

# INSTRUCTIONS FOR VIEWING YOUR RECORDS ON THE WEB

Please see the instructions listed below for Patient Web Portal registration, usage, and troubleshooting.

## Patient Web Portal Registration

Before using the Patient Web Portal, the patient must register for an account. They will need to enter their exact First Name and Last Name, Social Security number, Date of Birth, a valid email address, and the initial default password, which is “1234”.

1. Go to [www.myeyecarerecords.com](http://www.myeyecarerecords.com) and register by clicking the Registration link below the sign-in box that appears.
2. Fill in your full legal name, Social Security number, Date of Birth, Email address, Initial Password (1234), and a New Password. After filling in the form fields, click the [Submit Registration] button.
3. Once you have registered successfully, you will get a “Successfully Registered...” pop-up. Click [OK] to be taken back to the Log In screen.

## Logging into the Patient Web Portal

1. Go to [www.myeyecarerecords.com](http://www.myeyecarerecords.com) and log into the Patient Web Portal using the Email Address supplied during registration and the New Password, then click the [Log In] button.
2. Click on the “View Document” link to bring up a pop-up window with the visit record (Note: Make sure pop-ups are “allowed” in your browser settings for this site).
3. From this screen, you can view the Continuity of Care Document (CCD), as well as download it to your computer.
4. When finished, click the [LOGOUT] button.

# TROUBLESHOOTING THE PATIENT WEB PORTAL

## Cannot Register

If you have tried to register multiple times and cannot register, it is possible that the Patient Information is incorrectly spelled at Marion Eye Center or with the insurance company. Call Marion Eye Center to reconcile the information if registration is not successful after several attempts.

## Forgotten Password

Call Marion Eye Center to reset registration. You will then be able to register for an account again.