

## MyUofMHealth Website: Forgotten Username or Password

### What is the MyUofMHealth.org Website?

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

# I forgot my username. What should I do?

1. Click **Forgot Username?** on the sign-in page.



Step 2: Provide the requested information:

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



• Click **Submit**. Your MyUofMHealth Username will be sent to the e-mail address on file with your account.

Step 3: Open the email from Michigan Medicine to get your Username. Sender and subject will be:



Step 4: Click **Home** to return to the MyUofMHealth sign-in page.



### I forgot my password. What should I do?

1. Click **Forgot Password?** on the sign-in page.



Step 2: Provide the requested information:

• MyUofMHealth Username.

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

2 My Uof MHealth	Ver en Español
Password Reset	If you don't remember your username, you can retrieve it with a link on the Home page.
MyUofMHealth Username	If you don't know the other information associated with your account, you will have to contact the
Date of Birth	MyUofMHealth Help Desk at 734-615- 0872 to help you regain access to your MyUofMHealth account.
ZIP Code	
NEXT	

Step 3: Click **Send to My Email**. Keep the browser window open while you retrieve a code being sent to your email.



• A code will be sent to your e-mail address on file with Michigan Medicine. You will then need to enter this code in the browser window you have open for MyUofMHealth to reset your password.

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Step 4: Open the email from Michigan Medicine. Sender and subject will be:



Copy or write down the **verification code**.

Step 5: Enter the code in the browser window you still have open for MyUofMHealth.

#### Step 6: Click Next.

	My UofMHealth	
To finish updating your two-step verification settin	gs, we need to send you a security code.	
1234	123	2
We'll send a code to your email or phone.	When you receive the code, enter it on the next screen.	3 Once we have verified the code, you will be all set.
We'w	e sent you a security code. Please enter it in the box be	low.
	*Enter Cade 5	
	Didn't receive the code?	
If you haven't r	eceived the code within a few minutes, we can send it t	to you again.

Step 7: Type a new password.

 Your password must be a minimum of eight characters and must contain at least one number and one letter. Your password cannot include symbols. The maximum password length is 20 characters. The password must be different from the MyUofMHealth username.

Step 8: Retype the new password.

Step 9: Click Next.

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	Create a New Password	
nter your new asy for others	v password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a pas s to guess, such as your name or phone number.	sword that is
he password	requirements are as follows:	
<ul> <li>The minim</li> <li>The maxim</li> <li>The passw</li> <li>The passw</li> </ul>	num password length is 8 characters. num password length is 20 characters. rord must be different from the MyChart username. rord must include at least one letter and one number.	
Password	7	
Retype Passw	vord	

You are now logged into your MyUofMHealth portal account.

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