



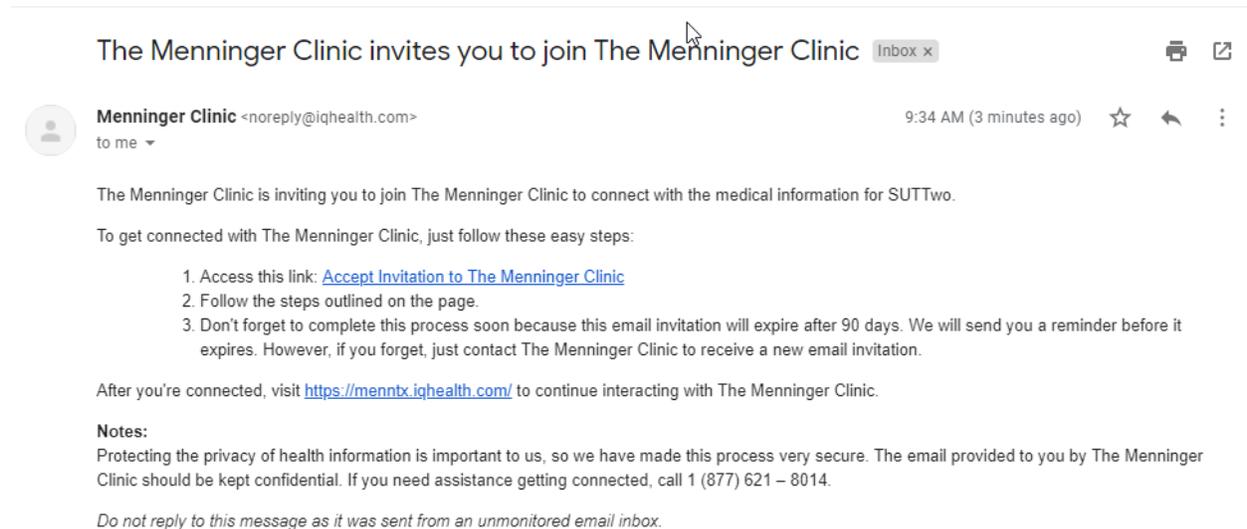
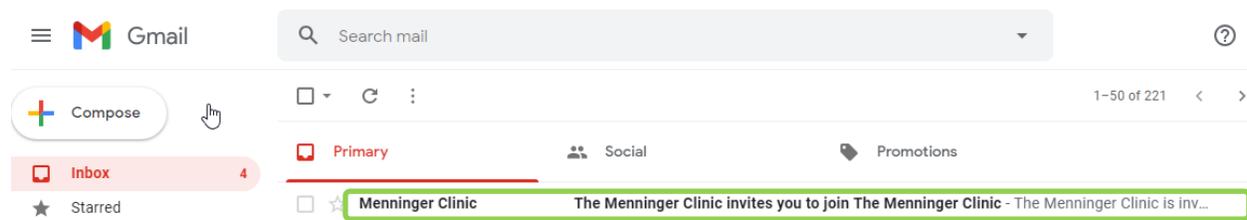
Cerner HealthLife Portal Access - Online and the App

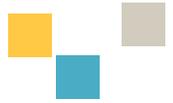
Introduction

HealthLife helps patients/clients stay informed, stay educated and take a more active role in their healthcare. Once enrolled with The Menninger Clinic's portal patients/clients will be able to securely message providers, request outpatient appointments, request medication refills/renewals and fill out health forms prior to visit. This may be done via the HealthLife Portal online or through the app for IOS and Android Devices.

HealthLife Portal Online – Account Creation

1. Check your email for the invite from The Menninger Clinic for access to the HealthLife Portal. Click on the email link to access the invite.





