 Sign into MyUofMHealth with your username and password.

I forgot my username. What should I do?

Step 1: Tap **Forgot Password or Username?** on the sign-in page.



Step 2: Tap **Forgot Username.**



Step 3: Provide the requested information:

- **First Name.**
- **Last Name.**
- **Date of Birth:** Month, day, year you were born.
- **Zip Code.** Your five-digit zip code.
- **Tap Submit.**



What would you like help with?

Forgot Password

Forgot Username

Forgot Username Close

Recover Your MyUofMHealth Username

Please verify your personal information.

First Name

Last Name

Date of Birth

mm / dd / yyyy

ZIP Code

xxxxx

SUBMIT

If the information you entered matches an account with an e-mail address on file, then your MyUofMHealth Username will be sent to that e-mail address.

If the information doesn't match or an e-mail address is not on file you will not receive the MyUofMHealth Username. Please contact the MyUofMHealth help desk at 734-615-0872 for assistance.

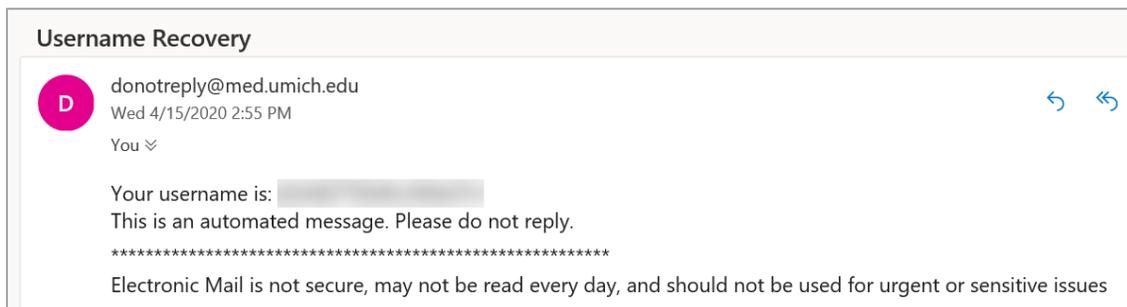
Step 4: Read the message, then tap **the back arrow** at the bottom of your screen.



Step 5: Open your email from Michigan Medicine. The sender will be donotreply@med.umich.edu and the subject will be "Username recovery":



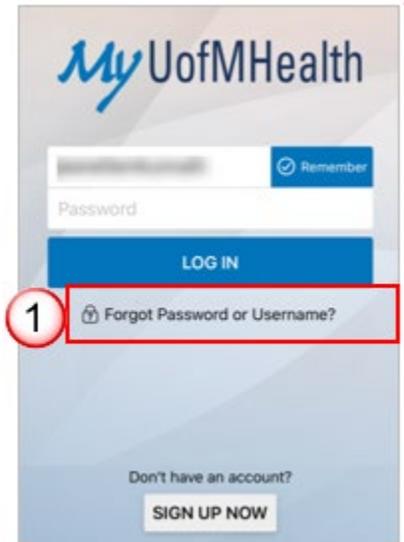
The message will look like this:



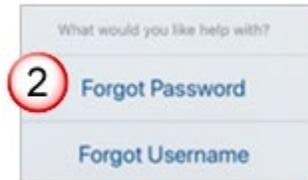
Step 6: Return to **MyUofMHealth** and sign in.

I forgot my password. What should I do?

Step 1: Tap **Forgot Password or Username?** on the sign-in page.



Step 2: Tap **Forgot Password.**



Step 3: Provide the requested information:

- **MyUofMHealth Username.**
- **Date of Birth.** Month, day, year you were born.
- **Zip Code.** Your five-digit zip code.
- Tap **Next.**



Step 4: Read the information on the **Additional Security Verification** screen, then tap **Send to My Email**.

