

Initial Activation of Account: *Adult Dependents (18+) and Retirees*

1. Go to <https://health.healow.com/micare>
 - a. Below the Username and Password; click on the “Pre-Register” link
2. Enter patient information
3. Once Pre-Registration is submitted, within 48 hours you will receive an email from “noreply@eclinicalmail.com” containing information to access the patient portal
 - a. *If you need an appointment sooner, call 327-2873 to set an appointment*
4. Continue with Step 1a. (below) Employees and Dependents under Age 18

Initial Activation of Account: *Employees & Dependents under Age 18*

1. You will receive an email from: noreply@eclinicalmail.com
 - a. Click the link on the email: <https://health.healow.com/micare>
2. Enter the username & password from the email into the corresponding boxes
3. Next you will be presented with the “User Validation” screen
 - a. Enter your “Date of Birth” then click “Submit”
4. Once successfully authenticated you will be prompted to reset your password
 - a. Enter password and confirm in the corresponding fields, then select a security question, enter the answer and click “Submit”
5. Review the eClinicalworks Consent Form and click “Next”
6. Review the Practice Consent Form and click “Agree”.
 - a. Your account is now activated.
7. If you **have dependents under age 18**, you will receive a unique email for each of them from: noreply@eclinicalmail.com
 - a. Each dependent will have a unique username
 - b. Click the link on the email:
<https://health.healow.com/micare>
 - c. Repeat Steps 2 through 6 above to activate their account