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Quick Intro to Ontada Health

Ontada Health is your link to your health information from your physician. Your health record is always available when you want to see upcoming appointments, lab results, and medications, send a message to your care team, and more. Ontada Health is provided at no cost to you.

To watch a 5 minute introductory video that covers much of what is in this help guide, go to

<http://videos.mckesson.com/ontada/watch/7aEwkUQaVaxcxxVSqPWZ2J>.

Your health information is safe with **SSL 256-bit encryption**.

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Supported Browsers

Accessing forms and records using Ontada Health is an important part of your health care journey and using a supported browser makes that journey easier. Ontada Health supports the latest versions of the Google Chrome, Apple Safari, Microsoft Edge, and Mozilla Firefox browsers.

Update Google Chrome



Google Chrome is supported on iPhone, iPad, Android, Windows, and Mac. Choose from the instructions below to update your device.

iPhone or iPad

1. Open the **App Store** on your iPhone or iPad.
2. Tap **your profile icon** at the top right of the screen.
3. Scroll down to where **Google Chrome** is listed. Tap **Update** next to Google Chrome.

Android phone or tablet

1. Open the **Google Play Store** app.
2. At the top right, tap the **profile icon**.
3. Tap **Manage apps & device**. Apps with an update available are labeled "Update available."
4. Tap **Update** next to Google Chrome.

Windows computer

1. On your computer, open **Chrome**.
2. At the top right, click **More** (3 dots).
3. In the menu bar, click **Help** and then **About Google Chrome**.
4. Click **Update Google Chrome**. If you can't find this button, you're on the latest version.
5. Click **Relaunch**.

Mac computer

1. On your computer, open **Chrome**.
2. At the top right, click **More** (3 dots).
3. In the menu bar, click **Chrome** and then **About Google Chrome**.
4. Click **Update Google Chrome**. If this button is not there, then Chrome is at the latest version.
5. Click **Relaunch**.

Update Apple Safari



Apple Safari is supported on iPhone, iPad, Android, Windows, and Mac. Choose from the instructions below to update your device.

iPhone or iPad

1. Open the **App Store** on your iPhone or iPad.
2. Tap **your profile icon** at the top right of the screen.
3. Scroll down to where **Safari** is listed. Tap **Update** next to Safari.

Mac computer

To get the newest version of **Safari** on your Mac, you need to update your macOS operating system.

Please refer to Apple's [instructional video for updating your Mac computer](#).



Update Mozilla Firefox



Mozilla Firefox is supported on iPhone, iPad, Android, Windows, and Mac computers.

Choose from the instructions below to update your device.

iPhone or iPad

1. Open the **App Store** on your iPhone or iPad.
2. Tap **your profile icon** at the top right of the screen.
3. Scroll down to where **Firefox** is listed. Tap **Update** next to Firefox.

Android phone or tablet

1. Open the **Google Play Store** app.
2. At the top right, tap the **profile icon**.
3. Tap **Manage apps & device**. Apps with an update available are labeled "Update available."
4. Tap **Update** next to **Firefox**.

Windows computer

1. On your computer, open **Firefox**.
2. In the menu bar, click **Help** and then **About Firefox**.
3. Firefox will check for updates automatically. If an update is available, it will be downloaded.
4. When the download is complete, click **Restart to update Firefox**.

Mac computer

1. On your computer, open **Firefox**.
2. In the menu bar, click **Help** and then **About Firefox**.
3. Firefox will check for updates automatically. If an update is available, it will be downloaded.
4. When the download is complete, click **Restart to update Firefox**.

Update Microsoft Edge



Microsoft Edge is supported on iPhone, iPad, Android, Windows, and Mac computers.

iPhone or iPad

1. Open the **App Store** on your iPhone or iPad.
2. Tap **your profile icon** at the top right of the screen.
3. Scroll down to where **Edge** is listed. Tap **Update** next to Edge.

Android phone or tablet

1. Open the **Google Play Store** app.
2. At the top right, tap the **profile icon**.
3. Tap **Manage apps & device**. Apps with an update available are labeled "Update available."
4. Tap **Update** next to **Edge**.

