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VA



U.S. Department  
of Veterans Affairs  
Veterans Health  
Administration  
Office of Informatics  
and Analytics



My Health, My Care: 24/7 <sup>Online</sup> Access to VA

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## *My HealtheVet (MHV) User Guide*

How to Register for a My HealtheVet Advanced Account, Upgrade to a Premium Account, and navigate the Features of a My HealtheVet Premium Account and Secure Messaging.

Questions? Call 702.791.9000 x15857

Or visit us at: [http://www.lasvegas.va.gov/patients/my\\_healthevet.asp](http://www.lasvegas.va.gov/patients/my_healthevet.asp)



**VA**  
**HEALTH**  
**CARE** | Defining  
**EXCELLENCE**  
in the 21st Century



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### MHV USER ID AND PASSWORD

MHV User ID: \_\_\_\_\_

MHV Password: \_\_\_\_\_

## Register for My HealthVet Advanced Account

1. Go to the Internet website [www.myhealth.va.gov](http://www.myhealth.va.gov) . 1
2. Click on the green box to the right "REGISTER TODAY!" 2



3. Complete mandatory sections that have an Asterisk \* any other information that pertains to you is optional. **Be sure to enter your name the same as it appears on your VA ID card.** 3
4. At the **RELATIONSHIP TO THE VA** section, make sure you check the boxes for **VA Patient** and **Veteran**, and any other boxes that apply. 4

Related Links: [Why Provide Your SSN?](#) | [Benefits for VA Patients](#) | [Our Privacy Policy](#)

Title:  First Name\*:  Middle Name:  Last Name\*:  Suffix:

Alias:

Social Security Number (\* This is required information for VA Patients)

Confirm Social Security Number (\* This is required information for VA Patients)

Gender\*:  Birth Date\*:

Month:  Day:  Year:

Marital Status:  Current Occupation:

**RELATIONSHIP TO THE VA**

You must indicate that you are a VA Patient before you can access VA Prescription Refill and future MHV features, such as electronic copies of your VA health information.

Tell us about yourself. (Check all that apply. \*At least one is required.)

VA Patient  Veteran Advocate/Family Member/Proxy  VA Employee

Veteran  Health Care Provider  Other

5. **Create a User ID and Password.** The User ID *is not* case sensitive and must contain at least 6 letters and numbers. The *Password is case sensitive* and must contain at least 8 characters including letters, numbers, and special characters).
6. **Select your Password Hint Questions and Answers.**
7. **Accept the three Terms & Conditions and Privacy Policy.**
8. **Select Save.**

The screenshot shows the 'ACCOUNT INFORMATION' section of the My HealthVet website. It includes instructions for creating a User ID and Password, followed by fields for 'User ID\*', 'Password\*', and 'Re-enter Password\*'. Below this is the 'Password Hint Questions and Answers' section with two questions and their corresponding answer fields. The 'Terms & Conditions and Privacy Policy' section contains three checkboxes for accepting terms. At the bottom right, there are 'Save' and 'Cancel' buttons. Orange callout boxes with numbers 5 through 8 are placed over the password fields, the first question and answer, the terms checkboxes, and the Save button, respectively.

## **Upgrade to a Premium Account**

With an upgraded MHV account Veterans can:

- \*View and download your **VA personal health record**
- \*View your **Appointments and Lab Results**
- \*Communicate through **Secure Messaging** with your health care teams

1. To upgrade your My HealthVet account you need to be authenticated. To begin the process, look for the **Upgrading to a Premium Account** article on the MHV Homepage and select the **What you need to know >>** link:

The screenshot shows the My HealthVet homepage. In the 'Popular Features' section, the link 'Upgrading to a Premium Account' is circled in red. Other visible links include 'Hearing Aid Batteries', 'Blue Button Download My Data', 'Forgot User ID? Forgot Password? Register today!', 'Quick Links', and 'New: Veterans Health Benefits Handbook'.

2. Click on the **VA Release of Information (ROI) form (10-5345a-MHV)** link

The screenshot shows the VA Release of Information (ROI) form (10-5345a-MHV). A red circle highlights the link 'VA Release of Information (ROI) form (10-5345a-MHV)' in the instructions. The form itself is titled 'Department of Veterans Affairs INDIVIDUALS' REQUEST FOR A COPY OF THEIR OWN HEALTH INFORMATION' and includes sections for 'PRIVACY ACT AND PAPERWORK REDUCTION ACT INFORMATION', 'DESCRIPTION OF INFORMATION REQUESTED', and 'COPY OF HEALTH INFORMATION IS TO BE DELIVERED TO THE INDIVIDUAL'.

3. Download and complete the form **10-5345a-MHV**.

4. Take your completed 10-5345a-MHV form at any VA Southern Nevada Healthcare System facility including any Primary Care Facility (Northeast PCC, Northwest PCC, Southwest PCC, Southeast PCC, and Pahrump). Ask for the VA representative that can authenticate you for My HealthVet.

**OR** go to the new North Las Vegas VA Medical Center to Patient Registration, Patient Education, or the Business Center (Release of Information).

