View your profile information
Notify your doctor if you need to update your information.

View documents
You can view documents from the Dashboard or from the Documents link on the left side. Unread Documents are any that are new and the Recent Documents list shows the 10 most recent documents that you have already read.

Click the View Document button for any document.

You can Send, Print, and Download any document using the buttons in the upper right corner. Back returns you to the list.

Send & receive secure messages
Use this as a secure way to exchange electronic messages with your doctor. The Inbox shows the messages you've received.

Send a new message to your doctor
1. Click Messages in the left menu.
   Notice that an additional navigation menu appears.
2. Click Compose.
3. Select an Organization and Provider from the drop-down.
4. Type a Subject and a Message.
5. Click Send

Access educational resources
View the information your doctor sends you about your health conditions and treatments.

1. Click Education on the left menu.
2. Click the View button for the resource you want to open.

Stuck? Get help fast.
Click the Help icon at the top of the screen for easy-to-use online help.

Read a message from your doctor
1. Go to Messages > Inbox.
2. Click the View button for any message.
3. With the message open, you can Delete it or go Back to Inbox.
Get registered and log in

1. Go to https://portal.fh-cloud.com
2. Click the Register Account link below the Sign In button.
3. Complete the form. (Hint: Your username is your email address. Be sure to use the same one that your provider has on file.)
4. Click Sign Up.
5. Check your email for a Registration Code link. Click it to go to the Registration Validation page.
6. Enter your password and click Validate Registration.

How to navigate in the Portal

The icons on the left menu take you to the sections of the portal.
Click the icon at the top to minimize the menu and make the main screen wider.

Forgot your password?

Click the Forgot Password link on the login screen then enter your email address.
Check your email for a temporary password. Use it to login and reset your password.

Manage your Settings

The Manage Settings area gives you the opportunity to fine-tune your portal.

Reset your password

1. Go to Manage > Account Settings.
2. Type your Current Password.
3. Type your New Password and Confirm it.
4. Click Change Password.

Be sure to follow the password criteria noted at the top of the screen.

Manage Clinic Links

When a clinic that you have not yet linked sends documents to your portal, you will receive an email to let you know that you must accept their link before you can view the document.

1. Go to Manage > Clinic Links.
2. Locate the request you want to act upon.
3. Click Approve or Deny.

If you change your mind in the future, repeat these steps and choose the other option.

Manage your list of providers

Use the Provider Address Book to keep track of your providers’ email addresses so that you can send secure messages to them easily.

1. Go to Manage > Address Book.
2. Type the Contact Name and Email of the provider you want to add.
3. Click Add Provider to Address Book.
The provider’s entry is shown in the table below. To remove a provider, click Remove.