Windows computer

1. In the browser, go to Settings and more > Help and feedback > About Microsoft Edge (edge://settings/help).
2. If the About page shows "Microsoft Edge is up to date," then Edge is at the latest version.
3. If the About page shows "An update is available", click Download and install.
4. If the About page shows "To finish updating, restart Microsoft Edge," the update is already downloaded. To apply the update, click select Restart.

Mac computer

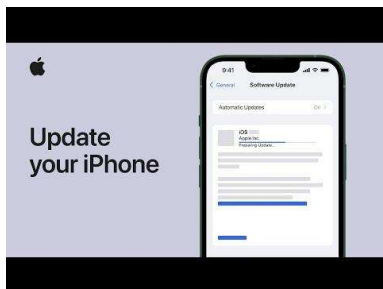
Go to the [Microsoft Edge web page](#) and download the newest version.

Still having an issue updating your browser?

If updating your browser did not help you access Ontada Health, you may need to update your device's operating system. Please refer to the following pages for operating system update instructions from your device's manufacturer.

After updating your device operating system and web browser, try accessing Ontada Health. If you still encounter problems, please reach out to the support team.

Update iPhone or iPad Operating System



Update Mac Operating System



Update Windows Operating System

To update your **Windows** computer operating system, go to [Update Windows](#), choose your **Windows** version, and follow the steps.

Update Android Operating System

To update your **Android** phone or tablet, [Check & update your Android version](#).

Enroll

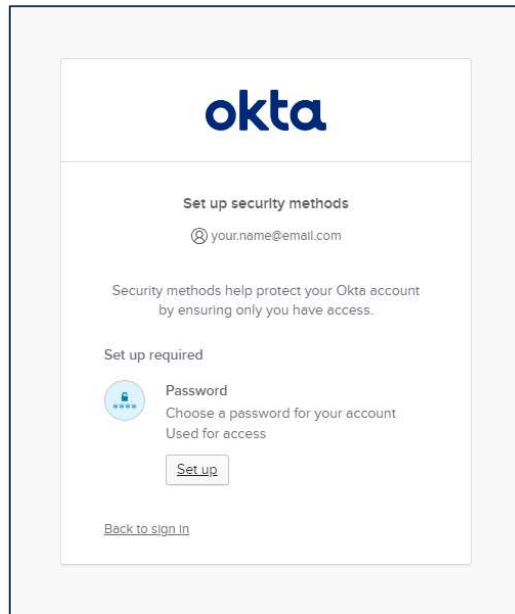
Let your physician’s office know that you want to enroll in Ontada Health. Provide them with your email address to receive an enrollment invitation by email within 24 hours.

Add **noreply@ontadahealth.com** to your safe sender list. If your invitation does not arrive within 24 hours, first check your junk and spam folders for the invitation. If the invitation is not in your junk or spam folders, contact Ontada Health Support at 1-855-887-6788 (toll free).

When you receive the email invite, click **Set Up Account**.

To help keep health information secure, Ontada Health uses **Okta** to log you in.

Click **Set up** next to **Password**.



After clicking **Set Up Account** in the email invite and setting up your **Password**, the **Enroll** page appears.

To set up your **Ontada Health Portal** account:

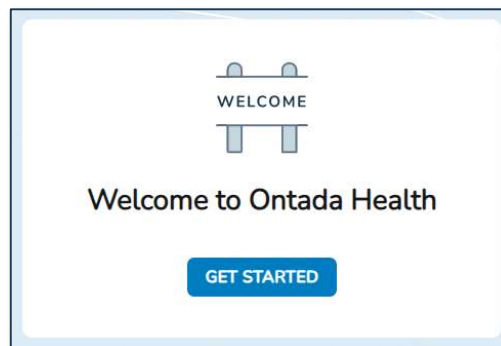
1. Enter your **Date of Birth**.
2. Read the **Terms of Use, Patient Agreement, and Privacy Notice**.
3. If you agree, check the box.
4. Click **NEXT** to finish enrolling.