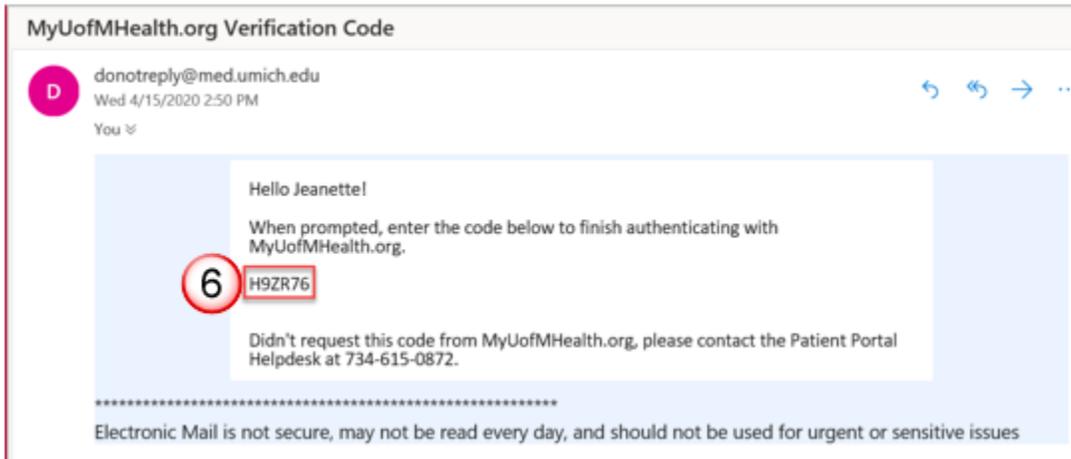
- A code will be sent to your e-mail address on file with Michigan Medicine.



Step 5: Open your email from Michigan Medicine. The sender will be donotreply@med.umich.edu and the subject will be “MyUofMHealth.org Verification Code”:

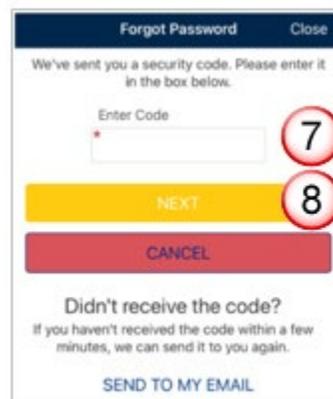


Step 6: Copy or write down the **verification code** from the email.



Step 7: Return to the session on your device, then enter the code.

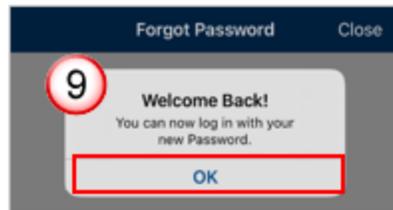
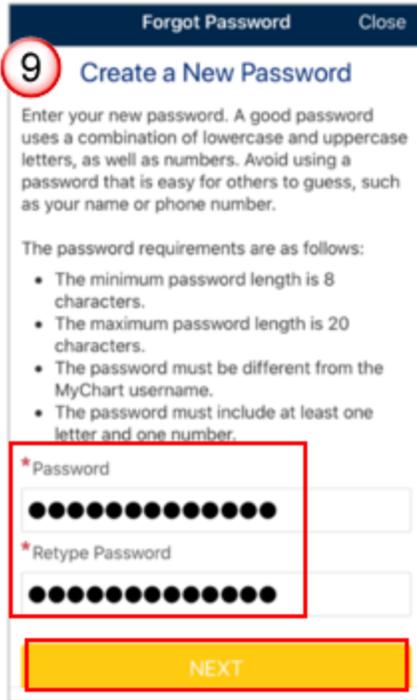
Step 8: Tap **Next**.



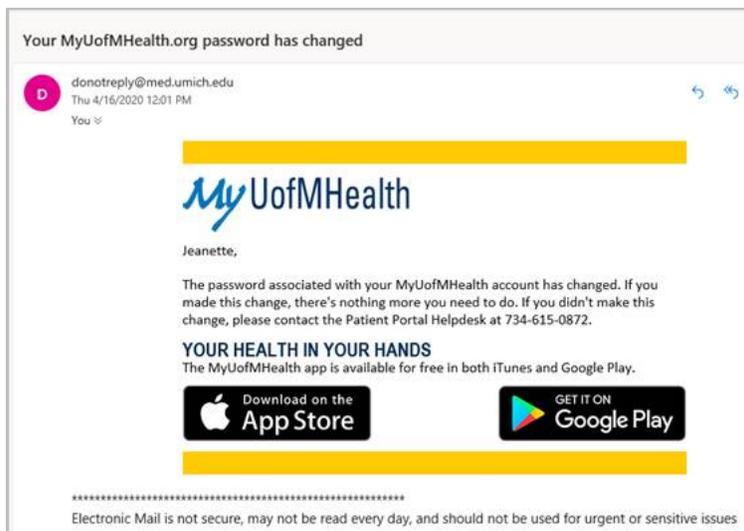
Step 9: Type a new password.

Your password must be at least 8 characters and contain at least 1 number and 1 letter. Your password cannot include symbols.

- Retype the new password.
- Tap **Next**.
- Tap **OK** at the **Welcome Back!** prompt to open the portal and sign in.



You will receive an email from Michigan Medicine notifying you that your MyUofMHealth.org password has changed.



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Author: Fox, Jennifer
Edited by: Karelyn Munro BA

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