

How to register and activate your Patient Portal account

Before you begin: Get out the **PIN number** you received during your last office visit. If you **HAVE NOT** received a PIN number, call 781-338-7200 for assistance. Your PIN is a unique number assigned to you for a one-time use to verify your identity and link you as a patient in our system.

How to Register and Activate Your Portal Account:

1. Portal sign up can be done on a computer or mobile device.
 - a. If using a mobile device, you must switch to **full site mode** to access registration.
2. Go to <https://emrmail.hallmarkhealth.org>
 - a. This will launch the Patient Portal.
3. **New Users:** Click on the green Register and Activate Now Button

Home About Help

My PatientPortal

This portal is for Tufts Medical Center Community Care and MelroseWakefield Healthcare patients.

Visit MelroseWakefield.org to learn more about your providers

Need information regarding your hospital stay? Click [here](#) to access the Hospital Portal

Register or Log In

Welcome to your patient portal. Once you have an account that is linked to our system you can conveniently communicate with your provider's office. In order to register for an account you must be seen at one of our offices. Call your physician office to obtain a PIN number.

New Users Click Here

Register and Activate Now!

Once you have registered and activated your account, you may **log in** to the right of the screen.

Manage My Health
View My Chart Summary
Refill My Medication
Request a Referral

Message Center
Message My Provider
Read My Messages

Appointment Request
Request an Appointment

Unlock these features by registering and activating your account today!

Log in - Returning Users

User ID or Email
Password

Returning Users Log in Here Log In

[I forgot my password.](#)

Portal Help

Having trouble with the portal?
Use this step by step guide to help. [View Guide](#)

Registration Help Line:
(781) 338-7200
Email:
patientportal@melrosewakefield.org

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4. Read the activation instructions then click the big green button to proceed to the next step.

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Portal Activation in 3 Easy Steps:

1	Create Portal Account To begin, read all 3 steps then click the large green button below to accept the portal terms and follow the prompts. Next, you will create your own User ID, password, and password recovery questions. The User ID and password you create here is what you will use to login the next time you visit the portal.
2	Verify Identity You will use your case-sensitive PIN number as a one-time key to verify your identity and link your portal account with our system. Once you verify your identity you can securely discard your PIN number.
3	Finalize Registration Important: You must submit your Preferred Method of Contact to finalize your portal registration.

[Click on the green button to Continue...](#)

Step 1: Create Portal Account

Click Here

Registration Help

Having trouble Registering?
Use this step by step guide to help. [View Guide](#)



Registration Help Line:
(781) 338-7200
Email:

patientportal@melrosewakefield.org

Note: All patients are required to use a unique Personal Identification Number (PIN) to verify your identity. This PIN is a one-time use to establish your portal account. If you have not received your PIN, please contact our practice to request one. You must complete all 3 steps before you can receive messages from our office.

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5. Review and Accept the Terms and Conditions.

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I do NOT accept I accept

6. Enter your first name, last name and email address.

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Create a new Portal Account.

Portal Registration has two steps – you are on Step 1.

STEP 1: Create your own portal account by filling out the information below and pressing "Save".

Account Information

First name: Enter your first name here

Last name: Enter your last name here

E-mail address: my.email@email.com

Re-enter e-mail address: my.email@email.com

Use Alternate E-mail for Notifications:

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7. Create your User ID (you decide what your User ID and password will be).
8. Create your own Password Recovery Questions and type in your answers.
9. Click **“Save”**

Log In Information

User ID:

New password:

Re-enter password:

Password Recovery

Question #1:

Answer #1:

Question #2:

Answer #2:

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10. On the next page, choose **“I have my PIN”** and click **“Next”**

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Patient Verification

Step 2 - Verification.

In order to access restricted parts of the website, you will need to provide us with some additional information (usually a PIN) so that we can verify your identity. If you have a PIN for your own account, choose the first option. If you are verifying the identity of a family member using a PIN, please choose that option to proceed.

Please answer the following question:

I have my **PIN** for my own chart and I have been seen here before or have an appointment.

I am verifying the identity of a family member. Use this link to [Edit your Account](#) and add a Family Member.

If you don't want to verify your identity right now, you can return to this page by clicking the "Verify My Identity" link near the top of the screen, or by visiting a page that contains restricted content.

