

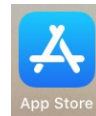
MyUofMHealth iOS App: Downloading, Forgotten Username/Password

What is the MyUofMHealth app?

The MyUofMHealth app offers personalized and secure on-line access to portions of your medical records.

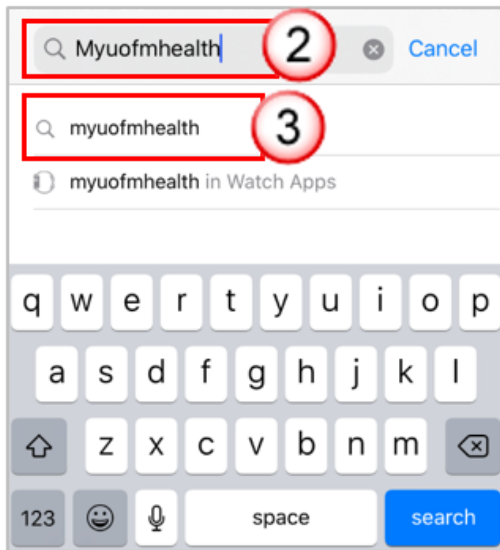
How do I download the app?

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

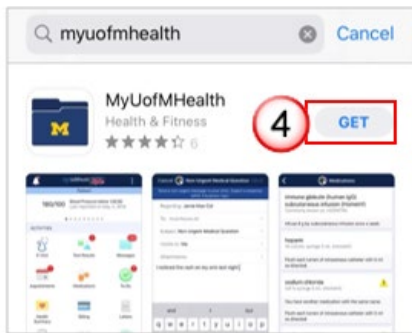


Step 2: Type **MyUofMHealth** in the search field.

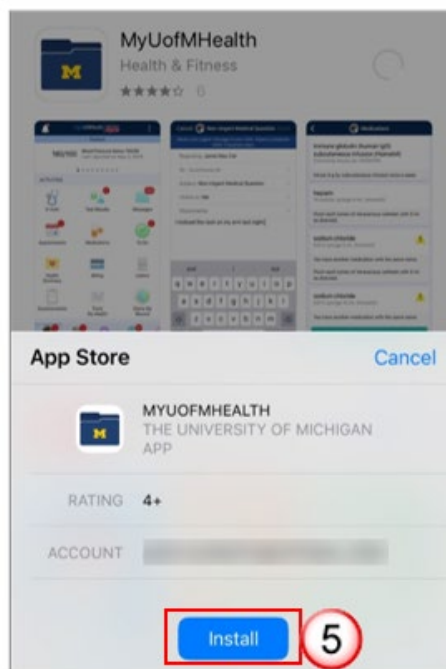
Step 3: Tap the **MyUofMHealth** app.



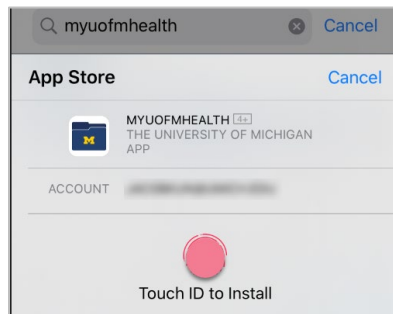
Step 4: Tap **Get**.



Step 5: Tap **Install**.

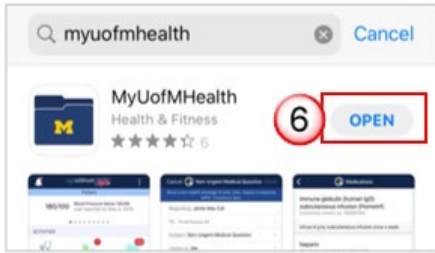


- You may need to tap the Touch ID pad on your device (or enter your passcode) to install.

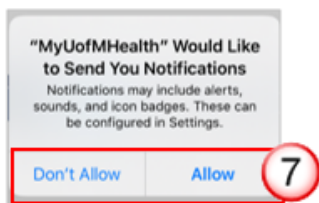


Health Information Technology and Services (HITS)
MyUofMHealth iOS App: Download App, Forgotten Username/Password

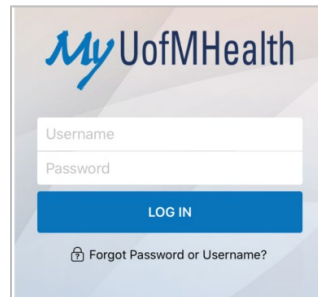
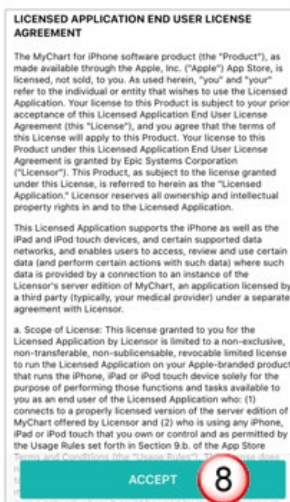
Step 6: After installing is complete, tap **Open**.



Step 7: Tap either **Allow** (to receive notifications) or **Don't Allow**.