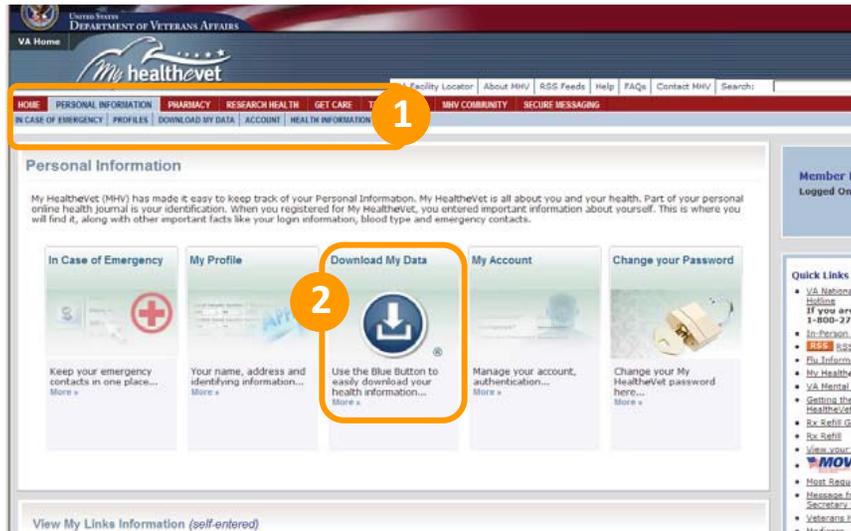
- Show a US Government-issued ID card (i.e. Veteran's Identification Card) to the VA designee.
- Once the form is processed, it may take 24 to 48 hours for your account to be upgraded and the premium features available to you.

## **Popular My HealthVet Features**

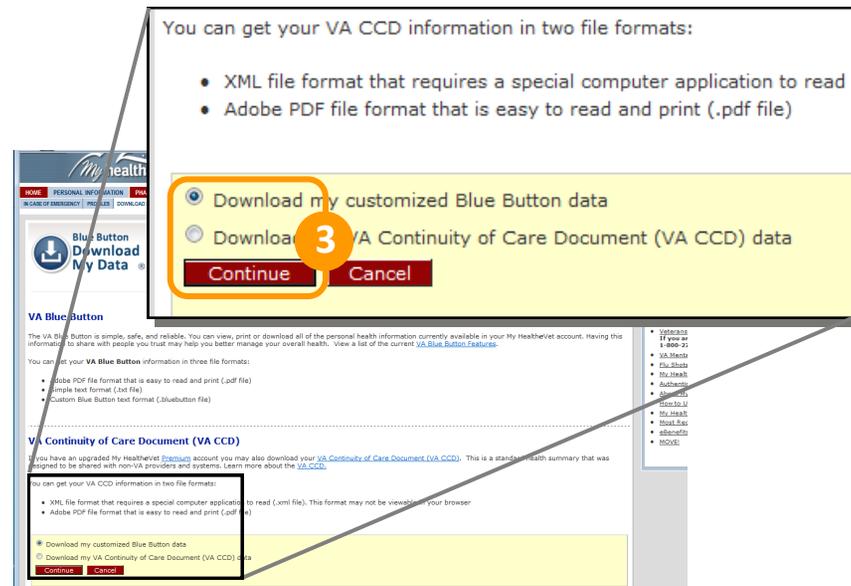
**1. PERSONAL INFORMATION TAB:** Click on the topics in the blue menu bar to make any changes. You can also print a Health Information Card to put in your wallet that lists your allergies, address, phone number, email, etc. You can change your password at any time. 

**2. DOWNLOAD MY DATA:** refers to the **Blue Button**. You can view, save, and print your account. It will list all of the self-entered information as well as your prescription history, VA appointments, Lab results, VA immunizations, VA Notes and more, depending on what information you select. 

**Note:** When you print your personal medical record, it may be up to 50 pages long, depending on how much information you select.



3. Ensure *Download my customized Blue Button data* is selected and press Continue: 3



#### 4. Select **Check Updates** button.

**Download My Data** | Download My Selected Data

[Blue Button User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)

**Each day you log into your My HealtheVet account, your VA health information will be updated. Updates are done once a day.**  
The following information is being updated:

- VA Admissions and Discharges
- VA Allergies
- VA Appointments
- VA Demographics
- VA Electrocardiogram (EKG) Reports
- VA Immunizations
- VA Laboratory Results: Chemistry/Hematology/Microbiology
- VA Pathology Reports: Surgical Pathology/Cytology/Electron Microscopy
- VA Problem List
- VA Notes
- VA Radiology Reports
- VA Vitals and Readings
- VA Wellness Reminders

Select the **Check Updates** button to view the current status of your update. If you proceed with your download while updates are in progress, you may not receive the most up-to-date information. [Updates are done once a day](#)

**Check Updates**

There are many ways you can download your information. You can choose a date range, select the types of information you wish to include in your download or both.

