

MYIO Patient Portal Guide Version 3.0



Welcome to MYIO, your patient experience portal! MYIO is a secure and easy way for you to enter or update your account information, view and request appointments, pay your bill online, sign documents and fill out forms, and communicate with your provider and practice. You may access MYIO either through an app on your mobile device, or through a desktop version on your browser.

The features available to you depend on what your provider has activated in MYIO, so you may not see all the functionality listed in this guide.

MYIO is a web-based application that allows for the encrypted, bi-directional transmission and storage of electronic data. In other words, you have instant access to documents and information wherever and whenever you want. A portal is a place where files can be uploaded, downloaded, stored and shared in a safe and secure environment — 24/7.

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Browser

- My Account
- Billing
- Appointments
- Telehealth
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- Secure Messaging

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Getting Started

IN MOBILE (phone or tablet) APP



If you have a current portal account

download MYIO app on [Google Play](#) and/or the [App Store](#), use existing username and password. If you are having trouble, contact your practice to reset your password.

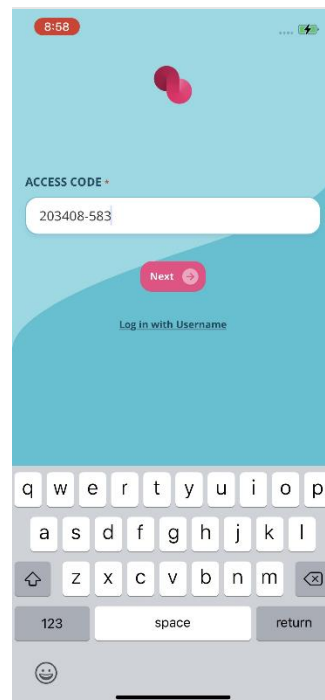
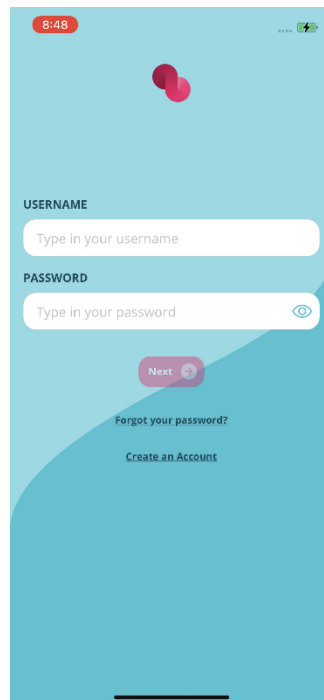
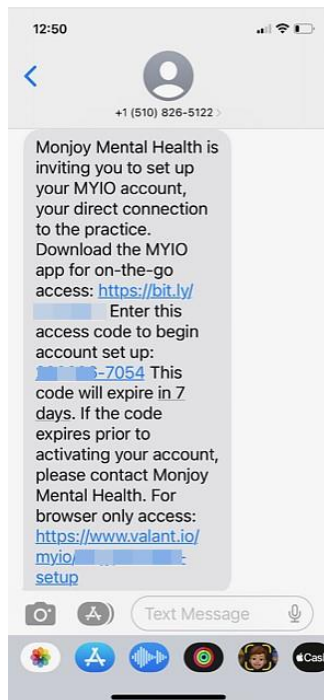


If you need a portal account and are an existing or new patient

download MYIO app from the [Google Play](#) or Apple [App Store](#), tap on "Create Account" and enter the access code found in your Invite to MYIO email/text. If you did not receive an invite contact your practice and they can send you one!

Click "Create an Account" and enter the access code from the text message to get started. The access code will expire after seven days.

Sample text message



Verify identity using birthdate validation

9:34 Identity Check

Confirm your identity

When were you born? *

mm/dd/yyyy

This field is required

Cancel	Set
December	11 1997
January	12 1998
February	13 1999
March	14 2000
April	15 2001
May	16 2002
June	17 2003

9:35 Identity Check

Confirm your identity

When were you born? *

03/14/2000

Cancel Next

After successfully entering your birthdate and clicking next, you will see the “Tell us about yourself” screen, where you will be prompted to enter your personal information. If you log out before entering Personal Details and Email Addresses, and do not remember your password to re-enter MYIO, you can work with the practice to regain access to your account.

IN BROWSER



If you have a current portal account

navigate to practice portal URL, enter existing username and password. If you are having trouble, contact your practice to reset your password.

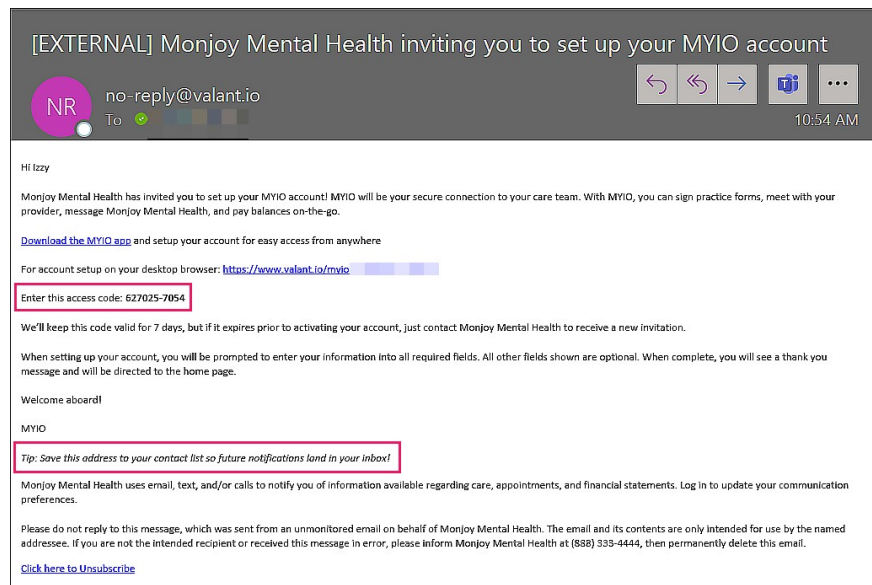


If you need a portal account and are an existing or new patient

navigate to practice portal URL, click on "Create Account" and enter the access code found in your Invite to MYIO email/text. If you did not receive an invite, contact your practice and they can send you one!

Click "Create an Account" and enter the access code from the email to get started. The access code will expire after seven days.

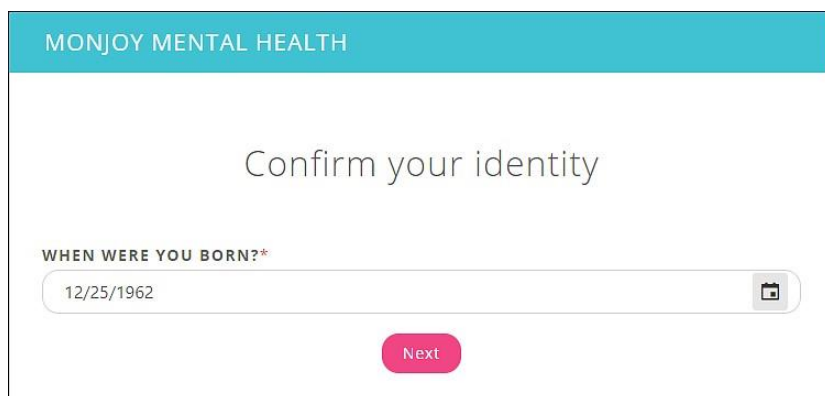
Sample email



If you are using a browser, the practice name will be displayed at the top of the screen. The browser URL is unique to each practice.