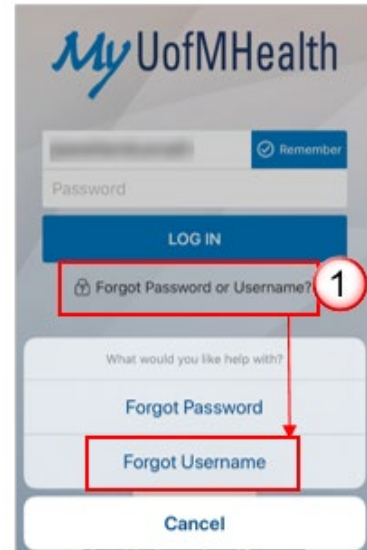


Step 8: Tap **Accept** to accept the *Licensed Application End User License Agreement*. Sign into **MyUofMHealth**.



I forgot my username. What should I do?

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



Step 2: Provide the requested information:

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

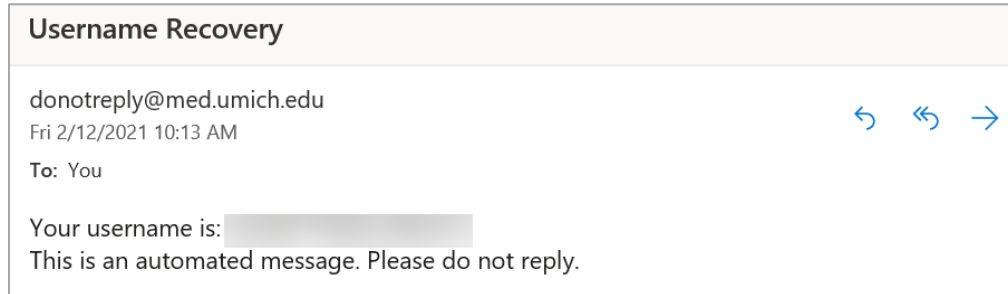
Step 3: Read the message, then tap **Close**.



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



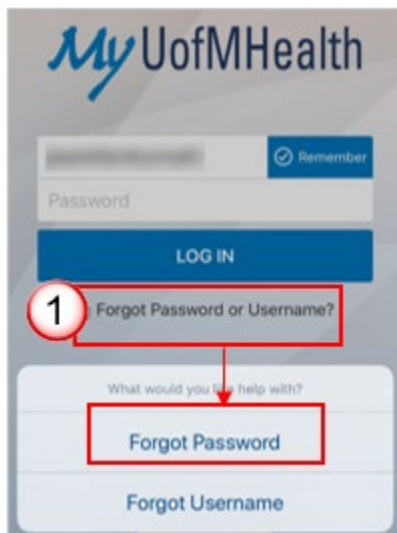
- Message will be:



Step 5: 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, then tap **Forgot Password**.



Step 2: 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 3: Read the information, then tap **Send to My Email.**

- A code will be sent to your e-mail address on file with Michigan Medicine.
- Keep the session open while you retrieve a code being sent to your email.



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

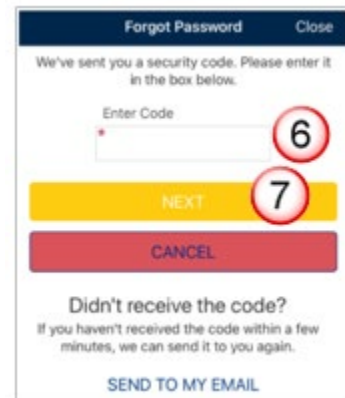


Step 5: Copy or write down the **verification code**.



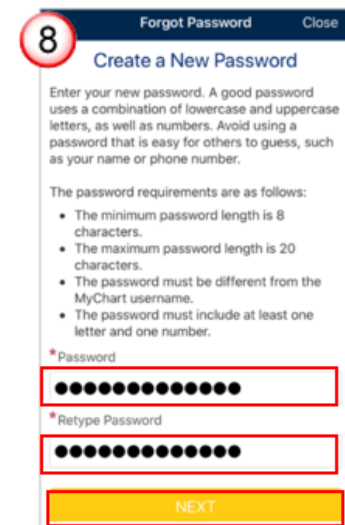
Step 6: Return to the session on your device, then enter the **code**.

Step 7: Tap **Next**.

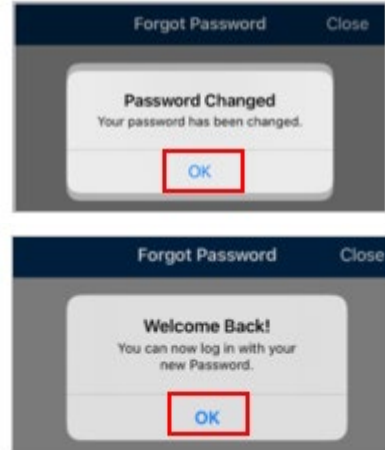


Step 8: Type a **new password**.

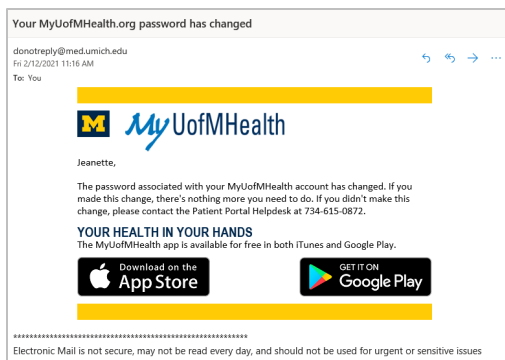
- Your password must be a minimum of eight characters and must contain at least one number and one letter. Your password cannot include symbols.
- Retype the **new password**.
- Tap **Next**.



- Tap OK at the **Password Changed** prompt.
- 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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