**Select Date Range**

3 Months

6 Months

#### 5. Select the Date Range and Type of Information to download.

**Select Date Range**

3 Months

6 Months

1 Year

Select Date Range

Start Date: Apr 28 2013

Oct 28 2013

**Select Types of Information**

Self Reported Information only

VA and DoD Information only

All Types of Information

Select one or more types of information

SELF REPORTED INFORMATION	VA HEALTH INFORMATION
<input type="checkbox"/> Activity Journal, Self Reported	<input type="checkbox"/> VA Admissions and Discharges * <small>(for Discharge Summary, 3 day hold period applies)</small>
<input type="checkbox"/> Allergies, Self Reported	<input type="checkbox"/> VA Allergies *
<input type="checkbox"/> Family Health History, Self Reported	<input type="checkbox"/> VA Appointments * (future)
<input type="checkbox"/> Food Journal, Self Reported	<input type="checkbox"/> VA Appointments * (limited to past 2 years)
<input type="checkbox"/> Health Care Providers, Self Reported	<input type="checkbox"/> VA Demographics *
<input type="checkbox"/> Health Insurance, Self Reported	<input type="checkbox"/> VA Electrocardiogram (EKG) Reports *
<input type="checkbox"/> Immunizations, Self Reported	<input type="checkbox"/> VA Immunizations *
<input type="checkbox"/> Labs and Tests, Self Reported	<input type="checkbox"/> VA Laboratory Results: Chemistry/Hematology/Microbiology * <small>(3 day hold period applies)</small>
<input type="checkbox"/> Medical Events, Self Reported	<input type="checkbox"/> VA Medication History
<input type="checkbox"/> Medications and Supplements, Self Reported	<input type="checkbox"/> VA Notes * <small>(from 01 Jan 2013 forward, 3 day hold period applies)</small>
<input type="checkbox"/> Military Health History, Self Reported	<input type="checkbox"/> VA Pathology Reports: Surgical Pathology/Cytology/Electron Microscopy * <small>(14 day hold period applies)</small>
<input type="checkbox"/> My Goals: Completed Goals, Self Reported	<input type="checkbox"/> VA Problem List * <small>(3 day hold period applies)</small>
<input type="checkbox"/> My Goals: Current Goals, Self Reported	<input type="checkbox"/> VA Radiology Reports * <small>(3 day hold period applies)</small>
<input type="checkbox"/> Treatment Facility, Self Reported	

6. **REFILL MY PRESCRIPTION:** Navigate to the **PHARMACY** tab and click. **6**

7. Click on the **“Refill My Prescriptions”** icon. **7**



8. The first time you access this feature, you must accept the Terms and Condition. Scroll to the bottom and click on the **Accept** button.

**Agreement to Terms & Conditions**

**Agreement & Disclaimers**

**General Disclaimer**

My HealthVet is an online personal health record (PHR). It enables Veterans to create and maintain a PHR that includes access to health education information, personal health journals, copies of key portions of VA patients' electronic health records and electronic services such as online VA prescription refill requests, Secure Messaging and more. Some Veterans may view portions of Department of Defense Military Service Information. The Department of Veterans Affairs (VA) provides this service to you, based on the following Terms and Conditions. You must agree to these Terms and Conditions to use My HealthVet. You are also agreeing to your responsibilities as stated in the [Privacy Policy Notice](#).

My HealthVet includes some information and services from resources outside VA. In the My HealthVet Medical Disclaimer and Agreement, the terms "We", "Us", or "Our" refers to My HealthVet. "You" or "User(s)" refers to users of this service. This information is delivered through a protected federal computer system and network. VA supports the storage and transmission of all information on My HealthVet.

**Privacy Act Statement**

VA and the My HealthVet Program Office know the value you place on the privacy and safeguarding of your data on the Internet. As a result, every effort is made to protect your information and your privacy. When you register for My HealthVet you are asked to provide certain information. This is for administrative purposes and is voluntary. However, if you do not provide the information requested, a My HealthVet account cannot be created for you as the information is used to give you access to the site. The requested information includes your:

- name
- date of birth
- Social Security Number
- gender
- email address
- user type (for example, VA Patient)
- zip code

The collection of this information is authorized by 38 U.S.C. Section 501. The information is also subject to the Privacy Act of 1974 (5 U.S.C. 552a, as amended). As such, VA employees may only use it in the performance of their duties. The information can only be disclosed outside of VA with the proper authority (5 U.S.C. § 552a(b)) which includes "routine use" disclosures as outlined in the Privacy Act Systems of Records Notices "My HealthVet Administrative System of Records" 130VA19 and "Patient Medical Records" 24VA19.

**Sharing of Your Information and Data**

My HealthVet uses a secure database (eVault) as its storage system. The eVault stores a user's self-entered health information, health measures, and may include copies of the information in the user's VA health record for authenticated VA patients. The eVault may also include data shared from Department of Defense or other non-VA sources. Users of My HealthVet are the owners of their information in eVault. Your self-entered data is not automatically shared with your healthcare team. If you wish to share it, you must print it out and bring a copy to your team. When the delegation option is available, you can choose to share your personal health information in your My HealthVet account with others.

The portions of your VA health record seen in My HealthVet are electronic copies of your official VA health record. Your VA health record, stored at your VA health facility, remains the official and authoritative VA health record.

Some information in your My HealthVet account will be reviewed by your health care team, such as Secure Messages and, when the option is available and if you choose to share, health assessments. Secure Messages accessed through your personal health record may be copied into your VA health record by a member of your health care team.

9. Refill medications by clicking in the box that has available refills.

*It will not be refillable if it is a narcotic, your prescription has expired, or if you do not have any more refills.*

With a Premium account, you can send your Primary Care Team a Secure Message for needed medication renewals. You can also view your Prescription History. If you are taking any over-the-counter medications, herbs, or supplements, you should enter this information yourself. My VA Medication list will only list your medication names, start and stop date.

healthvet

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PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MY COMMUNITY | SECURE MESSAGING

Supplements

### Refill Prescription Information (Active Prescriptions of Registered User)

Last updated [08/02/2012 at 15:03]

Help | Printer Friendly

If you requested a VA Rx Refill, before you go to the next page of your list of medications, you must select the **SUBMIT** button at the bottom of the page. If you fail to do this your Rx Refill will not go through.

