

**DO YOU HAVE ACCESS TO A COMPUTER WITH INTERNET????**

**FREE access to your VA prescriptions, appointments, doctor's notes and labs ONLINE**  
**plus...Send Secure Messages to your VA Healthcare Team!!!**  
**(Authenticated Accounts Only)**

**STEP ONE:**

**SIGN-UP**



You can sign-up for your BASIC account at home, work or any other computer convenient for you including a VA MyHealthVet Computer

- 1) Go to: **www.myhealth.va.gov**
- 2) Click on "Register Today" icon
- 3) Enter all required information (see asterisks\*)
- 4) Be sure that you enter your name **exactly as it appears on your VA Record** (look at your VA Identification Card or VA Enrollment)
- 5) Be sure to check the box for "VA PATIENT" & "VETERAN" under Relationship to VA
- 6) Be sure that USER ID is: Unique and has NO SPACES (6-12 characters)
- 7) Be sure PASSWORD is: Unique and NO SPACES (8-12 characters/must have at least one letter, one number & one special character such as !, #, %)
- 8) Read and click on buttons to "ACCEPT" Terms & Conditions; Privacy Policy and Terms & Conditions for Secure Messaging
- 9) Scroll Down and **Click on the SAVE button** at the bottom of the page
- 10) Remember to log off when finished & keep USER ID and PASSWORD secure

Already registered??? Go to Step #2

Already registered and forgot your logon info??? Go to the site and...

Use the links right below the logon to get your User ID and Password

**STEP TWO:**

**UPGRADE**



"In-Person Authentication" is required to UPGRADE your account so you can access prescription refills, appointments, doctor's notes, labs and secure messaging.

Go to any of the following locations, sign a brief form, and show a photo ID.

**AUTHENTICATION LOCATIONS:**

- At MTN HOME: ALL Primary Care Check In/Out; Lobby of Bldg. 160; Eligibility & Enrollment; Release of Information Office; and MANY Specialty Care Clinics
- At ALL OUTPATIENT CLINICS (Sevierville; Knoxville; Morristown; Bristol; Rogersville; Norton; Campbell County)

Already authenticated? Go to Step #3

**STEP THREE:**

**SEND SECURE MESSAGES**

(just like email only messages are secure/encrypted)



Once your account is upgraded Login to your account and...  
**CLICK ON THE "SECURE MESSAGING" tab then "OPEN SECURE MESSAGING" to activate**

You can then send non-urgent Secure Messages to your Primary Care team and many Specialty teams