The screenshot shows the enrollment form for Ontada Health. At the top, it displays the logo and the text "Onc Hem of MSH". Below this, there is a section for "Required Fields" which includes a "Date of Birth" field with a calendar icon and a placeholder "mm/dd/yyyy". A checkbox below the date field is labeled "I have read and agree to the Terms of Use, Patient Agreement and Privacy Notice". A blue "NEXT" button is positioned below the checkbox. At the bottom of the form, there is a link for "Having issues logging in?" and a contact number for support: "Contact Ontada Health Support (toll free) at 1-855-887-6788."

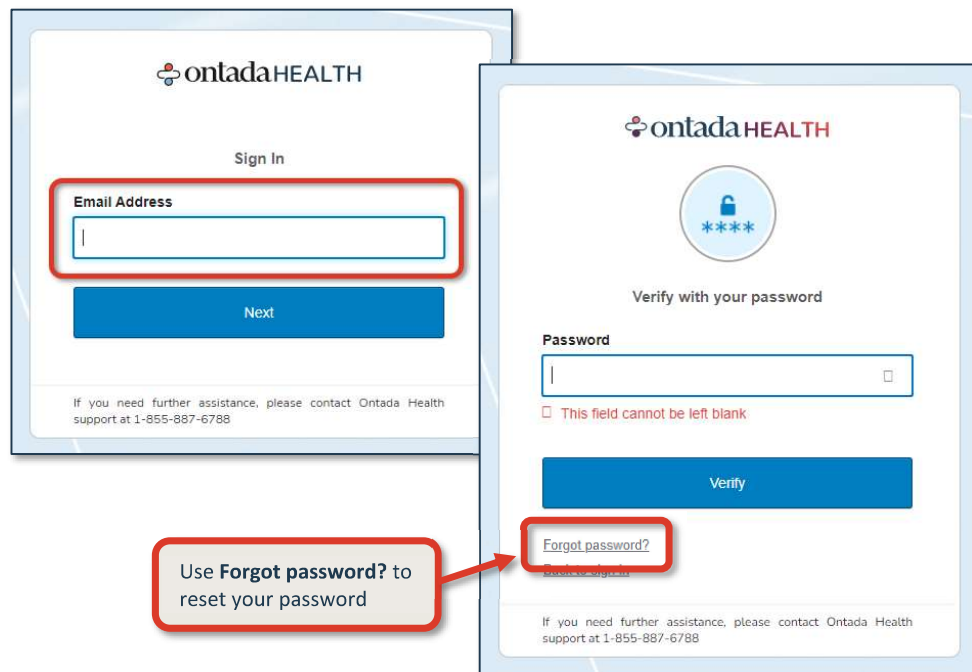
5. Click **GET STARTED** to continue.

After completing enrollment, Ontada Health signs you in for the first time. Each time you visit Ontada Health after that, you are prompted to **Sign In**.



Sign In

To sign into Ontada Health visit <https://ontadahealth.com/login>. Enter your **Email Address** and **Password**. If you use a computer that only you access and you want to stay signed into Ontada Health, check the **Keep me signed in** box.



If you sign in using a public computer, make sure to sign out before you leave the computer.

