

REGISTERING FOR MYFENWAY.ORG & SENDING A MESSAGE TO YOUR PROVIDER

After you have been seen at the clinic:

- 1.) Go to the patient portal/secure messaging website of Fenway: <http://www.myfenway.org> (Note: www.fenwayhealth.org is the main informational website, not the patient site)
Problems you may encounter:
 - When you type in www.myfenway.org you get a message about having an unsupported browser.
 - This means that the browser you are using is out of date (it is too old and no longer supported by Microsoft). Internet Explorer, Safari, Firefox, Google Chrome, etc. are all browsers that are compatible with our website and software.
Solution: In order to access our website you must update your browser. Follow on-screen instructions to update your browser version. Or do an internet search for the latest version of your browser and download. If you still receive an error, go to internet options and try deleting your cookies.
 - When you type in www.myfenway.org your browser does not take you the patient portal site.
 - Solution: In this case, please go to <http://www.fenwayhealth.org>. At the top of the page you will see in small white writing "MYFENWAY.ORG". Click here. You have been directed to www.myfenway.org. We recommend that you bookmark or add this page to your favorites for future use.
- 2.) On the left hand side of the screen is a blue box titled "Join our clinic". In the box, click on the hyperlink that reads "creating an account online" which is circled in red below. The help tab is circled in yellow below.

Log In | Register

FENWAY HEALTH
1340 BOYLSTON STREET
BOSTON, MA 02215
617.267.0900 / 888.242.0900

FENWAY HEALTH

FENWAY : SOUTH END
142 BERKELEY STREET
BOSTON, MA 02116
617.247.7555

Patient Forms and Instructions Resources About Us Contact Us Website FAQs and Help

Join our Clinic

Please Log In

Enter your User ID and password.

Reminder: Passwords are case sensitive.

* User ID or Email:

* Password:

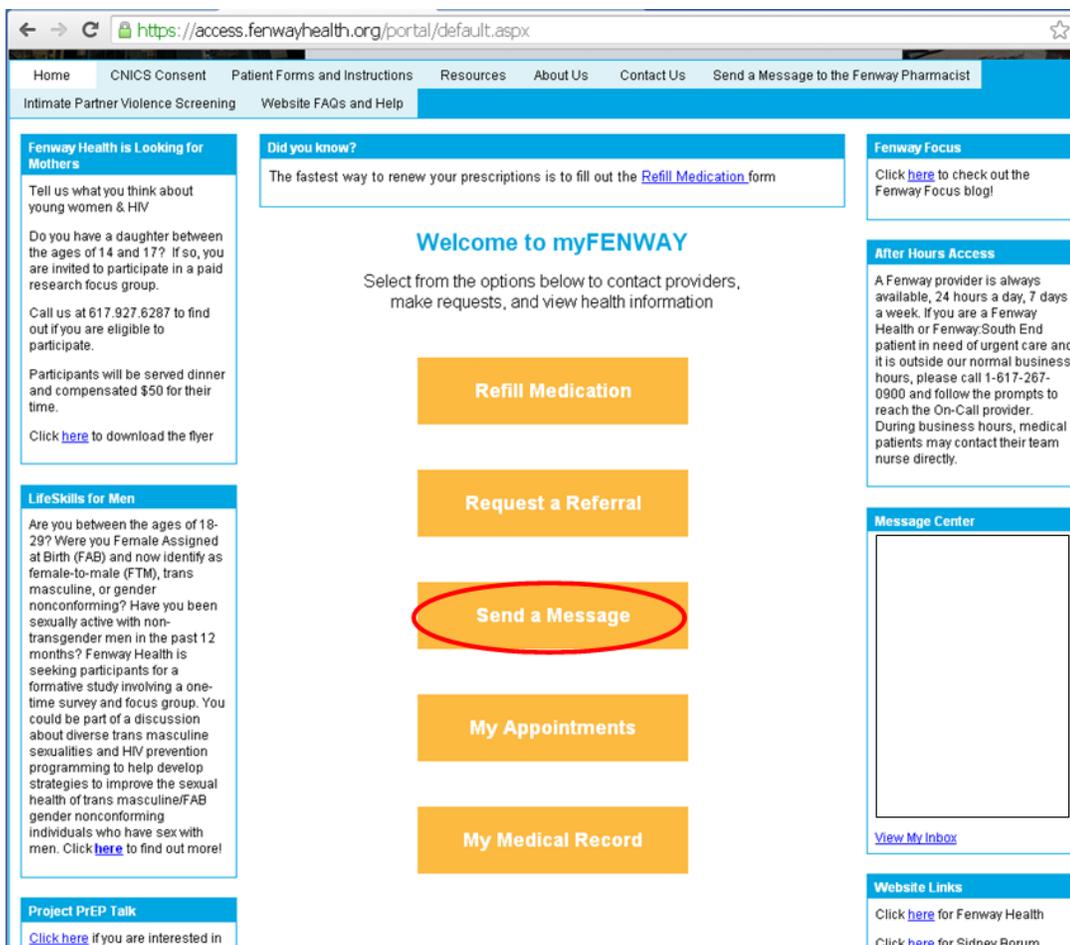
[I forgot my password.](#) [Log In](#)

After Hours Access

A Fenway provider is always available, 24 hours a day, 7 days a week. If you are a Fenway Health or Fenway South End patient in need of urgent care and it is outside our normal business hours, please call 1-617-267-0900 and follow the prompts to reach the On-Call provider. During business hours, medical patients may contact their team nurse directly.