MONJOY MENTAL HEALTH	
<div>ACCOUNT INFORMATION</div> <div>USERNAME</div> <div><input type="text"/></div> <div>PASSWORD</div> <div><input type="password"/></div> <div>Log in</div> <div>Forgot your password?</div> <div>Create an Account?</div>	<div>Account Setup</div> <div>ACCESS CODE*</div> <div><input type="text"/></div> <div>Next</div> <div>Log in with Username</div>

Verify identity using birthdate validation



MONJOY MENTAL HEALTH

Confirm your identity

WHEN WERE YOU BORN?*

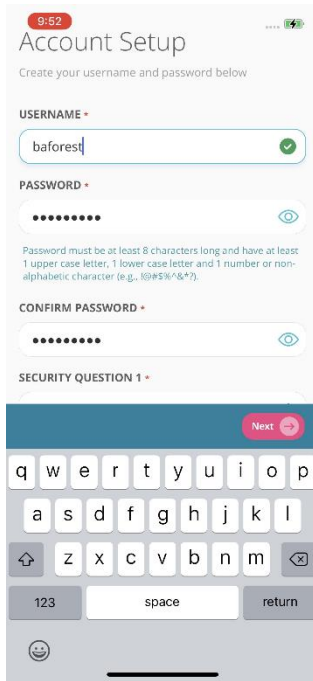
12/25/1962

Next

After successfully entering your birthdate and clicking next, you will see the “Tell us about yourself” screen, where you will be prompted to enter your personal information. If you log out before entering Personal Details and Email Addresses, and do not remember your password to re-enter MYIO, you can work with the practice to regain access to your account.

Account Setup

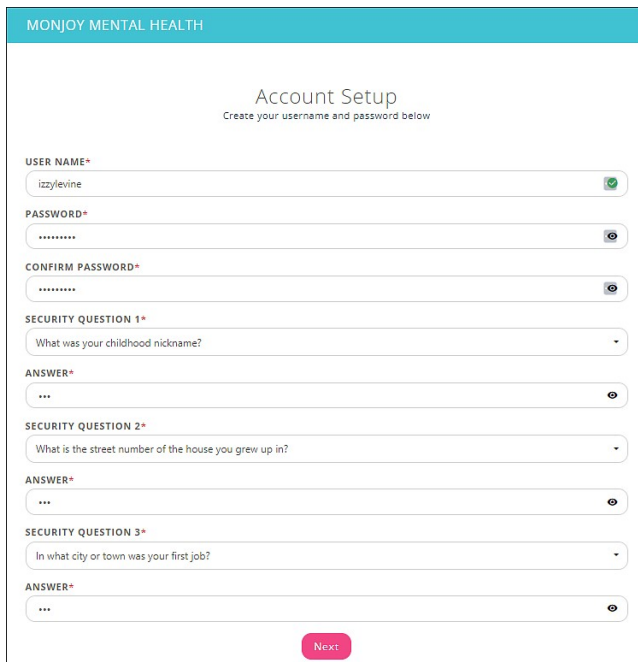
IN MOBILE (phone or tablet) APP

A screenshot of the 'Account Setup' screen in a mobile app. The screen has a white background with a blue header bar at the top. The title 'Account Setup' is in a large, bold, blue font. Below it, the instruction 'Create your username and password below' is in a smaller, grey font. The form consists of several fields: 'USERNAME' with the text 'baforest' and a green checkmark; 'PASSWORD' with a series of dots and an eye icon; 'CONFIRM PASSWORD' with a series of dots and an eye icon; and 'SECURITY QUESTION 1' with a dropdown menu. A 'Next' button with a right arrow is at the bottom right. A virtual keyboard is visible at the bottom of the screen.

- Choose username
- Choose password – eight or more characters, one uppercase, one lowercase, one number or special character
- Retype password
- Answer three security questions
- Click Next

Please note: If you are using the mobile app, your MYIO username and password will not be saved, you will need to manually enter them every time you log in.

IN BROWSER

A screenshot of the 'Account Setup' screen in a web browser. The screen has a white background with a teal header bar at the top. The title 'Account Setup' is in a large, bold, blue font. Below it, the instruction 'Create your username and password below' is in a smaller, grey font. The form consists of several fields: 'USER NAME' with the text 'izzylevine' and a green checkmark; 'PASSWORD' with a series of dots and an eye icon; 'CONFIRM PASSWORD' with a series of dots and an eye icon; 'SECURITY QUESTION 1' with a dropdown menu showing 'What was your childhood nickname?'; 'ANSWER' with a series of dots and an eye icon; 'SECURITY QUESTION 2' with a dropdown menu showing 'What is the street number of the house you grew up in?'; 'ANSWER' with a series of dots and an eye icon; 'SECURITY QUESTION 3' with a dropdown menu showing 'In what city or town was your first job?'; and 'ANSWER' with a series of dots and an eye icon. A 'Next' button is at the bottom right.

- Choose username
- Choose password – eight or more characters, one uppercase, one lowercase, one number or special character
- Retype password
- Answer three security questions
- Click Next

Please note: If you are using the mobile app, your MYIO username and password will not be saved, you will need to manually enter them every time you log in.

Onboarding for New Patients

IN MOBILE (phone or tablet) APP

Enter personal details (* required fields)

9:53 Personal Details Question 1 of 7

Is this you?

These are the details we already have about you. Please make any necessary corrections.

FIRST NAME * M.I.

Belle A

LAST NAME *

Forest

SUFFIX

Suffix

PREFERRED NAME

Anna

PREFERRED PRONOUNS

They/Them

You can choose one or type in your own

Next

9:55 Personal Details Question 2 of 7

How would you define your gender identity?

GENDER IDENTITY

Choose not to disclose

SEX AS MATCHING YOUR INSURANCE POLICY *

Female

Why is this relevant?

Back Next

Click next after each question is answered:

- First Name*
- Middle Initial
- Last Name*
- Suffix
- Preferred Name
- Preferred Pronouns
- Gender Identity
- Sex as matching your insurance policy
- SSN
- Marital Status

9:55 Personal Details Question 3 of 7

What is your Social Security Number?

123-45-6789

Back Next

9:56 Personal Details Question 4 of 7

What is your marital status?

Partnered

Why is this relevant?

Back Next

Enter personal details (* required fields)

9:57 Personal Details Question 5 of 7

How would you define your race and ethnicity?

RACE
Select all that apply

You can pick more than one

ETHNICITY
None

[Why is this relevant?](#)

Back Next

10:00 Personal Details Question 6 of 7

What language are you most fluent in?

English

[Why is this relevant?](#)

Back Next

Click next after each question is answered:

- Race and Ethnicity
- Preferred Language
- Education Level

10:03 Personal Details Question 7 of 7

What is your highest level of education?