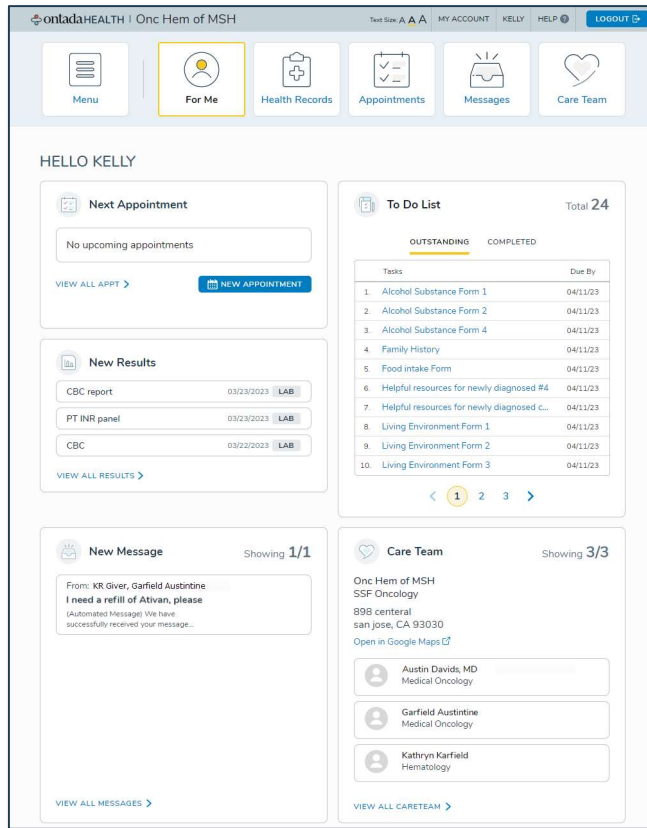
To protect your health information, your account automatically signs out after 15 minutes of inactivity.

If you forget your password, click **Forgot password**, below the Verify button, and enter your email address to receive an email to reset your password. If the password reset email does not arrive within 24 hours, first check your junk and spam folders for the invitation. If the invitation is not in your junk or spam folders, contact Ontada Health Support at 1-855-887-6788 (toll free).

Your password must contain at least: eight characters, 1 uppercase character, 1 lowercase character and 1 number. It may contain special characters. Your password may not contain your first name, last name, username or medical record number.

For Me

After logging in, the first thing you see is the **For Me** page. This is your dashboard where you find info about: your **Next Appointment** and to request a **NEW APPOINTMENT**, your **To Do List** with outstanding registration forms, assessments, and surveys to read and complete, your recent lab **Results**, your unread **Messages**, and your **Care Team** info.



In the top-right:

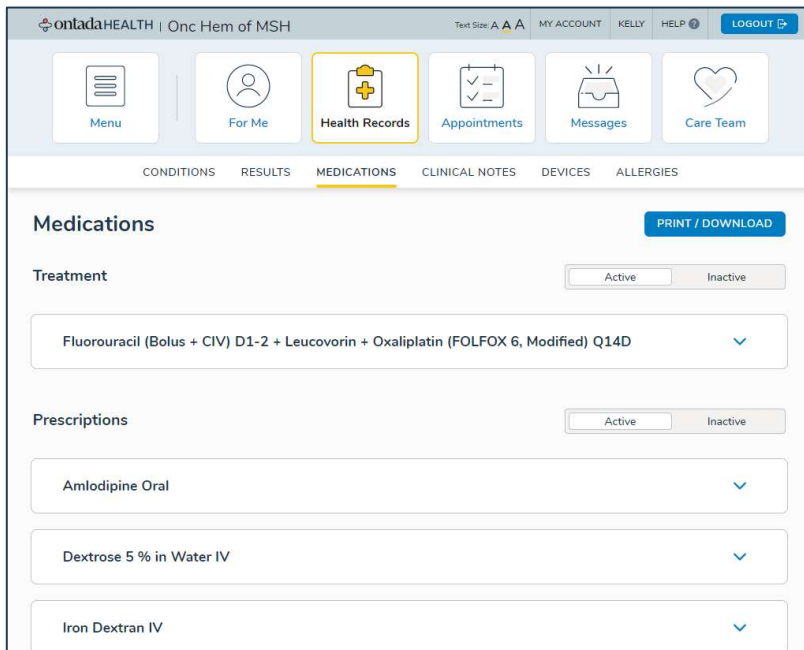
6. To increase the size of text, click **Text Size**.
7. To view your account settings, click **MY ACCOUNT**.
8. To get help with Ontada Health (this guide), click **HELP**.
9. To sign out of Ontada Health, click **LOGOUT**.

Health Records

The Health Records page lists clinical info recorded at your physician’s office. This includes your **CONDITIONS, RESULTS, MEDICATIONS, CLINICAL NOTES, DEVICES, and ALLERGIES**. Click any entry to see more info.