- 3.) On this next screen, review the disclaimer and choose "I accept"
- 4.) You are now on the Create a New Account page. You will create a username and password to access Fenway's secure online medical information site.
 - **Important:**
 - i. your User ID should be the email address you are registering with. For example, if the email address I am registering with is Kermit@gmail.com, then my User ID should also be Kermit@gmail.com.
 - ii. Each account must have a unique email address associated with it, so if there is more than one Fenway patient in your household, you will each need a different email address to sign up at www.myfenway.org.

- 5.) Fill in your password information. Your password must be at least 6 characters and contain at least one number.
- 6.) Create two security questions, in case you forget your password.
- 7.) Lastly, click off whether you would like to receive MyFenway newsletters, then click save.
 - Problems you may encounter: you are not able to proceed past “Save”. Please submit a Help Form that is available under the help tab of the website and member of our team will contact you within 1 business day.
- 8.) At the next screen, choose “I have been seen in the clinic as a patient”. Important – you need to been seen before you may register on our site.
- 9.) At the Identity Verification screen, enter your personal information to link your secure www.myfenway.org account to your medical record. Click the “Verify” button to submit your information.
 - Problems you may encounter: the system is unable to verify your identity. This may be due to the fact that your chart contains a middle name or initial or your date of birth or SSN were entered incorrectly. This is a simple fix; please submit a help form under the help tab and a member of our team will verify your identity manually within 1 business day.
- 10.) You are ready to send a test email to your provider. Sending a test email to your provider:



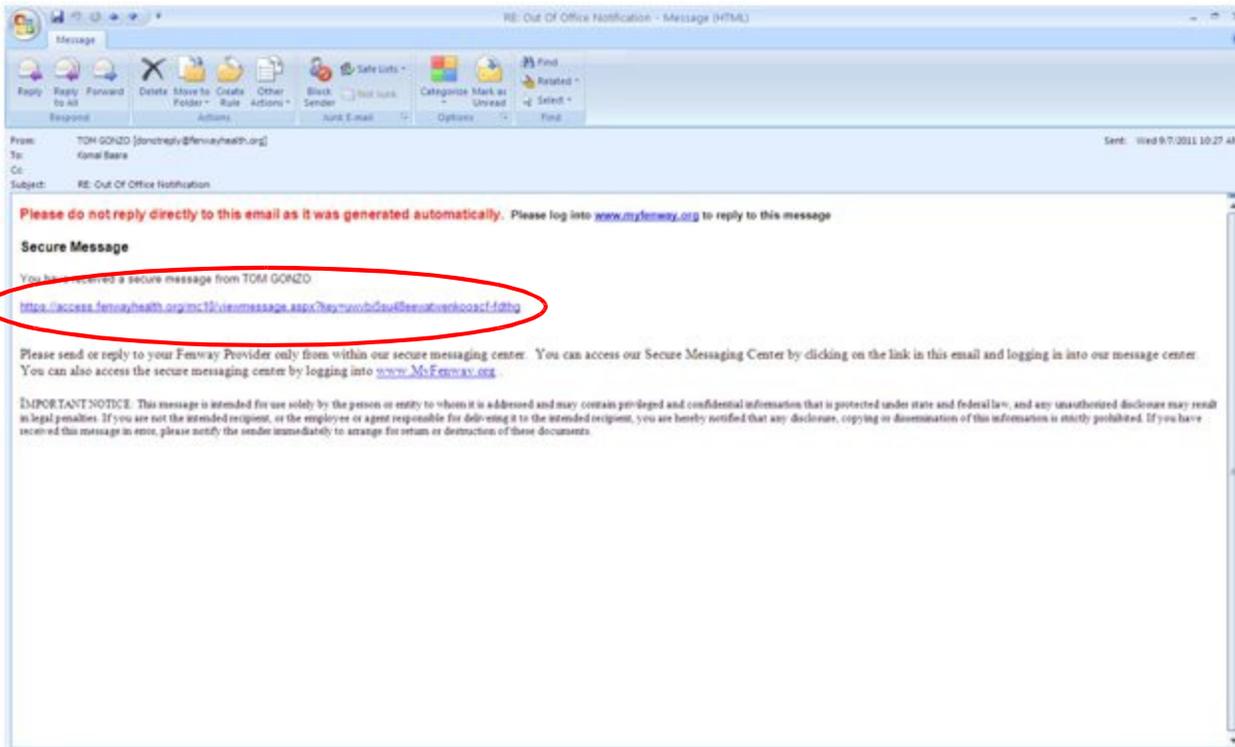
- Click on the menu option “Send a Message”.
- On the next screen, select whether you would like to send a message to your medical, behavioral, or optometry provider.
 - i. Problems you may encounter: the system is unable to verify your identity. This may be due to the fact that your chart contains a middle name or initial or your date of birth or SSN were entered incorrectly. This is a simple fix; please submit a help form under the help tab of the website and a member of our team will verify your identity manually within 1 business day.
- Select your provider from the drop-down list.

