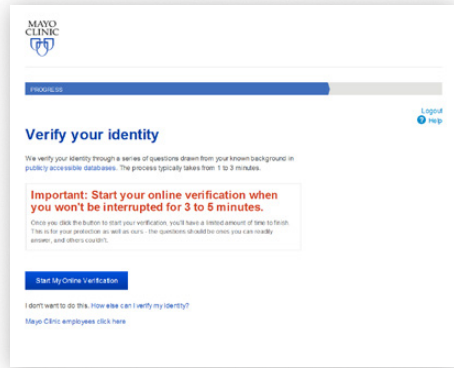


## Verify Your Identity

Mayo Clinic wants to ensure that your privacy is protected. This verification process helps us do that.



1. Read the information on the screen.
  2. Decide if you want to verify your identity online or not.
- Click:

“[Start My Online Verification](#)” if you want to verify your identity online.

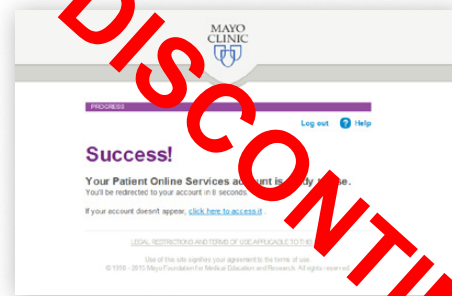
“[How else can I verify my identity?](#)” if you prefer to complete this step offline.

“[Mayo Clinic employees click here](#)” if you are a Mayo Clinic or Mayo Clinic Health System employee.

Once you choose your method, you'll be taken to the next step for that choice.

## Verify Your Identity Online

1. Answer the questions that appear on the next several screens.
2. Wait for the Success screen to appear to confirm that you have created your account.



If you see a message that says your identity couldn't be verified online, you'll need to verify your identity offline.

## Verify Your Identity Offline

If you are validating your identity offline, you can choose one of the three options presented on the screen after you choose “[How else can I verify my identity?](#)”

Once your identity has been verified, you will have access to your Patient Online Services account and all its benefits.

## Log In to Your Account

To log into your Patient Online Services account, go to [www.mayoclinichealthsystem.org](http://www.mayoclinichealthsystem.org) and click on [Patient Online Services](#).

1. Click “[Log in to Your Patient Account](#).”  
The log in screen appears.
2. Type in your user name and password.
3. Click “[Log in](#).”

## Mayo Clinic App



Download the Mayo Clinic App to easily access your patient information from your smart phone or tablet. Visit [mayoclinichealthsystem.org/online-services](http://mayoclinichealthsystem.org/online-services)

## Questions?

Call **1-877-858-0398** (toll-free) Monday through Friday, 7 a.m. – 7 p.m. Central time.  
Or submit the Online Services Form at [onlineservices.mayoclinic.org/GW/Help](http://onlineservices.mayoclinic.org/GW/Help).



## How to Create a Patient Online Services Account



Manage your appointments



View your Lab results



Send & receive messages



Review your medical record

[mayoclinichealthsystem.org](http://mayoclinichealthsystem.org)

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MC0684-138rev1222

**Find. Create. Activate. Verify. Log in.**  
It's that simple to create and use your Patient Online Services Account.

## Find Your Mayo Clinic Number

To create your account, you'll need your Mayo Clinic number. This number may be found on letters from your provider, appointment reminder letters, or billing statements.

You can also call **877-858-0398** between 7 a.m. and 7 p.m. Central time to get your number.

When you're at the clinic or our hospitals, feel free to ask a registration staff member to help you find the number.