2. Click the blue hyperlink to access the invitation

. Access this link: [Accept Invitation to The Menninger Clinic](#)

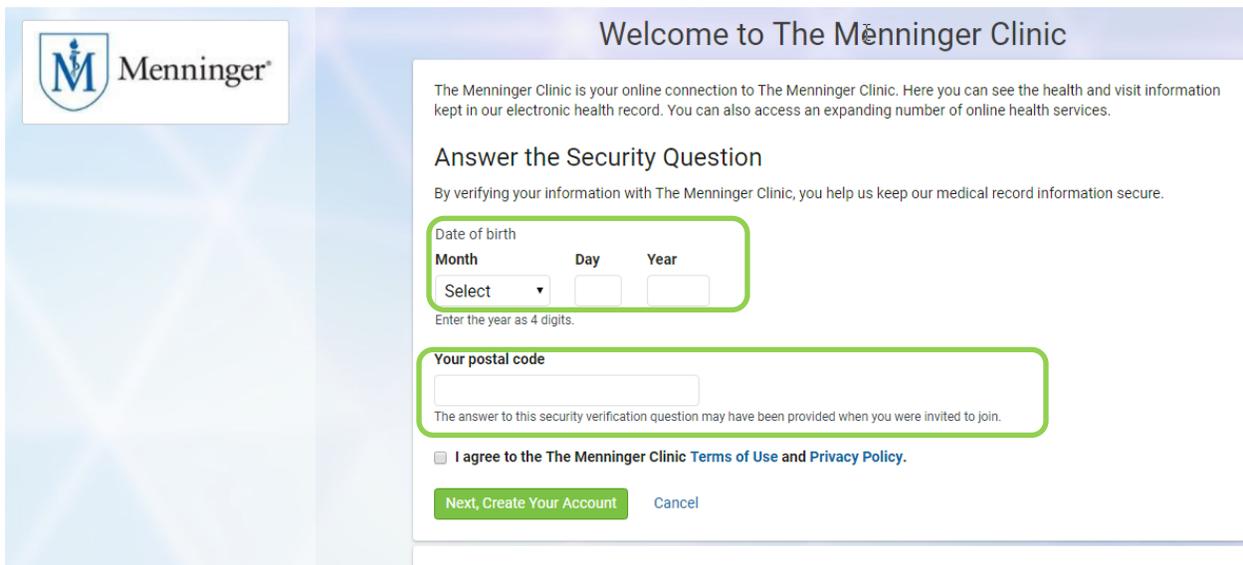
3. Once the blue hyperlink is clicked, the “Welcome to The Menninger Clinic” screen will be visible.

Enter the date of birth of the client/patient

Enter the challenge question response.

Agree to the terms of use and privacy policy

Click next to create your account



Welcome to The Menninger Clinic

The Menninger Clinic is your online connection to The Menninger Clinic. Here you can see the health and visit information kept in our electronic health record. You can also access an expanding number of online health services.

Answer the Security Question

By verifying your information with The Menninger Clinic, you help us keep our medical record information secure.

Date of birth

Month Day Year

Select [] []

Enter the year as 4 digits.

Your postal code

[]

The answer to this security verification question may have been provided when you were invited to join.

I agree to the The Menninger Clinic [Terms of Use and Privacy Policy](#).

Next, Create Your Account Cancel

4. The “Create an Account” page has now opened to completed

Re-Enter the email address

Enter date of birth of client/patient

Create a username

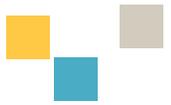
Create a password and re-enter the same password

Select a security question and answer

Agree to Cerner use of terms and privacy policy

Click – create account





Create an Account

All fields are required.

First name
Two

Last name
Zzzbrown

Email address
conn 15@gmail.com

Re-enter email address

Date of birth
Month: Select Day: Year: Enter the year as 4 digits.

Username

Password
Passwords must contain at least 8 characters and should contain at least 3 of the following: uppercase letter (A-Z), lowercase letter (a-z), number (0-9), symbol. [Learn more.](#)

Re-enter password

Security question

Security answer

I agree to the [Cerner Health Terms of Use and Privacy Policy.](#)

[Create Account](#)

Secure health identity provided by:



Cerner Health uses a secure log in and password to access information about your health. If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

5. The Menninger Clinic HealthLife Portal is now accessible



The screenshot shows the Menninger HealthLife Portal dashboard. On the left is a navigation menu with options: Dashboard, Health Record, Messaging, Appointments, Practice Information, and Patient Information. The main content area features a header with the Menninger logo and a navigation bar with buttons for 'Living Healthier Together', 'Array of Resources', 'Menninger YouTube channel', and 'Mind Matters blog'. A central notification states '2 Clipboards to complete' with a sub-message: 'You have an assigned Clipboard to complete in preparation for an upcoming appointment or as part of transferring information to your health providers.' Below this is a large image of a stethoscope on a keyboard. On the right, there are two summary boxes: 'Allergies' (No allergies recorded) and 'Latest Results' (No information recorded). At the bottom right, there is an 'Info' button. The user's name 'Two ZZZbrown' is visible in the bottom left corner.