6 items found, displaying all items

Refill Status	Refill Submit Date	Fill Date	Refills Remaining	Prescription	Facility	Select to Refill
Refill in Process	6/18/2012	9/2/2012	2	RX#6935828 ACCU-CHEK AVIVA PLUS (GLUCOSE) TEST STRIP	JERRY L. PETTIS MEMORIAL VA MEDICAL CENTER (605)	<input type="checkbox"/>
Active		5/21/2012	1	RX#6913719 METFORMIN HCL 1000MG TAB	JERRY L. PETTIS MEMORIAL VA MEDICAL CENTER (605)	<input type="checkbox"/>
Active	1/23/2012	5/18/2012	1	RX#6752101 GLIPIZIDE 10MG TAB	JERRY L. PETTIS MEMORIAL VA MEDICAL CENTER (605)	<input type="checkbox"/>
Active		3/16/2012	1	RX#6852108	JERRY L. PETTIS	<input type="checkbox"/>

Quick Links

- VA Natl Prevent
- If you call: 1-800-(8255)
- In-Pass Author
- RSS
- VA Info
- My Health Learning
- VA Member Services
- Getting My Health
- Rx Refill

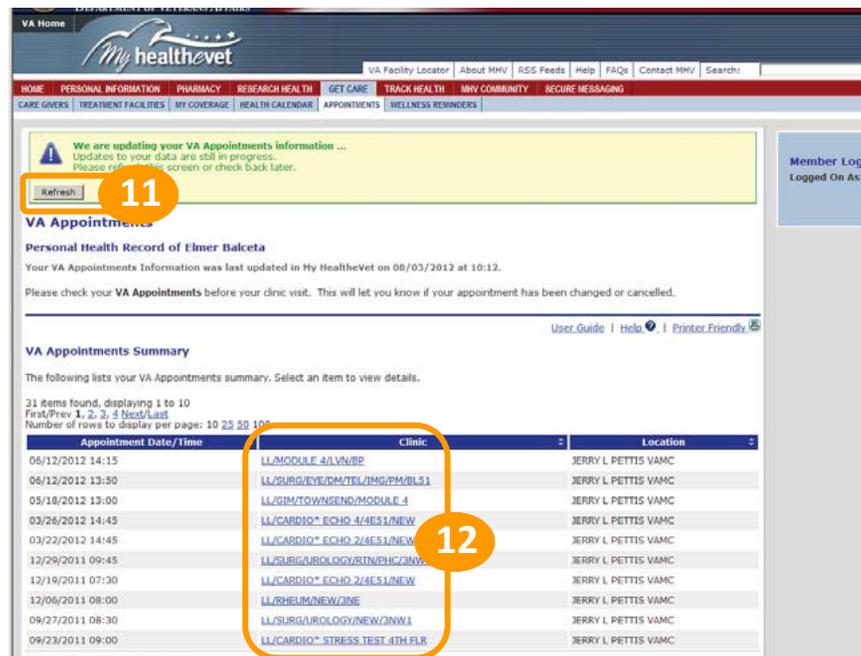
10. **APPOINTMENTS**: Navigate to the **GET CARE** tab and click on **APPOINTMENTS** on the blue tab below or the **VA Appointments** icon.

10



11. On the **APPOINTMENTS** page, click the **Refresh** button to view all your appointments within the past 2 years. 11

12. Click on the **blue link** clinic name of an appointment to see additional information about the appointment. 12



13. Labs (Chemistry/Hematology) will be under the navigation menu **TRACK HEALTH** and sub-menu **LABS + TESTS**.

13

The screenshot shows the My HealthVet website interface. At the top, there is a navigation bar with the My HealthVet logo and a search bar. Below the navigation bar, there is a secondary menu with options: HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and SECURE MESSAGING. The 'TRACK HEALTH' option is highlighted with an orange circle and the number 13. Below the navigation bar, there is a 'Track Health' section with a description: 'The Track Health section allows you to record and track your health information in one convenient location. Record your allergies and immunizations for reference. Record and monitor your blood pressure, body weight and more in the Vitals section. Even see a graph of your progress. You can also Journal your exercise routine and food intake in the Journals section. Using the Medical History logs, you could print out your entire record in a handy doctor's sheet. The My Goals section allows you to set goals and track your progress. My HealthVet has provided dozens of way to manage your health care. Start tracking your health today!'. Below the description, there are five tiles: 'Vitals + Readings', 'Labs + Tests', 'Health History', 'Journals', and 'My Goals'. The 'Labs + Tests' tile is highlighted with an orange circle and the number 13. To the right of the main content area, there is a 'Member Logged On' section and a 'Related' section with a list of links: Vitals, Food, Activity, View, Rx, Rx, Rx, Most, Messages, Vets, Meds, HHS, and VA.

14. Select **VA Chemistry/Hematology** to view a summary of tests performed along with data and location information.

14

The screenshot shows the My HealthVet website interface. At the top, there is a navigation bar with the My HealthVet logo and a search bar. Below the navigation bar, there is a secondary menu with options: HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MYV COMMUNITY, and SECURE MESSAGING. The 'TRACK HEALTH' option is highlighted with an orange circle and the number 13. Below the navigation bar, there is a 'LABS + TESTS' section with a description: 'This section allows you to track and record your LABS + TESTS information in one convenient location. In the SELF-ENTERED TESTS section, you can self-enter test results from non-VA providers and labs. If you are a VA patient, with an upgraded account you can view in the LABS + TESTS section, information from your VA health record as it becomes available.' Below the description, there are two sections: 'Self-Entered Tests' and 'VA Chemistry/Hematology'. The 'VA Chemistry/Hematology' section is highlighted with an orange circle and the number 14. To the right of the main content area, there is a 'Member Logged On' section and a 'Related Links' section with a list of links: Vitals, Food, Activity, View, Rx, Rx, Rx, Most, Messages, Vets, Meds, HHS, and VA.