WRITE YOUR MAYO CLINIC NUMBER HERE:

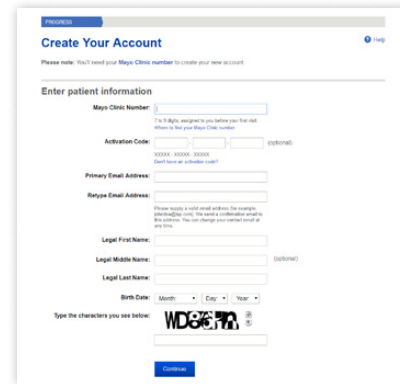
## Create Your Account

1. Open your Web browser.
2. Type in [mayoclinichealthsystem.org](http://mayoclinichealthsystem.org). You'll be taken to the Mayo Clinic Health System's website.
3. Click on **Patient Online Services** in the blue bar on the top of the page. You'll be taken to the Patient Online Services webpage.
4. Click on the words **"Create your account."** Page 1 of the Create Your Account form will open. If you need help while completing these forms, click the Help icon in the upper right-hand corner of the page.

## Create Your Account: Page 1

Type in the requested information: your Mayo Clinic number, your email address, your legal name, and your birthdate. If you don't have an activation code, that's okay. Continue to type in the other information.

Type in the characters displayed in the box at the bottom of the form. This is a security measure to help keep your information secure and private.



Click the **Continue** button. You'll be taken to the next page of the account creation form.

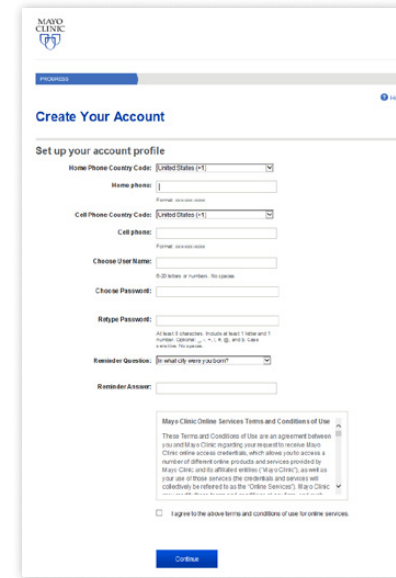
## Create Your Account: Page 2

Type in the requested information. Follow the rules on the form for your user name and password. If you choose a user name that's already been used, other options will be suggested for you.

WRITE YOUR USER NAME HERE:

WRITE YOUR PASSWORD HERE:

Choose your reminder question from the questions available in the dropdown menu. This is the question you'll be asked if you ever forget your password. Click on the downward arrow to show the options.



Type in an answer to the reminder question. This is the only answer that will be accepted. This answer is case sensitive.

WRITE YOUR REMINDER ANSWER HERE:

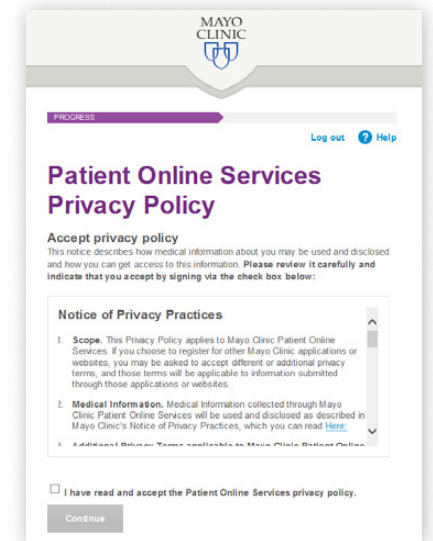
Review the Online Services Terms and Conditions. Click on the box underneath the terms to agree to the terms.

Click the **Continue** button when you're ready to proceed.

A screen will appear, thanking you and asking you to check your email.

## Activate Your Account

1. Log into the email account you used when signing up for Patient Online Services.
2. Open the email sent to you from Mayo Clinic.
3. Click on the sentence, **"Click here to finish your account setup."** You'll be taken to the Privacy Policy screen.
4. Read the policy.
5. Click the box by the statement **"I have read and accept the Patient Online Services privacy policies."**
6. Click **"Continue"** to go to the next screen to complete the identity verification process.



## Did You Use an Activation Code?

If you used an activation code when you created your account, you'll be taken directly to your Patient Online Services account once you click **"Continue."**

You won't need to complete the **"Verify your Identity"** steps on the next page.