Next >

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11. Enter your first name and last name (**exactly as it's on file with MelroseWakefield Health**).
12. Enter your birthdate and sex.
13. The PIN number can be found on your "Portal Welcome Letter" given by office staff.
 - a. The PIN is case-sensitive.
14. Once you enter your PIN, click the **"Verify"** button.

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Identity Verification

To protect your privacy, we need to verify your identity by matching your personal information with the information stored in our records.

⚠ Disclaimer

The information on this Web site is provided as a service by our clinic. While we try to keep the information as accurate as possible, we disclaim any implied or stated warranty or representation about its accuracy, completeness, content or appropriateness for a particular purpose.

Verify Identity

* First Name

* Last Name

* Birth date

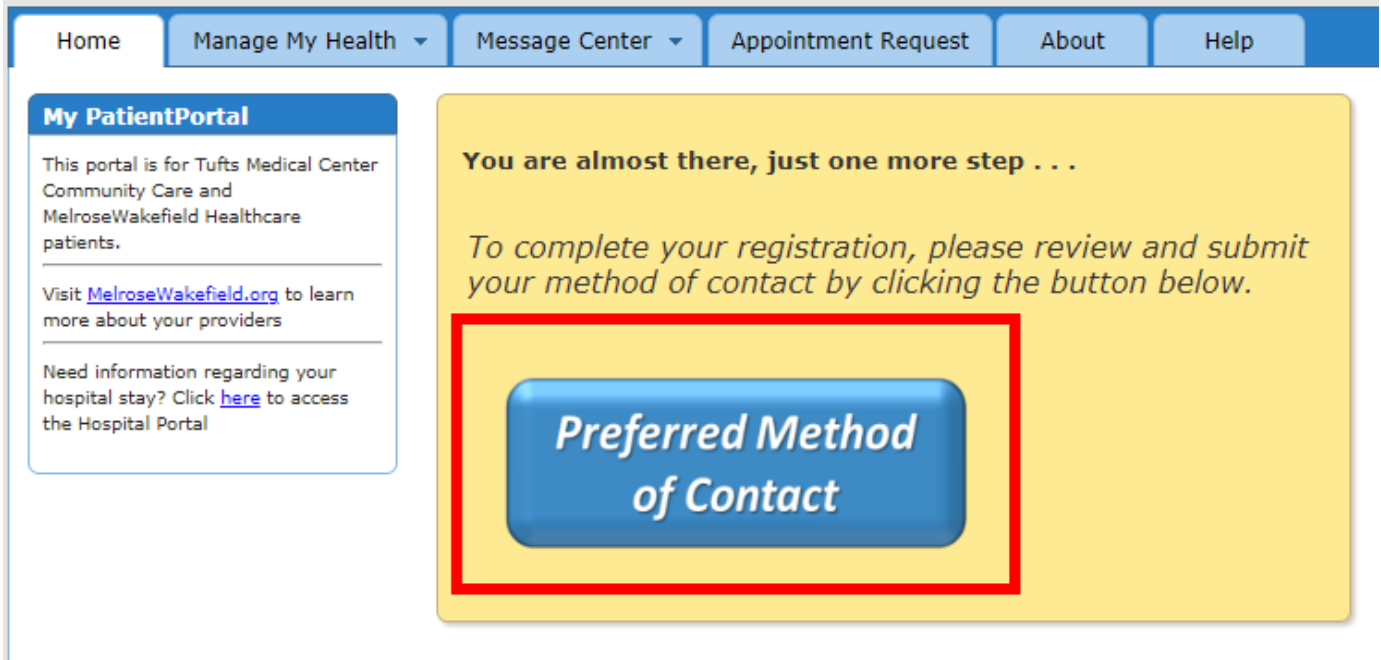
* Sex

* PIN

Verify

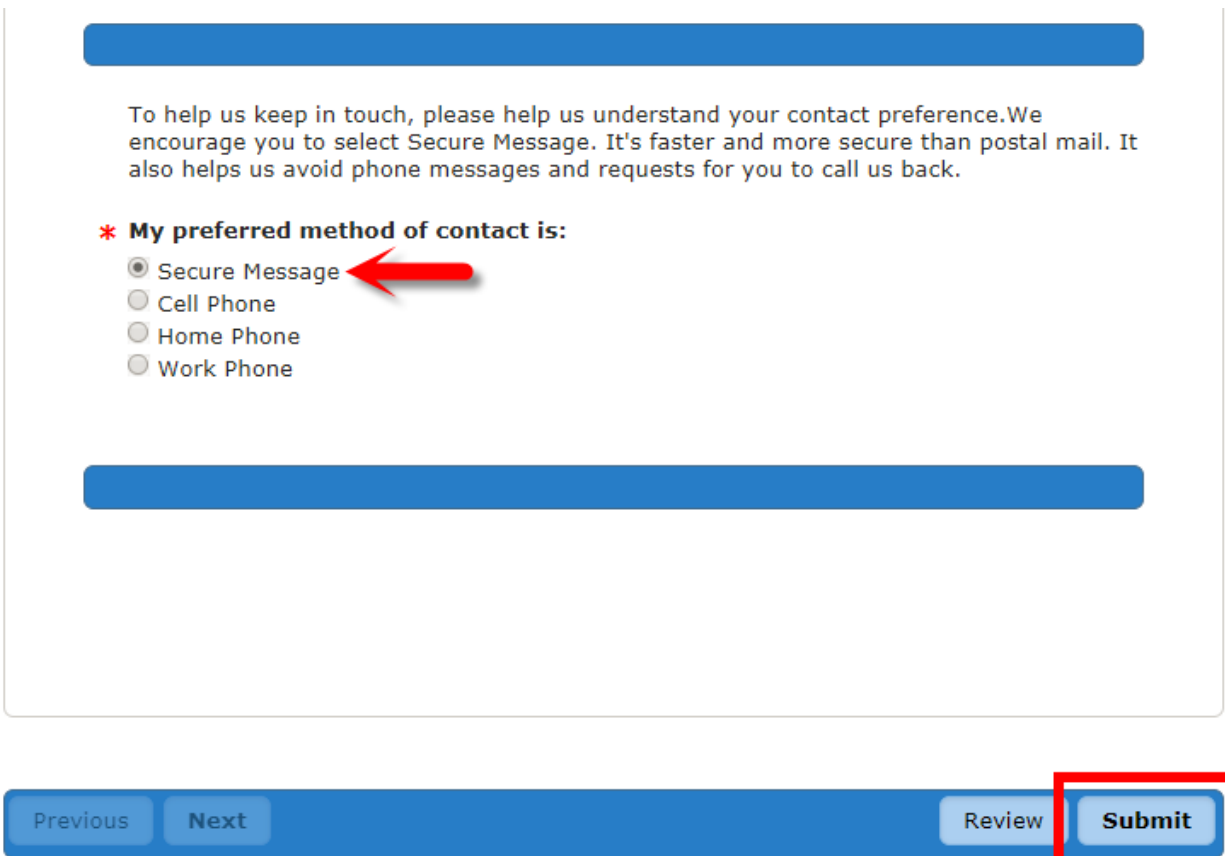
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15. The final step is to click on the “Preferred Method of Contact” button.



The screenshot shows the top navigation bar with links: Home, Manage My Health, Message Center, Appointment Request, About, and Help. Below the navigation bar is a sidebar titled "My PatientPortal" with text: "This portal is for Tufts Medical Center Community Care and MelroseWakefield Healthcare patients. Visit MelroseWakefield.org to learn more about your providers. Need information regarding your hospital stay? Click [here](#) to access the Hospital Portal." The main content area has a yellow background with the text: "You are almost there, just one more step . . ." and "To complete your registration, please review and submit your method of contact by clicking the button below." A blue button labeled "Preferred Method of Contact" is highlighted with a red rectangular border.

16. Choose your preferred contact method and click “Submit”



The screenshot shows a form with a blue header bar. Below the header bar is the text: "To help us keep in touch, please help us understand your contact preference. We encourage you to select Secure Message. It's faster and more secure than postal mail. It also helps us avoid phone messages and requests for you to call us back." Below this text is the heading: "* My preferred method of contact is:" followed by four radio button options: "Secure Message", "Cell Phone", "Home Phone", and "Work Phone". A red arrow points to the "Secure Message" option. Below the radio buttons is a blue horizontal bar. At the bottom of the form is a navigation bar with buttons: "Previous", "Next", "Review", and "Submit". The "Submit" button is highlighted with a red rectangular border.

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17. You will receive a success message with a link to return to the Home Page.


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Patient Registration Complete. Thank you for enrolling in the Hallmark Health Patient Portal



Return Home