- i. Type your message and click send. Note: Secure messaging is for non-urgent communication and should not be used for time sensitive or severe matters. Please call the clinic for urgent matters.
- ii. Problems you may encounter: If you do not see your provider in the drop-down list, please submit a help form under the “Website FAQs and Help” tab on the website.

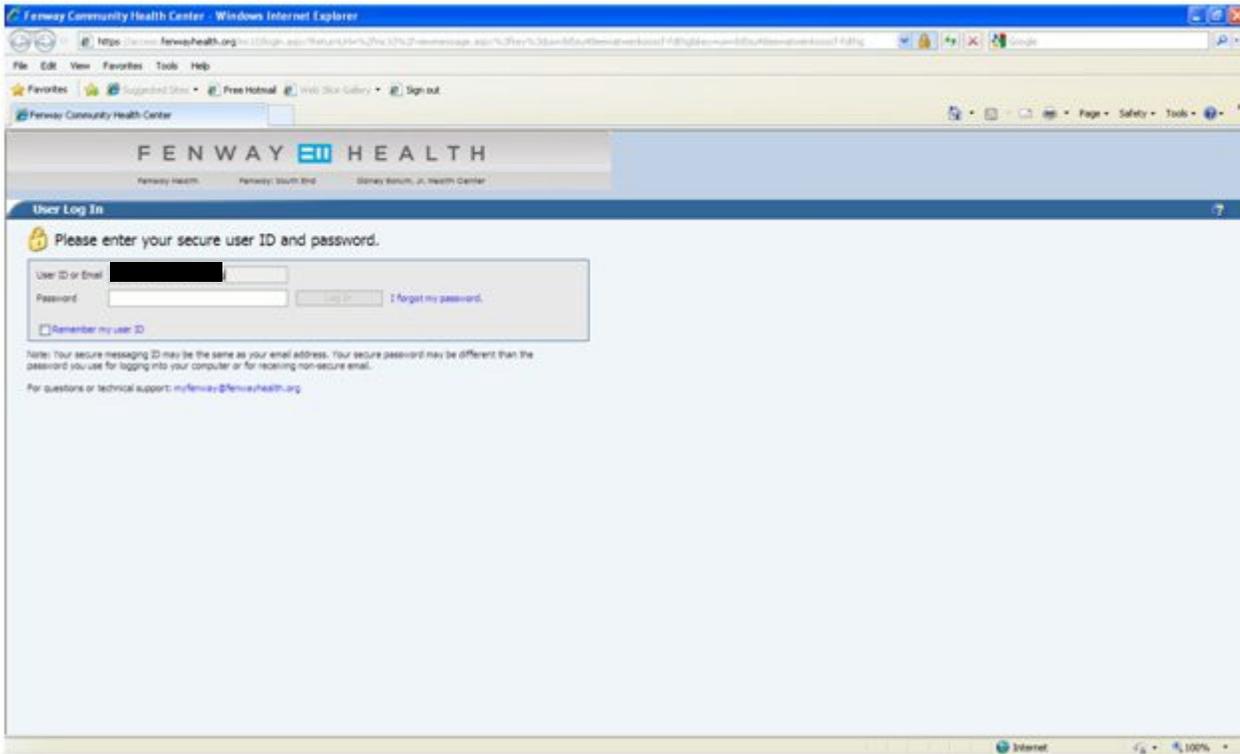
11.) **Congratulations**- You are a registered user of myfenway.org. Please see below for how to respond to a message your provider sends you.

WHEN YOU RECEIVE A SECURE MESSAGE NOTIFICATION IN YOUR EMAIL BOX & HOW TO REPLY TO YOUR PROVIDER

- 1.) You will receive an email in your email box stating that you have a secure message. *Please note: Depending on your email service provider and your personal settings, this email could accidentally be placed in your Spam folder. Please be sure to check your Spam folder and*
- 2.) **Do not click reply from within your email box. Please send or reply to your Fenway Provider only from within our secure messaging center to ensure correspondence regarding your medical care is transmitted securely by doing the following:**
 - Click on the link within your email. Below the link is circled in red.



- 3.) You will be directed to the following screen where your email address will automatically be generated where the black box is. Enter your secure messaging password that you created when you registered on the myfenway website and click Log In:
 - i. Problems you may encounter: you have forgotten your password and are unable to retrieve your password via the secret hint questions. This is a simple fix; please submit a help form under the “Website FAQs and Help” tab on the website and a member of our team will provide you with a temporary password within 1 business day.



4.) **Congratulations-** You are now in your secure messaging inbox where you can read your messages and **reply securely to your provider.**