15. Click on the **blue link** dates for details of test results.

15

The screenshot shows the My HealthVet interface for a VA Chemistry/Hematology summary. A table lists test records with columns for Date/Time Collected, Specimen, and Location. The first column contains blue links for each record, which are highlighted by a blue circle with the number 15 inside. The table data is as follows:

Date/Time Collected	Specimen	Location
<a href="#">25 Jul 2012 @ 1047</a>	Whole blood	LOMA LINDA HCS
<a href="#">25 Jul 2012 @ 1647</a>	Serum	LOMA LINDA HCS
<a href="#">25 Jul 2012 @ 1647</a>	Urine	LOMA LINDA HCS
<a href="#">23 May 2012 @ 0744</a>	Whole blood	LOMA LINDA HCS
<a href="#">23 May 2012 @ 0744</a>	Whole blood	LOMA LINDA HCS
<a href="#">23 May 2012 @ 0744</a>	Serum	LOMA LINDA HCS
<a href="#">26 Aug 2011 @ 0824</a>	Whole blood	LOMA LINDA HCS
<a href="#">26 Aug 2011 @ 0810</a>	Urine	LOMA LINDA HCS
<a href="#">24 Aug 2011 @ 1000</a>	Urine	LOMA LINDA HCS
<a href="#">24 Aug 2011 @ 1000</a>	Urine	LOMA LINDA HCS

- All chemistry and hematology lab results will be available including drug screening and HIV tests
- Lab results will be available online 7 days after results are completed
- Veterans will have access to lab results from all VAMCs where tests were performed
- Veterans will be provided a link to Lab Tests Online (<http://labtestsonline.org>) in order to learn more about results

16. By clicking on the **blue link** in the **Test Details** column, you have access to detailed test information including any comments and addendum information.

Information was updated in my database on 10/27/2010 at 11:41 AM.

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**Serum Specimen**  
Collected on 27 Oct 2010 @ 0733 at JERRY L. PETTIS MEMORIAL VA MEDICAL CENTER (605)

Test results slightly outside the reference range are not unusual. Your provider has reviewed your test results and will contact you for any important issues. If you have further questions, please do not hesitate to contact your primary care provider. If you have an amended test and you want to see the history, go to the **Comments** on the **Details** page.

Test Name	Result	Units	Reference Range	Test Details
ALANINE AMINOTRANSFERASE	31	IU/L	17-63	<a href="#">Details</a>
ALBUMIN	4.3	gm/dL	3.5-4.8	<a href="#">Details</a>
ALKALINE PHOSPHATASE	50	IU/L	32-91	<a href="#">Details</a>
ASPARTATE AMINOTRANSFERASE	25	IU/L	15-41	<a href="#">Details</a>

Related Links

- Vitals W
- Food Jot Worksheets
- Activity Worksheets
- View the Tour (Be with Fla
- Rx Refill
- Ex Refill
- MO
- Most Re Forms

17. **Secure Email Messaging:** With a PREMIUM ACCOUNT (**In-person Authenticated**), you will have access to send your Care Teams a secure message. *This is NOT to be used for urgent issues, since the team has 3 business days to respond.*

18. Navigate to the **SECURE MESSAGING** tab and click.

19. Click on the orange **Open Secure Messaging** button.

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HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | **SECURE MESSAGING**

Secure Messaging

Secure Messaging can be used to request an appointment at your VA facility, request a VA medication renewal, request an address change, or ask your primary care team questions. If your clinic is not currently participating in Secure Messaging, please be patient. It will take some time to implement this feature at every clinic nationwide.

**Please note:** Secure Messaging is offered through primary care providers. You should continue to follow your normal methods to contact other clinics.

The VA is introducing Secure Messaging, a way to communicate online with your health care team through your My HealthVet account. Secure Messaging is being rolled out across the VA in phases over the next year. If you're not using Secure Messaging yet, talk to your health care team to see when Secure Messaging will be available at your VA facility.

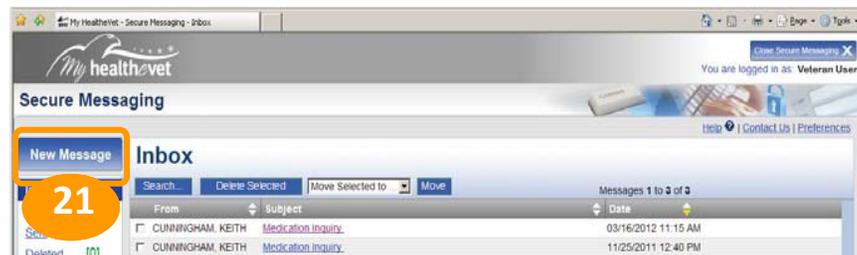
Member Logout  
Logged On As: Use

Open Secure Messaging

20. If this is your first time, you will then need to agree to the Terms and Conditions by checking the box **“I have read the terms and conditions and would like to opt in”** and **Submit**.

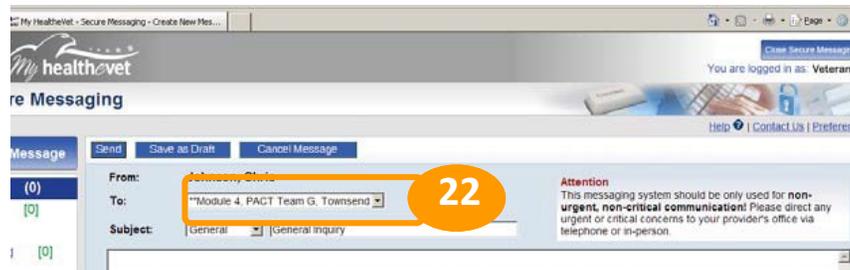


21. To send a message to your provider, click on **New Message**. You should already be assigned to a Primary Care Team. Your team members may include: doctor, nurse (RN/LPN), clerk, dietician, social worker and pharmacist.



**Remember: Secure Messages are for NONURGENT and NONEMERGENT questions! Your provider may take up to 3 days to reply.**

22. Click on the down arrow to find other clinics.



16. By clicking on the **blue link** in the **Test Details** column, you have access to detailed test information including any comments and addendum information.

Information last updated by laboratory on 10/27/2010 at 08:47:45.

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### Serum Specimen

Collected on 27 Oct 2010 @ 07:33 at JERRY L. PETTIS MEMORIAL VA MEDICAL CENTER (605)

Test results slightly outside the reference range are not unusual. Your provider has reviewed your test results and will contact you for any important issues. If you have further questions, please do not hesitate to contact your primary care provider. If you have an amended test and you want to see the history, go to the **Comments** on the **Details** page.

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Related Links

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Member Logout  
Logged On As: Use

Open Secure Messaging

20. If this is your first time, you will then need to agree to the Terms and Conditions by checking the box “**I have read the terms and conditions and would like to opt in**” and **Submit**.

To participate in Secure Messaging, you must be a VA patient with an active My HealthVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealthVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

I have read the terms and conditions and would like to Opt in  
 Opt out

Submit

21. To send a message to your provider, click on **New Message**. You should already be assigned to a Primary Care Team. Your team members may include: doctor, nurse (RN/LPN), clerk, dietician, social worker and pharmacist.

My HealthVet - Secure Messaging - Inbox

My healthvet

You are logged in as: Veteran User

Secure Messaging

New Message

Inbox

From	Subject	Date
CUNNINGHAM, KEITH	Medication inquiry	03/16/2012 11:15 AM
CUNNINGHAM, KEITH	Medication inquiry	11/25/2011 12:40 PM

Remember: Secure Messages are for NONURGENT and NONEMERGENT questions! Your provider may take up to 3 days to reply.

22. Click on the down arrow to find other clinics.

My HealthVet - Secure Messaging - Create New Mes...

My healthvet

You are logged in as: Veteran U

Secure Messaging

Message

Send Save as Draft Cancel Message

(0)

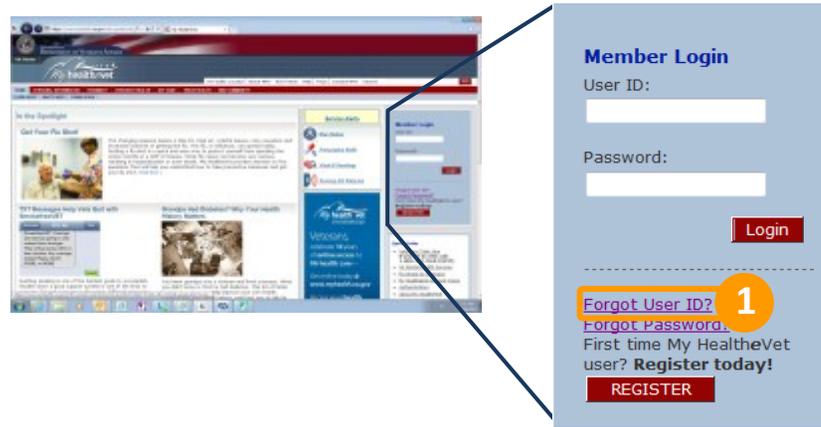
To: [Down Arrow]

Subject: [General] | General inquiry

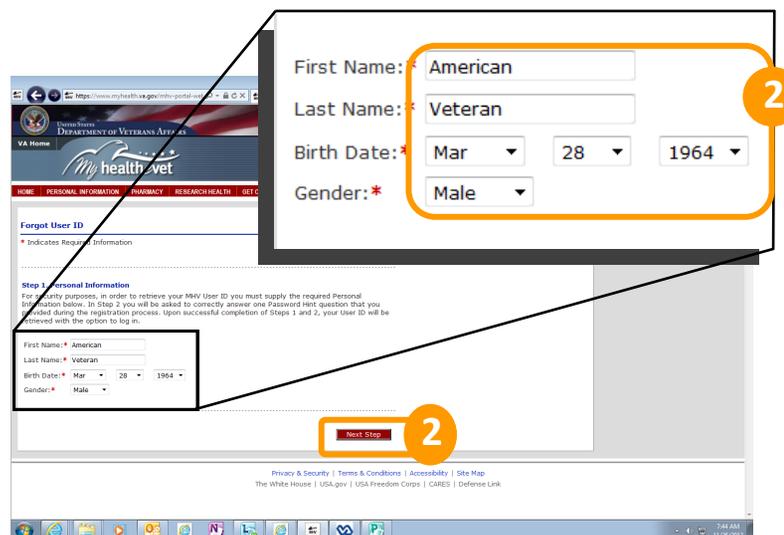
Attention: This messaging system should be only used for non-urgent, non-critical communications! Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

## Forgot User ID and/or Password

1. **Forgot User ID:** To retrieve your user ID, go to the My HealtheVet sign on page. Click on the **Forgot User ID?** link. 1

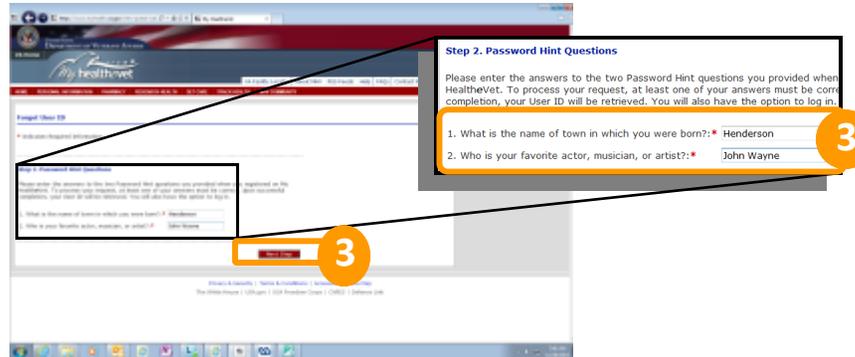


2. **Step 1. Personal Information:** Fill in your **First and Last Name, Birth Date, and Gender.** Press the **Next Step** button. 2



3. **Step 2. Password Hint Questions:** Answer the two Hint Questions and press the **Next Step** button.

3

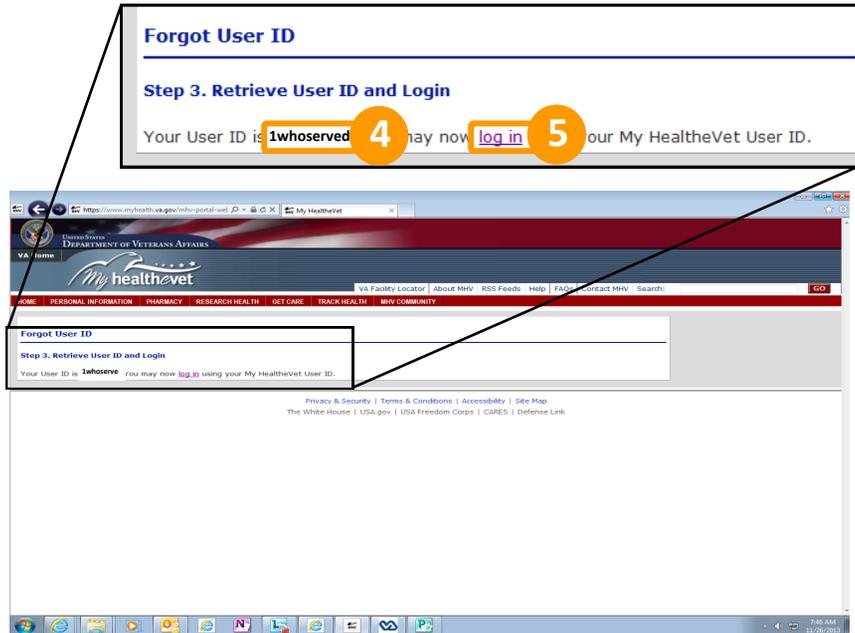


4. **Step 3. Retrieve User ID and Login:** Retrieve your User ID. (You can record it on the first page of the guide).

4

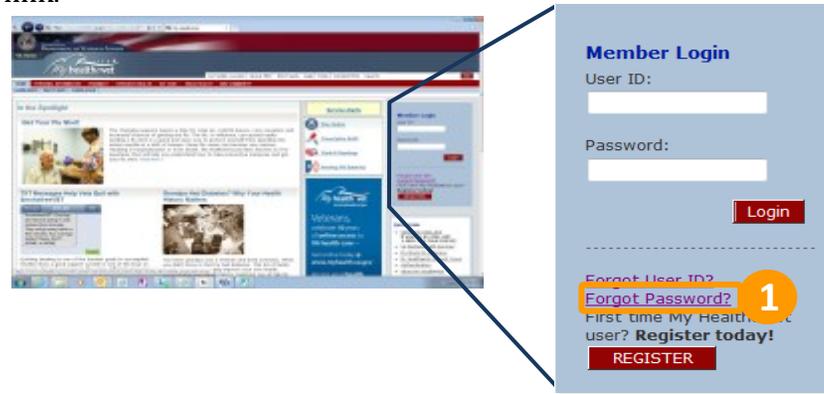
5. Press the **log in** link to return to the My HealthVet sign on page.