Tip: To change your medications or allergies (or any info in Ontada Health), contact your physician’s office. If the information displayed on Ontada Health is not correct 72 hours after your physician’s office updated it, please contact Ontada Health Support at 1-855-887-6788 (toll free).

Your physician has the option to release lab results to Ontada Health once they are reviewed. Your physician may include a comment about your results.

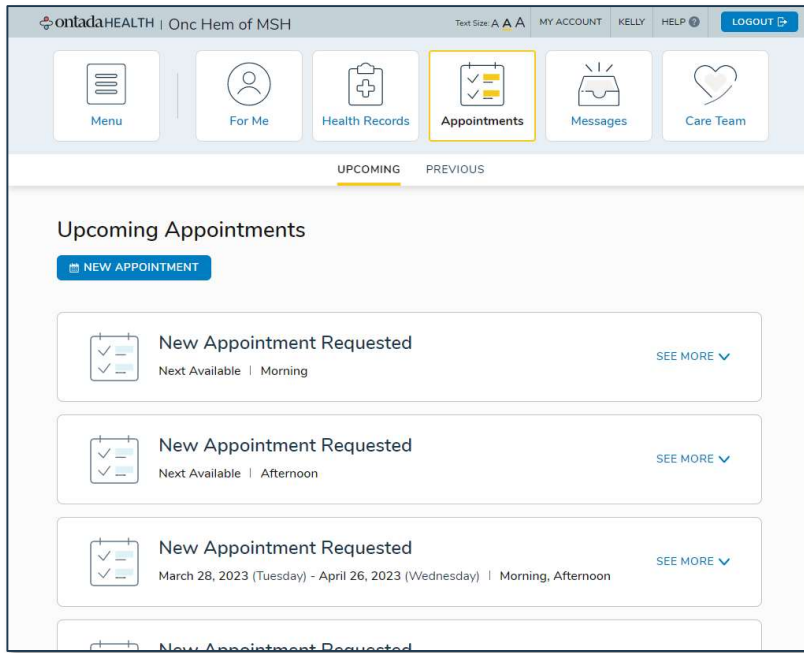


Tip: Click **PRINT/DOWNLOAD**, to generate a printable and downloadable version of your health record to share with your caregivers, family members, and other doctors. If your health record does not appear, install Adobe Acrobat by going to <https://get.adobe.com/reader/>.

Appointments

The **Appointments** page lists your **UPCOMING** and **PREVIOUS** appointments. Click any appointment to see more info about it or to change it.

To request a new appointment, click **NEW APPOINTMENT**.



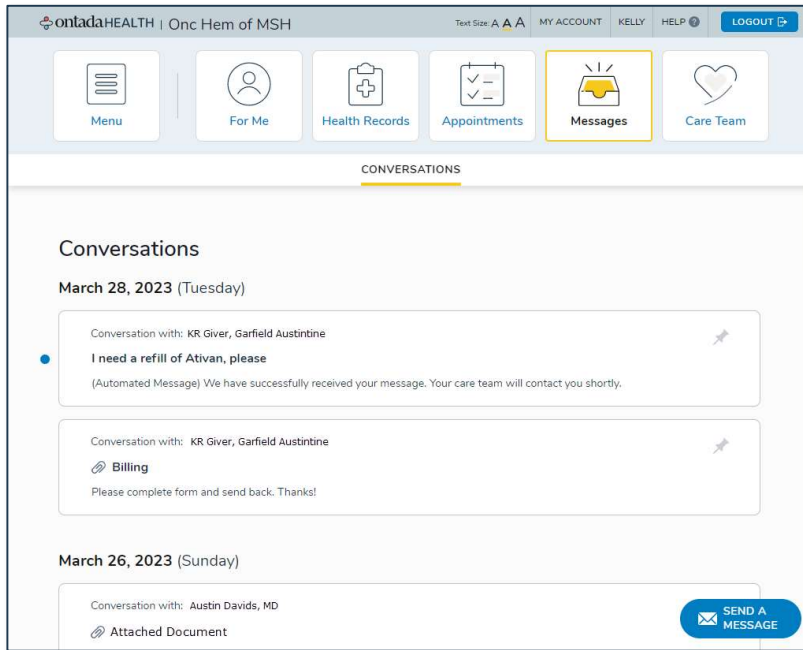
Messages

Messages lists your **CONVERSATIONS** with your physician’s office.