None

[Why is this relevant?](#)

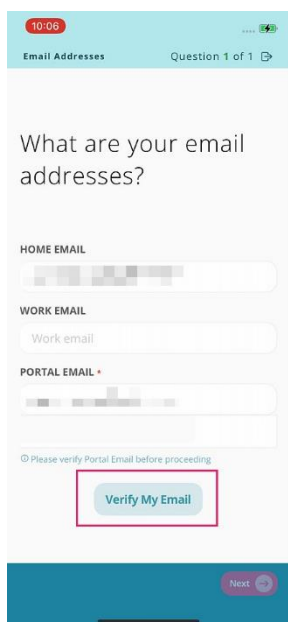
Back Next

Enter Portal Email Address and Emergency Contact Information

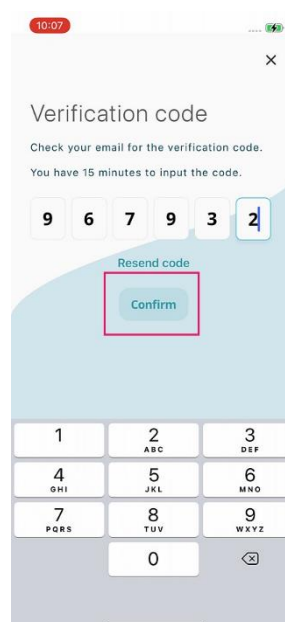
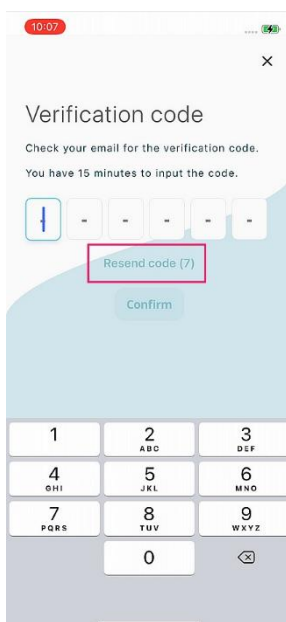
Please do not log out until this step is complete. Having an email address on file is an important part of MYIO account security.

The portal email can be the same as the home or work email. The portal email is used to reset your MYIO password or receive any communication regarding updates, messages, or shared documents available in your MYIO account.

Enter email information



Enter portal email verification code, click Confirm



Click “Verify My Email” to receive code via email.

If you did not receive a verification code, wait 15 seconds before requesting a new code. A resend code link will become available after the countdown.

Enter Address and Preferred Contact Information

Click next after each question is answered

10:08

Contact Information Question 1 of 4

What is your street address?

STREET 1

16541 25th Ave NE

STREET 2

Street (Line 2)

CITY

Lake Forest Park

STATE

Washington

ZIP

98155

ZIP+4

Zip Plus 4

Next

10:09

Contact Information Question 2 of 4

What is your phone number?

MAIN PHONE

(206) 363-2772

EXT

Ext

MAIN PHONE TYPE

None

This field is required

Cancel

Set

None

Home

Work

Mobile

Fax

Pager

Other

10:10

Contact Information Question 3 of 4

What is your preferred method of confidential communication?

None

Cancel

Set

Phone 2

Phone 3

Phone 4

Secure Messaging

Do Not Contact

None

10:10

Contact Information Question 4 of 4

Who is your emergency contact?

EMERGENCY CONTACT

Emergency contact

EMERGENCY CONTACT PHONE

000-000-0000

Back

Next

App users may update information once the onboarding information is completed. You will see any updates made to your account once the practice verifies them.

Enter Insurance Information (dependent on practice settings)

10:11

Insurance Question 1 of 1

What is your insurance information?

PRIMARY INSURANCE

INSURANCE COMPANY NAME AS IT APPEARS ON CARD

Type here

Type "self pay" to decline insurance

CLAIMS MAILING ADDRESS ON BACK OF CARD

STREET 1

Type here

STREET 2

Type here

CITY

Skip this step Next

Be sure to scroll down to fill out completely.

Enter Credit Card Information (dependent on practice settings)

10:12

Credit Card Information Question 1 of 1

Which card would you like to place on-file?

CARD INFORMATION

CARD NICKNAME *

Card Nickname

This field is required

CARD NUMBER *

Card number

This field is required

EXPIRATION DATE * CVV *

mm/yy

Expiration date is required

CVV

CVV is required

BILLING INFORMATION

SAVED ADDRESSES

Primary Address

PREFERRED NAME

Anna

Skip this step Next

The credit card information will show under "Billing" once initial account information is completed

Accept Terms of Use

Review the linked information and click Accept"

10:13

TERMS OF USE

Updated Terms of Use

We've revised our [Terms of Use](#).

By accepting, you agree to our updated terms and policies. Please take a few minutes to read and understand them.

Accept

Decline

IN BROWSER

Enter personal details (* required fields)

Personal Details 1

FIRST NAME*

Isabel

M.I

Type here

LAST NAME*

Levine

SUFFIX

Type here

PREFERRED NAME

Izzy

PREFERRED PRONOUNS

She/Her

You can choose one or type in your own

GENDER IDENTITY

Female

SEX AS MATCHING YOUR INSURANCE POLICY* [Why is this relevant?](#)

Female

[Back](#) [Next](#)

Personal Details 2

SOCIAL SECURITY NUMBER

MARITAL STATUS [Why is this relevant?](#)

Divorced

ETHNICITY [Why is this relevant?](#)

Not Hispanic Or Latino

PREFERRED LANGUAGE

English

EDUCATION LEVEL [Why is this relevant?](#)

Some College Or Associate Degree

RACE [Why is this relevant?](#)

Choose 'Declined to specify' only if you would rather not specify race. Any other selected option will be ignored if 'Declined to specify' is selected.

Select items

You can pick more than one.

[Back](#) [Next](#)

- First Name*
- Middle Initial
- Last Name*
- Suffix
- Preferred Name
- Preferred Pronouns
- Gender Identity
- Sex as matching your insurance policy

Scroll down until each field is filled:

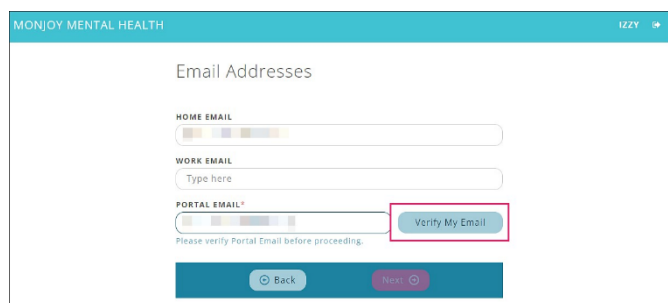
- Social Security Number
- Marital Status
- Ethnicity
- Preferred Language
- Education Level
- Race

Enter Portal Email Address and Emergency Contact Information

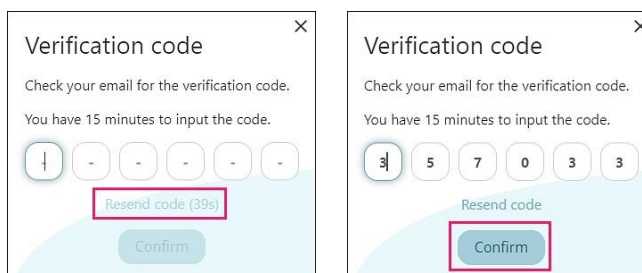
Please do not log out until this step is complete. Having an email address on file is an important part of MYIO account security.

The portal email can be the same as the home or work email. The portal email is used to reset your MYIO password or receive any communication regarding updates, messages, or shared documents available in your MYIO account.