5



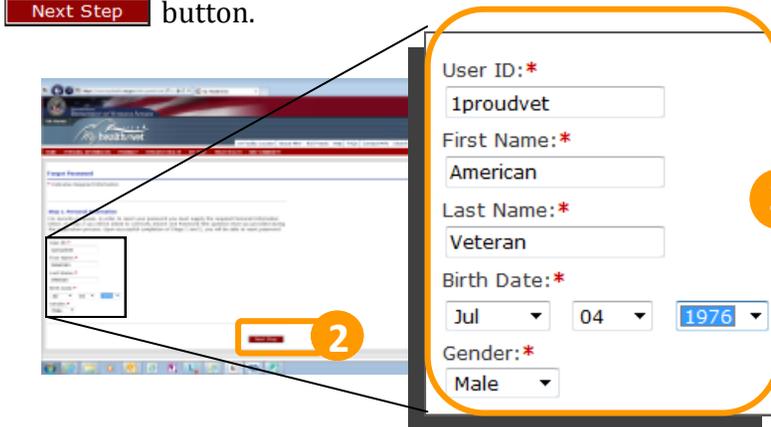
1. **Forgot Password:** To retrieve your Password, go to the My HealthVet sign on page. Click on the **Forgot Password?** link.

1



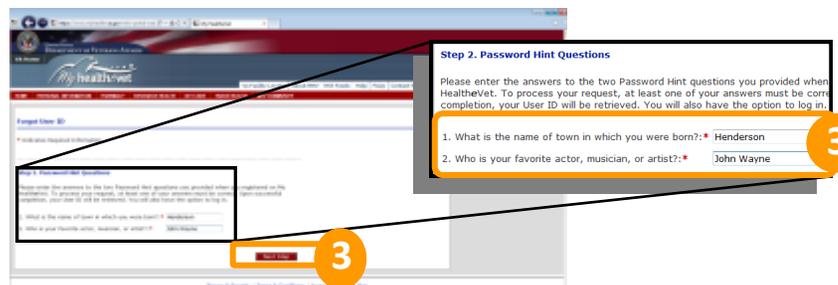
2. **Step 1. Personal Information:** Fill in your **User ID, First and Last Name, Birth Date, and Gender.** Press the **Next Step** button.

2



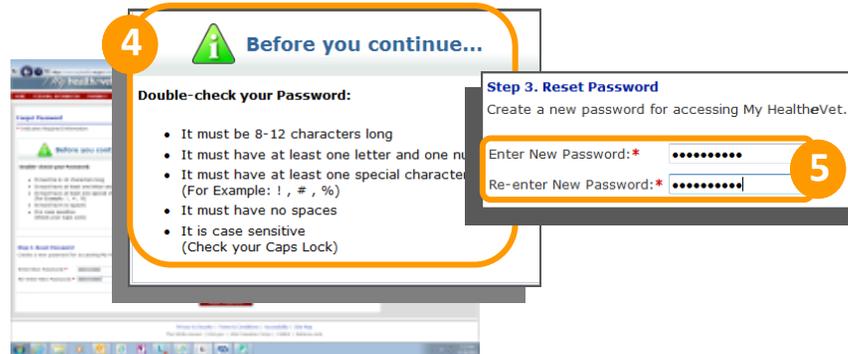
3. **Step 2. Password Hint Questions:** Answer the two Hint Questions and press the **Next Step** button.

3

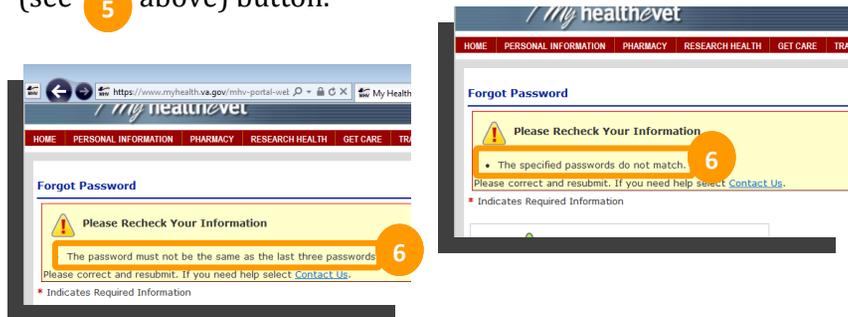


4. **Step 3. Reset Password:** Be sure to follow the Password criteria. **Your Password must not be the same as your last three Passwords.** Enter and Re-enter your New Password. Press the **Reset Password** button.

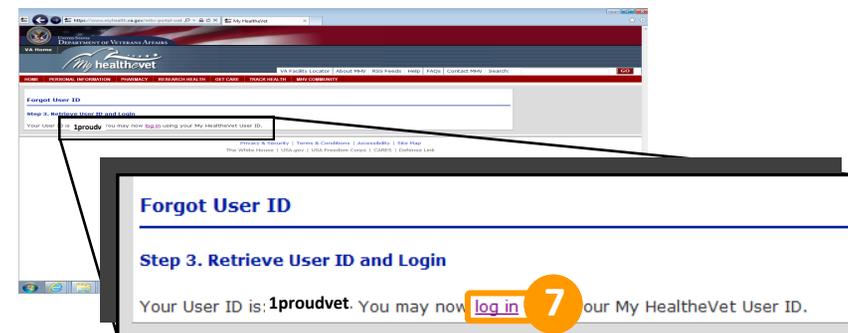
4  
5



5. If you receive an error message **6** reenter your Password (see **5** above) button.



6. Press the **log in** link to return to the My HealtheVet sign on page. **7**





## My HealthVet Questions?

Contact Bryan Swiney, Program Coordinator at:

702-791-9000 Ext.15857

At the Primary Care Clinics Contact:

- ◆ Linda Williams at: 702-856-1616 — SWPCC, SEPCC
- ◆ Theresa Gardner at: 702-396-7516—NWPCC
- ◆ Daniel Antipuesto at: 702-791-9050 Ext. 11751—NEPCC

National Help Desk 1-877-327-0022



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