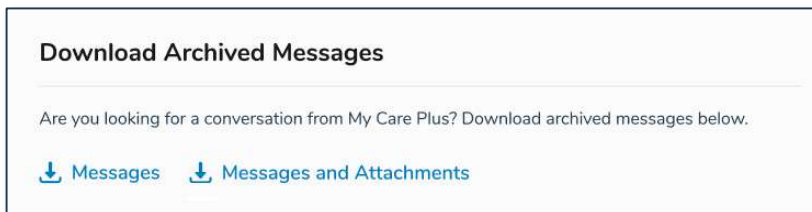
Click a conversation to open it.

Click a **thumbtack** to pin a conversation to the top of the list.

To start a new conversation, click **SEND A MESSAGE**.



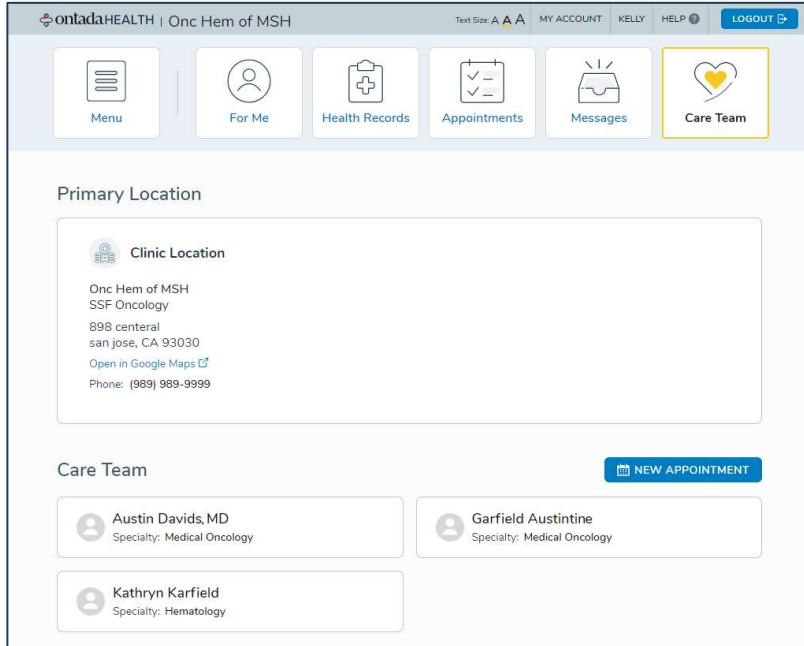
To download messages or attachments from **My Care Plus**, click an option under **Download Archived Messages**.



Care Team

Your providers are listed on the **Care Team** page.

To request an appointment, click the **NEW APPOINTMENT** button.