Enter email information



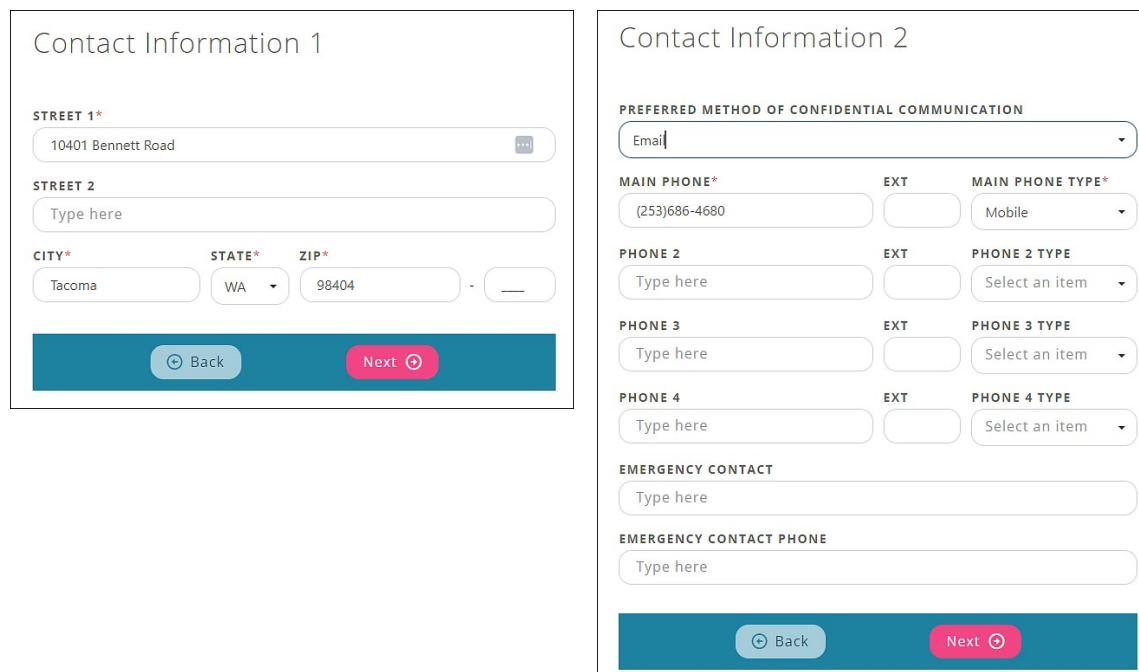
Enter portal email verification code, click Confirm



Click “Verify My Email” to receive code via email.

If you did not receive a verification code, wait 60 seconds before requesting a new code. The resend code link will become available after the countdown.

Fill out Address and Preferred Contact Information fields.



Browser users may use the back button to update previously entered information during the onboarding process.

You will see any updates made to your account once the practice verifies them.

Enter Insurance Information (dependent on practice settings)

Insurance Information

If you intend to use insurance to pay for services, this information is required.

Primary Insurance

INSURANCE COMPANY NAME AS IT APPEARS ON CARD

Premiera Blue Cross

Type 'self pay' to decline insurance

STREET 1

3900 E Sprague

STREET 2

Type here

CITY STATE ZIP

Seattle WA 99202

GROUP NUMBER

569854A

MEMBER ID NUMBER

125456325

Add another

Back Next

Enter Credit Card Information (dependent on practice settings)

Credit Card Information

CARD DETAILS

CARD NICKNAME

CARD NUMBER

EXPIRATION DATE

CVV

BILLING INFORMATION

SAVED ADDRESSES

Primary Address

PREFERRED NAME

Izzy

LEGAL NAME LAST NAME

Isabel Levine

STREET 1

10401 Bennett Road

STREET 2

CITY STATE ZIP

Tacoma WA 98404

EMAIL RECEIPT

Back Next

The credit card information will show under “Billing” once initial account information is completed.

Accept Terms of Use

Review the linked information and click Accept”

TERMS OF USE

Updated Terms of Use

We've revised our Terms of Use.

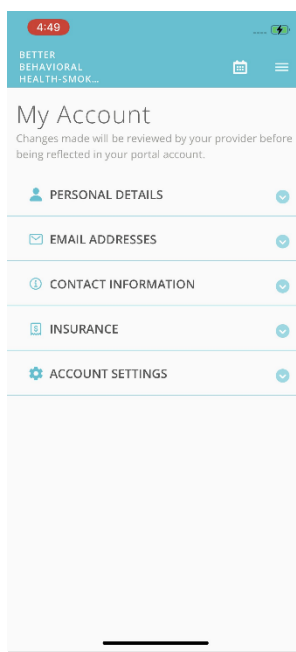
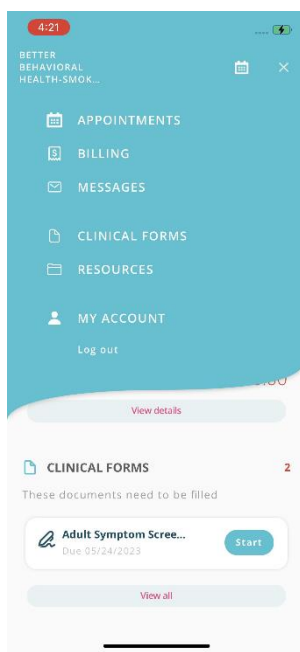
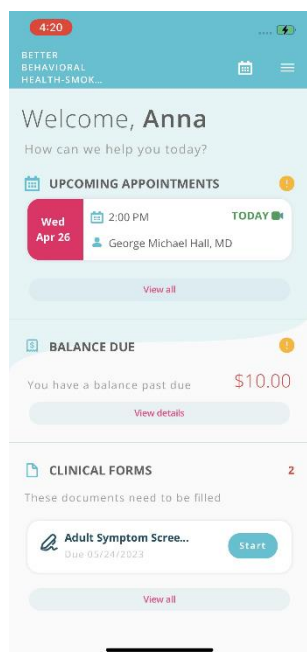
By accepting, you agree to our updated terms and policies. Please take a few minutes to read and understand them.

Accept

Decline

Managing Your Care with MYIO

IN MOBILE (phone or tablet) APP



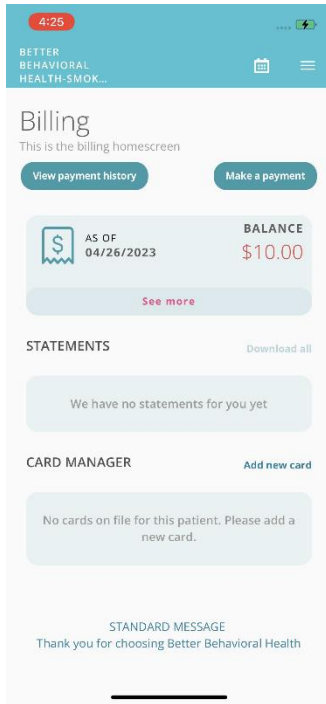
Welcome Screen

To see all features, click on the three horizontal lines.

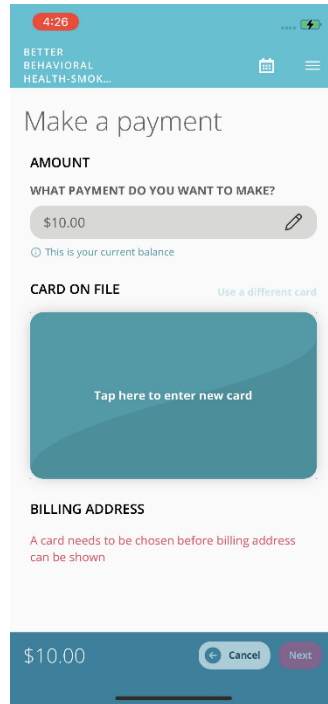
My Account

To view and edit personal details, contact information, insurance information, click on “My Account” in the top right menu of the app.

Billing



If Card Manager View is enabled



If Online Pay is enabled

To view or pay your balance, and to enter credit card information, click on “Billing” in the top right menu in the app. You can also click “View details” under the “Balance Due” header on the welcome screen.

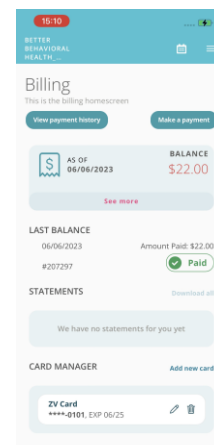
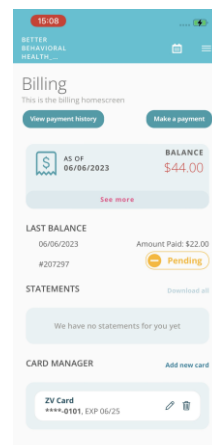
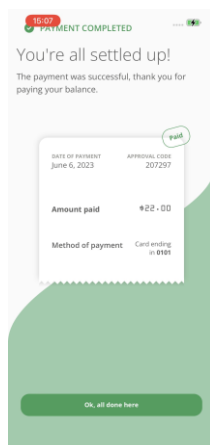
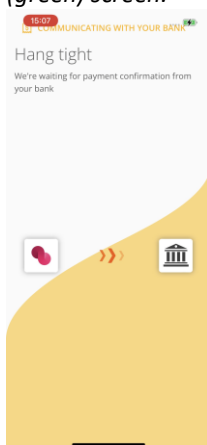
To make a payment, click “Make a payment” and select the amount you wish to pay.

Please note, the “Card Manager” and “Make a payment” options will only be available if your provider has activated the credit card online pay function. The “Card Manager” gives you the ability to save your card on file with the practice.

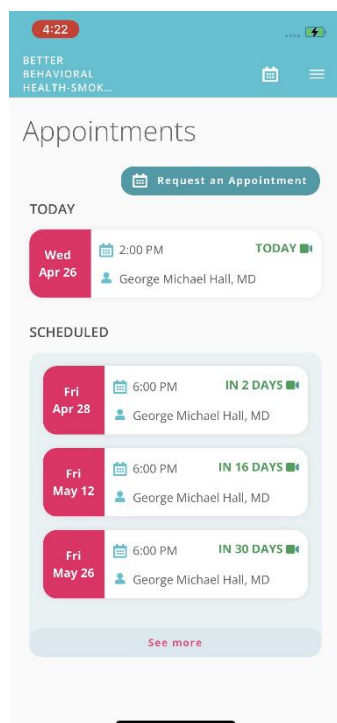
Selecting “Make a payment” allows you to enter a card for payment or use a saved card. Once the payment is submitted, the Online Payment amount will show as pending (yellow). When the practice has posted the payment, it will show as applied (green) and the balance amount will adjust.

After entering a card payment, the screen will show waiting for bank confirmation (yellow), then a success (green) screen.

The Billing screen will show Pending (yellow), and when the practice posts the payment will show Paid (green).




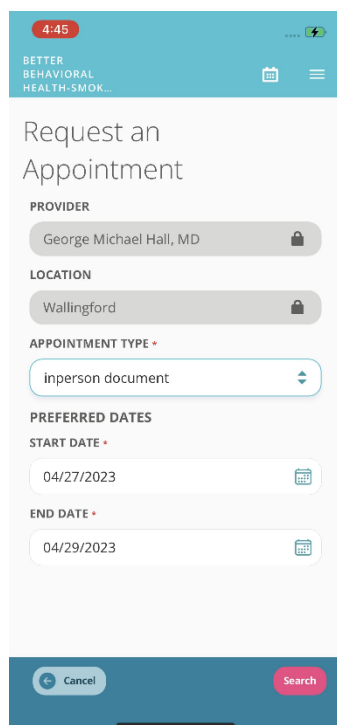
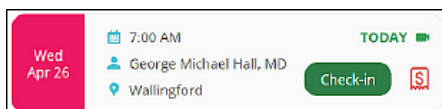
Appointments



To view, check in, or request appointments, click on “View All” from the welcome screen, the calendar icon, or on “Appointments” in the top right menu in the app. Self-check-in and appointment requests are enabled or disabled by your practice.

Check In


 Camera icon – telehealth appointment. If the camera icon is present, you will be prompted to join a telehealth session. If the session is a group telehealth appointment, there will be a group icon visible instead of the camera icon.



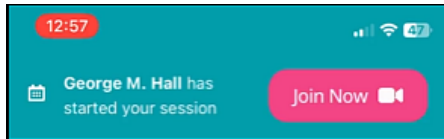
Request an Appointment (if enabled)

Telehealth

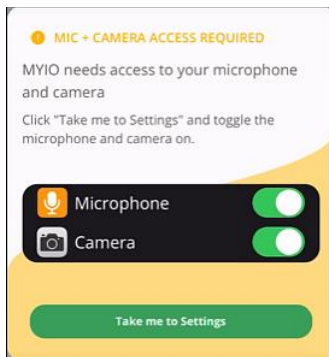
Log into MYIO and Check In for your appointment

 Dollar sign – payment due prior to the appointment. If the dollar sign icon is present, you will be prompted to enter card details for payment.

Once the provider has started the session, you will see a Join Now button to click. If this is a Group telehealth session wait for the Provider to admit you into the session.



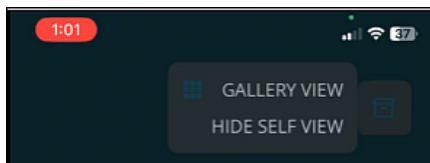
Make sure the Microphone and Camera access is toggled on.



- Default view is camera off and microphone muted
- Default audio is device audio settings
- Go to settings and adjust if disallowed in initial prompt

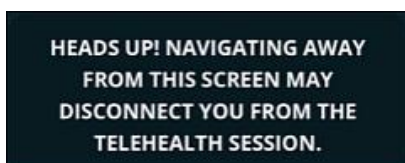
View options – Speaker (default, one attendee highlighted), Gallery (all participants displayed in grid view), Hide Self View

- There may be more than one screen if Gallery View is selected in a group session – swipe to switch between screens



- If the session includes screen or whiteboard sharing, mobile app users will be able to view the screen or whiteboard but are not able to share their screen or contribute to the whiteboard from their device.

If you navigate away from the session, you will see this warning



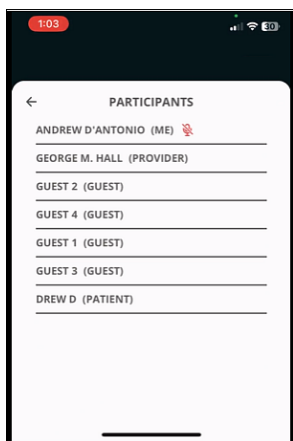
Icons on bottom of the screen:



- Microphone – when clicked, microphone is off (diagonal line through icon)
- Camera – when clicked, camera is off (diagonal line through icon); self-facing camera only
- Chat – separate view opens when clicked
 - Private (to provider) or to Everyone



- Participants – shows number of people in the session; when clicked, displays names of participants

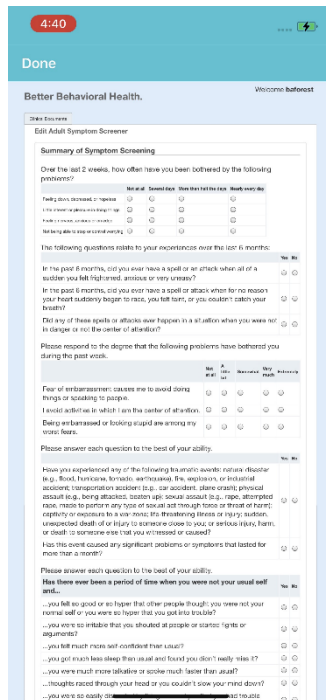
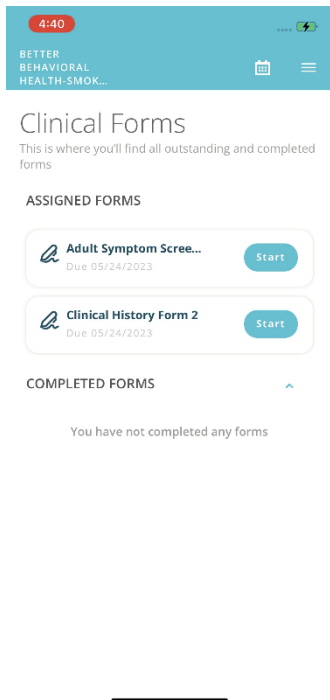


- Leave



Clinical Forms

To view and complete clinical forms online, click “View All”, then click “Start” to complete.

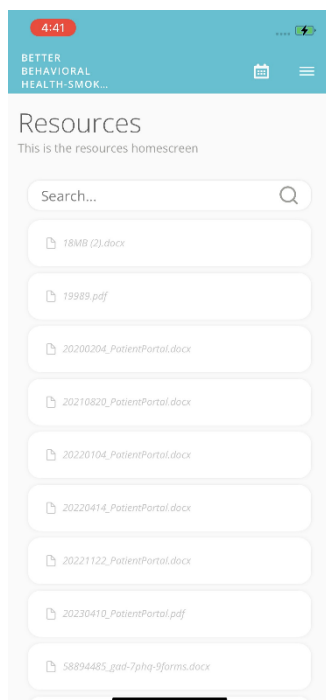


There are two types of clinical forms: Assessments, and eSignature packets.

- **Assessments:** You have unlimited time to complete the assessment as long as you are actively filling out the form by scrolling, tapping or typing. The app allows five minutes of inactivity before it closes and logs you out.
- **eSignature Packet:** You have five minutes to sign the document(s) in the packet which opens in a Dropbox Sign window. You may experience a little wait time while those documents are loading.

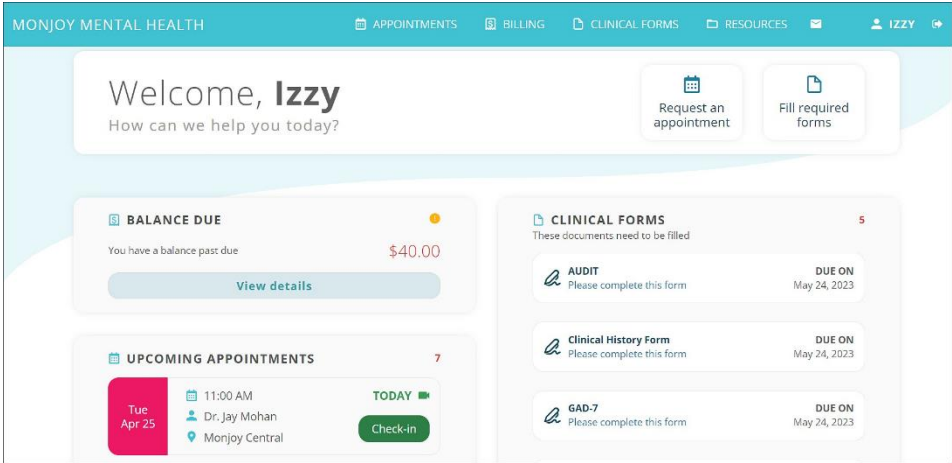
Resources

The documents in this section are populated by your practice. Click on the document to download it.



IN BROWSER

Welcome Screen



If using a browser, full screen at 100% zoom is the recommended view.

In the top bar, you can click on the practice name to return to the welcome screen.

Depending on what your practice has enabled, you may also see links for appointments, billing, clinical forms, and resources. The envelope icon will take you to your secure messages.

Clicking the arrow icon will log you out of MYIO.

My Account

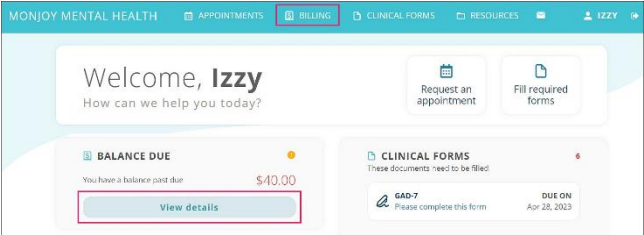
To view and edit personal details, contact information, insurance information, click your name in the top right of the browser.



Billing

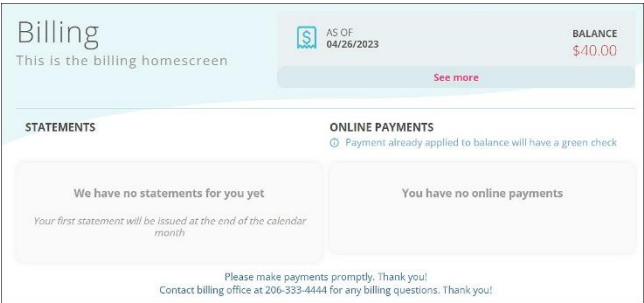
To view or pay your balance, and to enter credit card information, click on “Billing” in the top right menu in the app, or click “Billing” on the banner. You can also click “View details” under the “Balance Due” header on the welcome screen.

To make a payment, click “Make a payment” and select the amount you wish to pay.

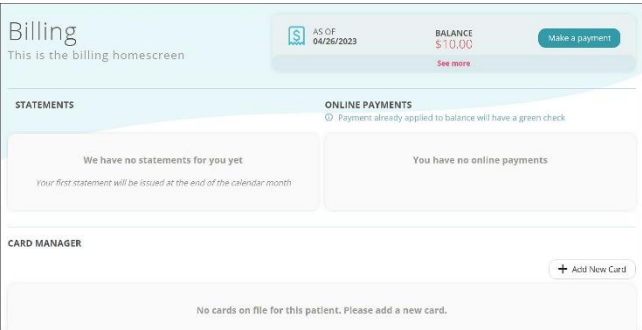


Please note, the “Card Manager” and “Make a payment” options will only be available if your provider has activated the credit card online pay function.

The “Card Manager” gives you the ability to save your card on file with the practice.

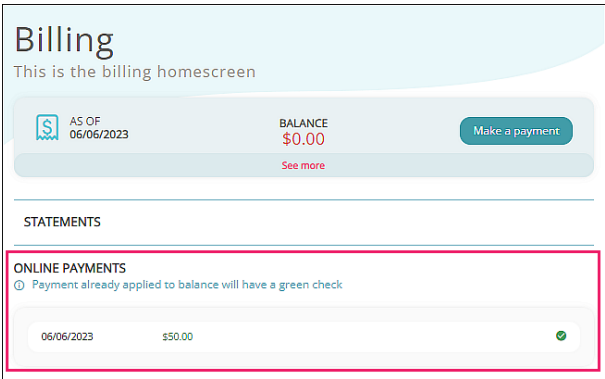
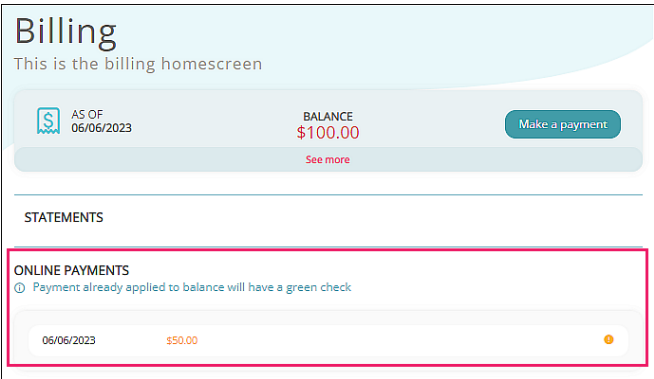


Clicking “See more” opens date ranges of charges due

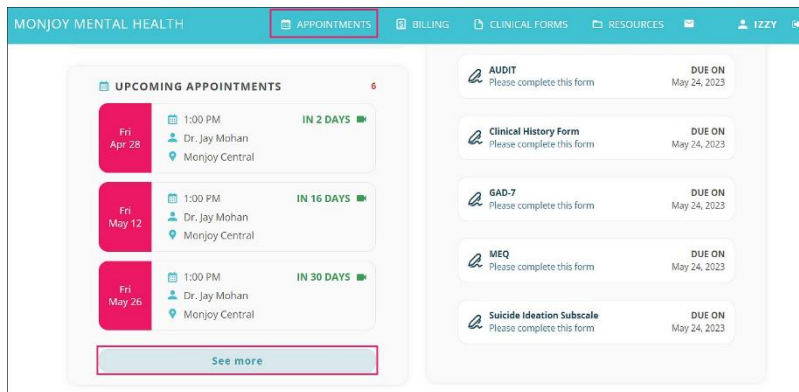


If Online Pay is enabled

Selecting “Make a payment” allows you to enter a card for payment or use a saved card. Once the payment is submitted, the Online Payment amount will show as pending (yellow). When the practice has posted the payment, it will show as applied (green) and the balance amount will adjust.



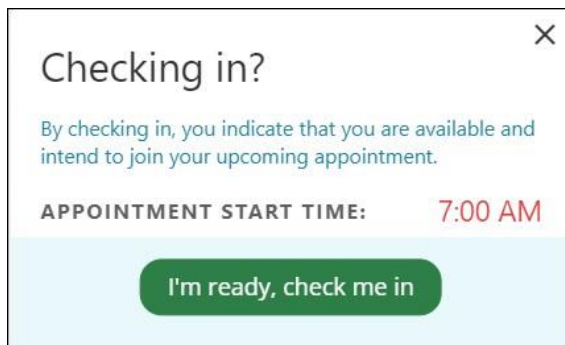
Appointments



To view, check in to, and request appointments, click “Appointments” on the top banner. You can also click “See more” under “Upcoming Appointments” on the welcome screen.

Self-check-in and appointment requests are enabled or disabled by your practice.

Check In (if enabled)



Camera icon – telehealth

appointment. If the camera icon is present, you will be prompted to join a telehealth session. If the session is a group telehealth appointment, there will be a group icon visible instead of the camera icon.



Dollar sign – payment due prior to the appointment. If the dollar sign icon is present, you will be prompted to enter card details for payment.

Request an Appointment (if enabled)

The image shows two screenshots of a patient portal interface. The top screenshot is the 'Request an Appointment' form. It has a blue header with the title and a close button. Below the header are three dropdown menus: 'PROVIDER' (Dr. Jay Mohan), 'LOCATION' (Monjoy Central), and 'APPOINTMENT TYPE*' (MYIO Appointment Requ...). Under 'PREFERRED DATES', there are two date pickers (4/27/2023 and 4/29/2023) and a pink 'Search' button with a magnifying glass icon. Below this is a list of four appointment slots for April 27, 2023, each with a green 'Request' button. The bottom screenshot shows the 'Online final check' screen. It has a blue header with the title and a close button. The main content area has the heading 'Online final check' and a message: 'You are about to request an appointment on May 22, 2023 at 8:00 AM - 9:00 AM'. At the bottom are two buttons: 'Yes, confirm this request' (blue) and 'Modify Request' (white).

Request an Appointment ✕

PROVIDER
Dr. Jay Mohan

LOCATION
Monjoy Central

APPOINTMENT TYPE*
MYIO Appointment Requ...

PREFERRED DATES
4/27/2023 4/29/2023 Search

Apr 27, 2023 8:00 AM - 9:00 AM Request

Apr 27, 2023 9:00 AM - 10:00 AM Request

Apr 27, 2023 10:00 AM - 11:00 AM Request

Apr 27, 2023 11:00 AM - 12:00 PM Request

Request an Appointment ✕

Online final check
You are about to request an appointment on May 22, 2023 at 8:00 AM - 9:00 AM

Yes, confirm this request

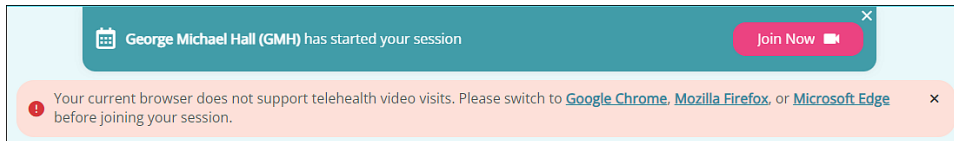
Modify Request

Once a request is submitted, a banner will appear indicating the appointment is not confirmed until you hear back from the practice.


Telehealth

Log into your MYIO portal account.

Supported browsers are Google Chrome, Mozilla Firefox, and Microsoft Edge. If you are accessing MYIO in a different browser, there will be an error banner, and the telehealth session will not be available.



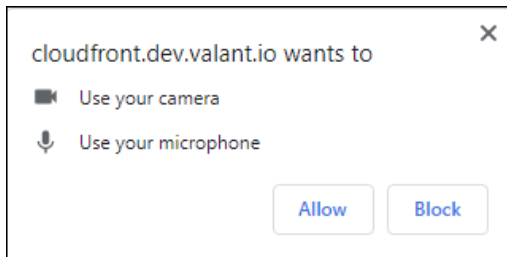
Check In for the appointment.

 Dollar sign – payment due prior to the appointment. If the dollar sign icon is present, you will be prompted to enter card details for payment.

The provider will receive notification of your check in and will initiate telehealth.

Click the Join Now button (If Group session, wait for provider to admit).

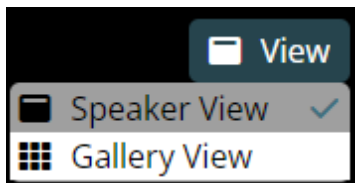
Allow use of camera and microphone in the window that pops up.



- Default view is camera off and microphone muted
- Default audio is device audio settings
- Go to settings and adjust if disallowed in initial prompt

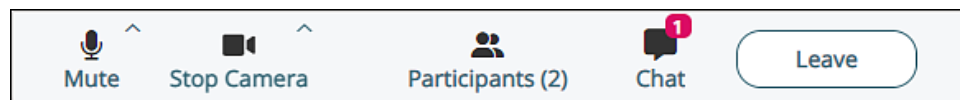
View options – Speaker (one attendee highlighted), Gallery (all participants displayed in grid view)

- There may be more than one screen if Gallery View is selected in a group session
- You will be able to share your screen and contribute to a whiteboard if the provider uses these options in the session

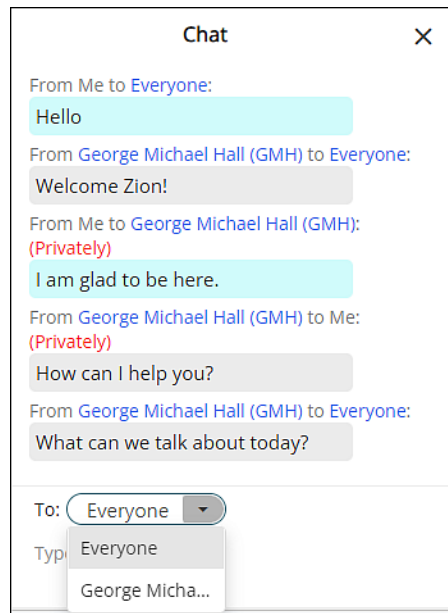


Eye icon top right of screen - hides self-view when clicked

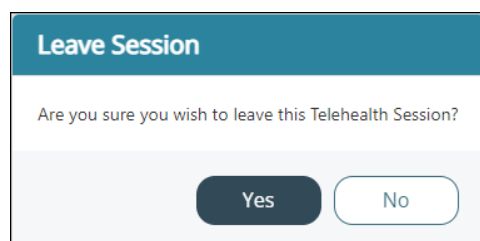
Buttons on bottom bar:



- Mute – when clicked, microphone is off (diagonal line through icon)
- Stop Camera – when clicked, camera is off (diagonal line through icon)
- Participants – shows number of people in the session; when clicked, displays names of participants
- Chat – separate view opens when clicked
 - Private (to provider) or to Everyone



- Leave – click to exit the telehealth session



Clinical Forms

To view and complete clinical forms online, click “Clinical Forms” on the top banner or “Fill required forms”. Click “Start” to complete.

MONJOY MENTAL HEALTH | APPOINTMENTS | BILLING | **CLINICAL FORMS** | RESOURCES | IZZY

Welcome, **Izzy**
How can we help you today?

BALANCE DUE
You have a balance past due **\$40.00**
[View details](#)

UPCOMING APPOINTMENTS
FRI Apr 28 1:00 PM
Dr. Jay Mohan
Monjoy Central
IN 2 DAYS

CLINICAL FORMS
These documents need to be filled

- GAD-7**
Please complete this form
DUE ON Apr 28, 2023
- AUDIT**
Please complete this form
DUE ON May 21, 2023
- Clinical History Form**
Please complete this form
DUE ON May 24, 2023

Monjoy Mental Health | Welcome IzzyLevine

Clinical Documents

Edit GAD-7

GAD-7

This assessment is not meant for emergency or crisis situations. If you have concerns that you might hurt yourself or someone else, please talk to your provider immediately or call 911.

Please read each statement and select a number 0, 1, 2 or 3 which indicates how much the statement applied to you over the past two weeks. There are no right or wrong answers. Do not spend too much time on any one statement. This assessment is not intended to be a diagnosis. If you are concerned about your results in any way, please speak with a qualified health professional.

	0: Not at all	1: Several days	2: More than half the days	3: Nearly every day
Feeling nervous, anxious or on edge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not being able to stop or control worrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worrying too much about different things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being so restless that it is hard to sit still	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Becoming easily annoyed or irritable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling afraid as if something awful might happen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

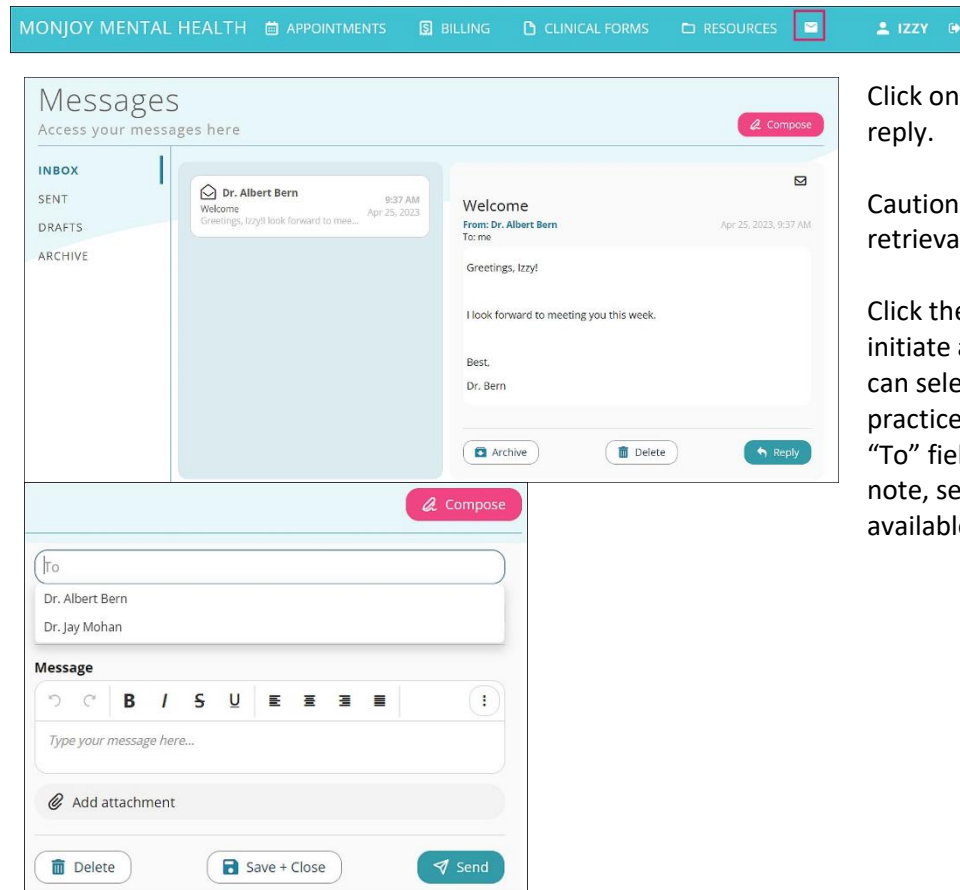
[Submit](#) [Save for Later](#) [Cancel](#)

There are two types of clinical forms: Assessments, and eSignature packets.

- **Assessments:** You have unlimited time to complete the assessment as long as you are actively filling out the form by scrolling, clicking or typing. MYIO will log you out after 60 minutes of browser inactivity.
- **eSignature Packet:** You have five minutes to sign the document(s) in the packet which opens in a Dropbox Sign window. You may experience a little wait time while those documents are loading.

Secure Messages

To view, reply to, compose, and add attachments to messages to your provider, click the envelope icon in the top banner.



Click on a message to see contents and reply.

Caution: Deleted messages are not retrievable.

Click the pink “Compose” button to initiate a secure message. Then, you can select recipients (chosen by the practice) from the drop-down list in the “To” field and add attachments. Please note, secure messaging is only available if your practice has enabled it.

Troubleshooting

Resetting Password

There is a “Forgot password” link on both the browser and mobile app login page once you have verified your portal email.

- When clicked, you will be prompted to enter your username and the portal email address associated with your account.
- You will receive an email that will provide a link to reset your password. If this fails, your practice is able to manually reset your password.

You may also change your password:

- In mobile device app – click your name in the top right corner, select “Account Settings”, select “Change Password”
- In browser – click menu (three lines in top right corner), select “My Account”, select “Account Settings” select “Change Password”

If you are using the MYIO app: Make sure your application is running the most recent version. Check the app store and see if there is an update available. If issues persist, delete the app and re-install it on your device. If the app is ‘freezing’, try force-closing the app and reopening it.

If you are using MYIO in your internet browser, make sure you have the latest updates. Try refreshing the page.

Contact the practice if any of the above troubleshooting steps fail.

Supported Devices and Operating Systems

Mobile devices must be able to update to the latest iOS or Android operating system.

Supported Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox. MYIO is not enabled with Safari.

Please note older operating systems do not allow updated apps to perform as desired.

Timeout Cautions

MYIO Mobile App: 5-minute idle timeout

MYIO Browser: 60-minute idle timeout