6. Visit <https://menntx.ighealth.com/> to continue interacting with The Menninger Clinic.





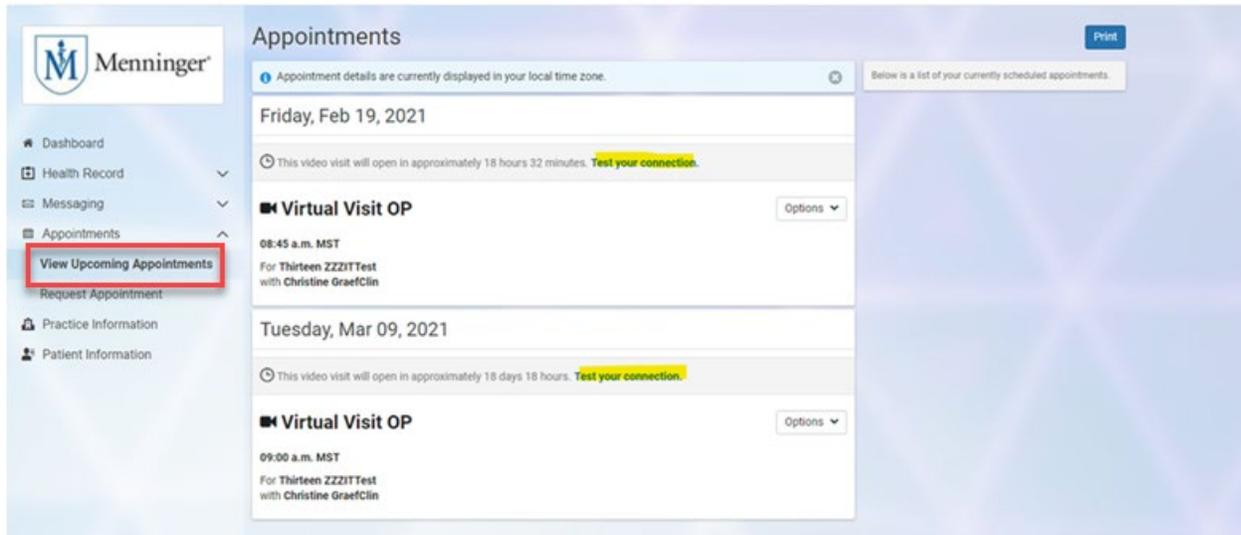
Internet Browser Requirements

In order for video visits to work, please make sure you are using one of the recommended browsers.

- Desktop browsers & devices supported
 - *Google Chrome 78* and later for *MacOS* and *Microsoft Windows*
 - *Microsoft Edge 79* and later for *Windows*
 - *Mozilla Firefox 60* and later for *MacOS* and *Windows*
 - *Opera 66* and later, for *MacOS* and *Windows*
 - *Apple Safari 12* and later for *MacOS*
- Mobile browsers & devices
 - *Google Android OS 5* and later with *Arm* and *Arm64* architecture with *Chrome 78* and later
 - *Apple iOS 12* and later with *Safari 12* and later
 - *iPadOS 13* and later with *Safari 12* and later

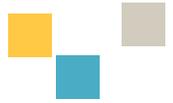
Testing Video Visit Connection

Once appointments have been scheduled, you will have the ability to test your internet connection prior to the scheduled date and time.



The screenshot displays the Menninger patient portal interface. On the left is a navigation menu with options: Dashboard, Health Record, Messaging, Appointments, View Upcoming Appointments (highlighted with a red box), Request Appointment, Practice Information, and Patient Information. The main content area is titled 'Appointments' and shows a list of scheduled appointments. The first appointment is for Friday, Feb 19, 2021, at 08:45 a.m. MST, for a 'Virtual Visit OP' with Christine GraefClin. A 'Test your connection' link is visible next to the appointment time. The second appointment is for Tuesday, Mar 09, 2021, at 09:00 a.m. MST, also for a 'Virtual Visit OP' with Christine GraefClin, with another 'Test your connection' link. A 'Print' button is located in the top right corner of the appointment list.





