



ETCH Patient Portal First Time Logon Instructions

Please make sure that you are going to the following address: <https://patientportal.etch.com>

Please Note: Do not use the browser back and forward page buttons; you must utilize the patient portal action buttons to navigate.

You will see the following screen:

A screenshot of the ETCH Patient Portal login interface. The background is blue with the hospital's logo and name. The login form is white and contains fields for "Logon ID:" and "Password:", each with a corresponding input box. Below the "Logon ID:" field is a blue link for "Forgot Logon ID?". Below the "Password:" field is a blue link for "Forgot Password?". At the bottom of the form is a blue "Log On" button.

Enter the temporary information that you were sent to your e-mail address that was registered with Medical Records.

The e-mail from the ETCH Patient Portal will look something like the following:

From: patientportal@etch.com [mailto:patientportal@etch.com]
Sent: Friday, July 07, 2017 6:14 AM
To: <**Patient or Parent Name Here**>
Subject: Patient Portal Password

Dear <**Patient or Parent Name Here**>,

Below is your Patient Portal One Time Password.

<https://patientportal.etch.com/extsignon.mthz?signonurl=%2FPhm-PhmHome.HomePage.WR.mthr%3Fhcis%3DEAT.LIVEF%26application%3Dphm%26link%3D1&userid=TP1178691195&password=TP26e6412&application=Phm>



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You will then be presented with the following screen:

Please select a new Log On User Id and Password. Also define a Security Question to activate your user.

Change Log On User Id and Password

User Id must be a minimum of 4 characters, a maximum of 14 characters, and must contain at least 2 numeric character(s).
Password must be a minimum of 4 characters, a maximum of 14 characters, and must contain at least 2 numeric character(s).

New Log On User Id

One Time Use Password

New Password

Confirm New Password

Security Question

Security Question Answer

Submit

Please pay attention to the requirements for each item.

When you are finished your screen will look like the following example:

Please select a new Log On User Id and Password. Also define a Security Question to activate your user.

Change Log On User Id and Password

User Id must be a minimum of 4 characters, a maximum of 14 characters, and must contain at least 2 numeric character(s).
Password must be a minimum of 4 characters, a maximum of 14 characters, and must contain at least 2 numeric character(s).

New Log On User Id

One Time Use Password

New Password

Confirm New Password

Security Question

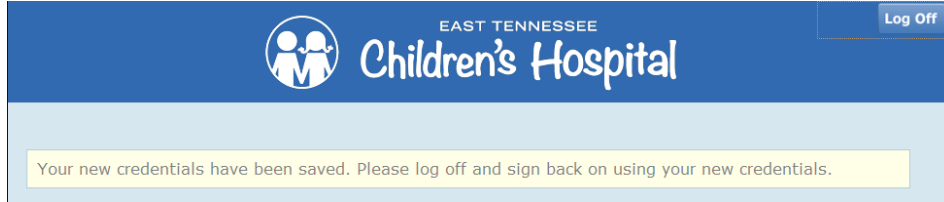
Security Question Answer

Submit



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If you have provided the correct responses in the correct format as per the instructions from the initial screen, you will be presented with the following success screen:



You will need to close and re-launch your browser and try your newly entered credentials.

*Upon your first successful logon, you will be required to read and accept the Terms & Conditions of the ETCH Patient Portal; after accepting the Terms & Conditions, you will be taken to the opening screen:

