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.