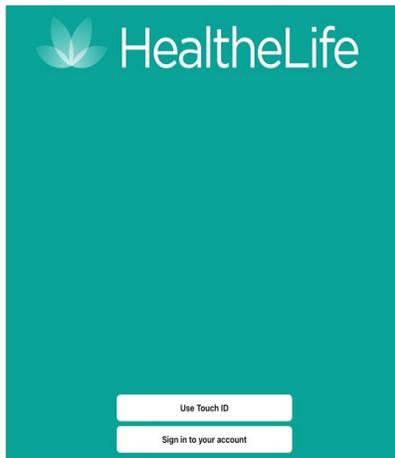
Accessing HealtheLife via app - IOS and Android Devices

IOS Device App

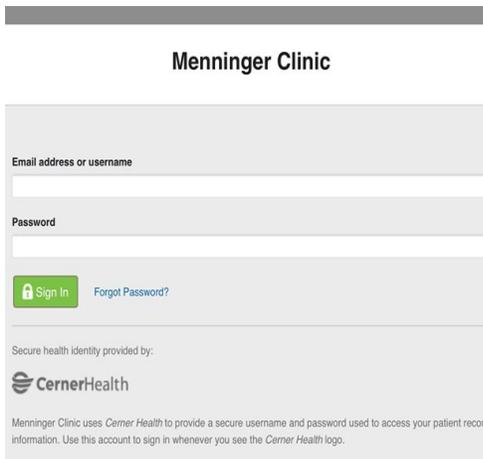
1. From the App Store, search “HealtheLife”

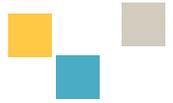


2. Download the app to your device



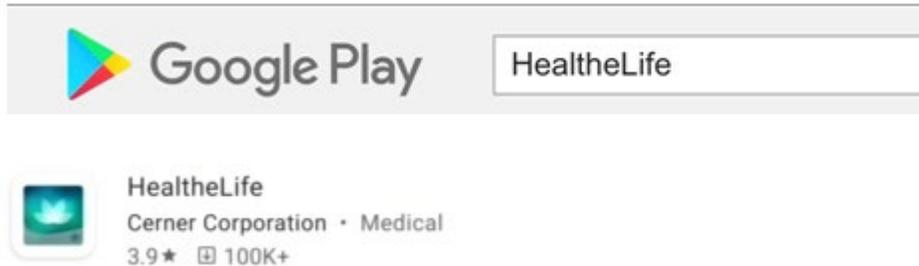
3. Sign into the portal





Android Device App

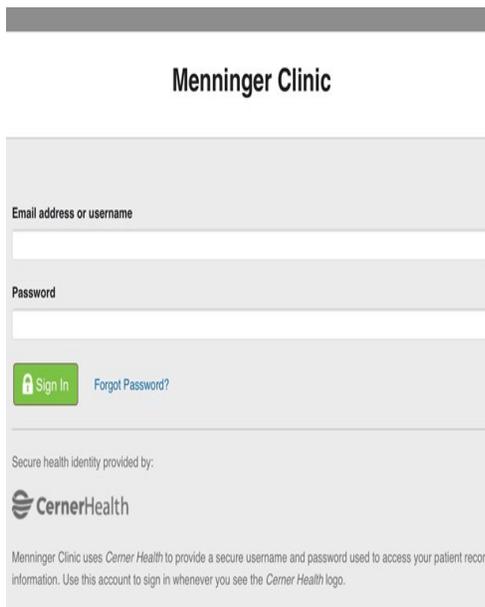
1. Open Google Play and use the Play Store App, search for HealtheLife



2. Tap to install the app



3. Sign into portal



The screenshot shows the "Menninger Clinic" sign-in portal. At the top, the text "Menninger Clinic" is centered. Below this, there are two input fields: "Email address or username" and "Password". To the left of the "Sign In" button is a lock icon, and to the right is a link for "Forgot Password?". Below the sign-in fields, it states "Secure health identity provided by:" followed by the "CernerHealth" logo. At the bottom, a small note reads: "Menninger Clinic uses Cerner Health to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the Cerner Health logo."

