myClinicOnline: Frequently Asked Questions

Q. Is myClinicOnline a secure site?
A. Yes! Your information is maintained on a secure server. We strongly recommend you keep your log in details private.

Q. What can I do on myClinicOnline?
A. You can track many non-urgent aspects of your care:

- Request or cancel appointments
- Request medication refills
- Send messages to your provider
- Update your personal information
- View most lab results
- View and print health information, including medication and immunization records

* Communication through myClinicOnline must be related to non-urgent issues. Please call 911 if you are having a medical emergency.

Q. How do I sign up?
A. Let us know you would like to enroll in myClinicOnline by stopping by our office or calling 970-879-1632 in Steamboat Springs or 970-824-8233 in Craig. You will receive a username and password during your visit or via email. You can change this password when you first log in.

Q. How do I get to myClinicOnline?
A. Go to mycliniconline.org.

Q. Can I access myClinicOnline on my mobile device?
A. Yes. Once registered, download the healow app. and follow instructions to access myClinicOnline.

Q. What if I forget my username or password?
A. Click on “Can’t access your account?” to reset your information.

Q. What happens if I exceed the limit of 10 failed attempts to log in and my password is locked?
A. Contact our office and a patient care representative will unlock your account and reset your password.

Q. How can I make sure I will receive emails from myClinicOnline?
A. New messages, lab results, etc. will come from no-reply@eclinicalworks.com. Check your Junk/Spam folder in your email and mark this email address as safe.

Q. I have sent a message or request. When will I hear back?
A. We respond to questions or requests within two business days. If you do not receive a response, please contact us at help@mycliniconline.org or 970-879-1632 in Steamboat Springs or 970-824-8233 in Craig.

Q. What do I do if I have problems or questions?
A. Contact us at help@mycliniconline.org or 970-879-1632 in Steamboat Springs or 970-824-8233 in Craig.