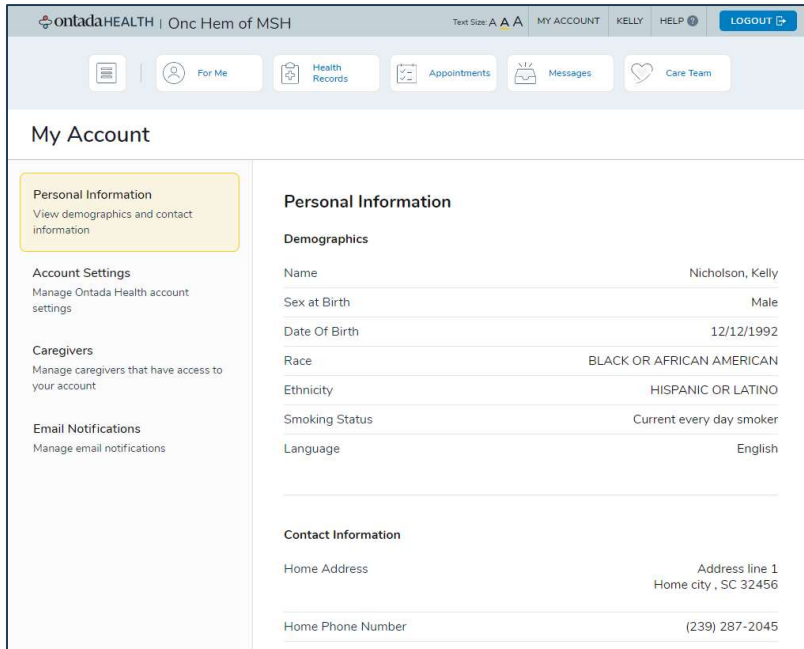


My Account

To access your account settings, click **MY ACCOUNT** in the top right.

My Account is where you: view your **Personal Information**, change your **Account Settings**, manage your **Caregivers**, and set your **Email Notifications**.

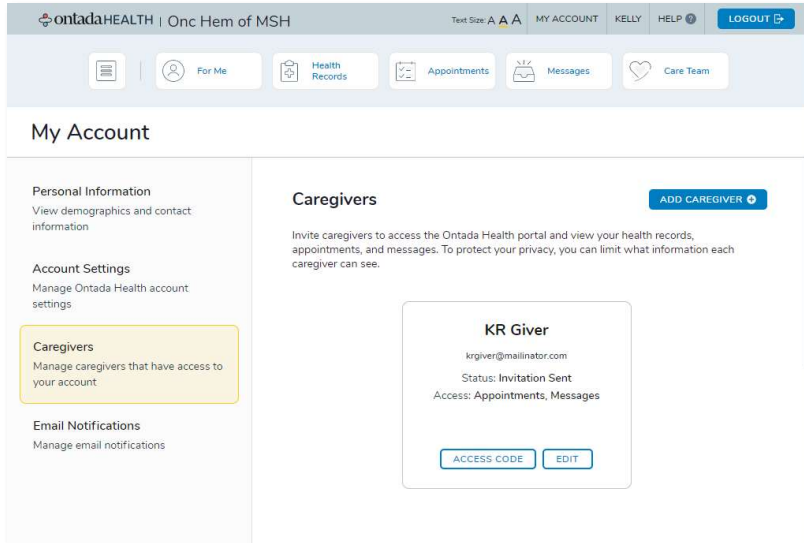
To update your **Email Address** or **Password**, click **Account Settings**. Changing your **Email Address** on Ontada Health does not update your **Email Address** on file at your physician's office. Contact them to make that change.



Add a Caregiver

At My Account > Caregivers, invite your caregivers to access your health records, appointments, and messages. You set their permission so that they see only what you want them to.

To invite a caregiver, click **ADD CAREGIVER** and follow the prompts.



FAQ

I'm transferring practices, how do I create a new Ontada Health account?

If you are transferring to a new practice, your Ontada Health account doesn't automatically transfer and follow you to your new practice. You will need to create an account with your new practice, even if you are seeing the same provider.

You have two choices:

1. **Keep your old account and create a new one with a second email address**

The email address you use for your existing Ontada Health account can't be used to create your new account. If you have a second email address, your new practice can create your new portal account. This way you can still access medical history in your old account.

2. **Close the old account and create a new one.**

To close your account and create a new one, you will need to call Ontada Health Support. Let them know you are transferring practices and you would like to use the email address from your existing account with your new practice. Practice staff will not be able to assist in closing your account.

If you would like to save information from your old practice, please download your records before calling Support. After your information is transferred into the new practice account, you will be unable to access your medical history from your old practice.

Who do I contact for technical assistance?

For enrollment assistance or any technical questions, please **call Ontada Health Technical Support at 1-855-887-6788** (toll free), Monday through Friday from 9 a.m. to 5 p.m. EST.