

Medeo Patient Support

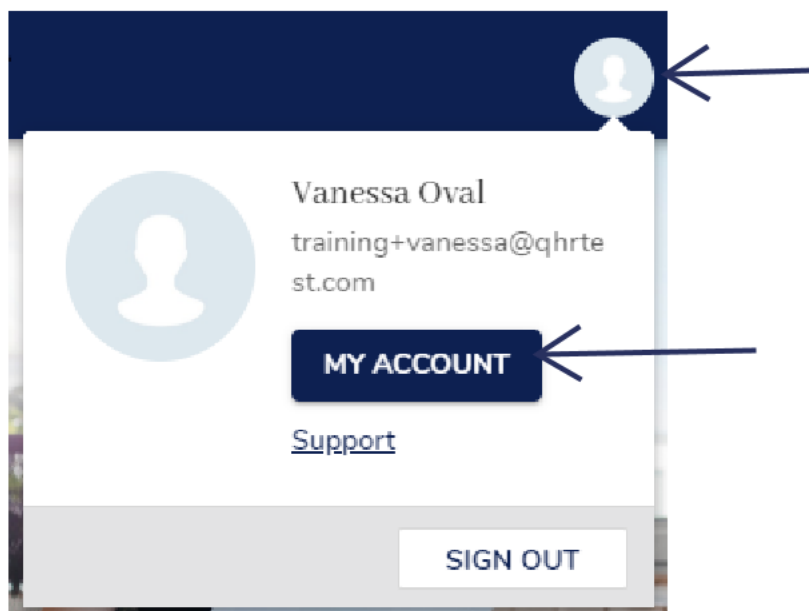
Medeo Patient - I Need to Update My Email Address

A unique email must be used for Medeo Patient accounts. If an email has already been used for a provider account, or another Medeo Patient account - either a new unique email must be used for the new account or you can change the email on the original account to free it up for use.

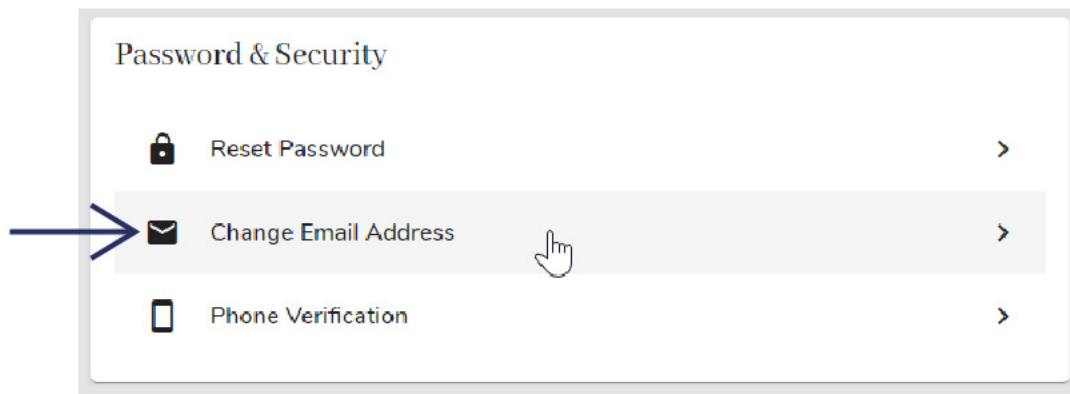
Content

To change an email address for a Medeo Patient account

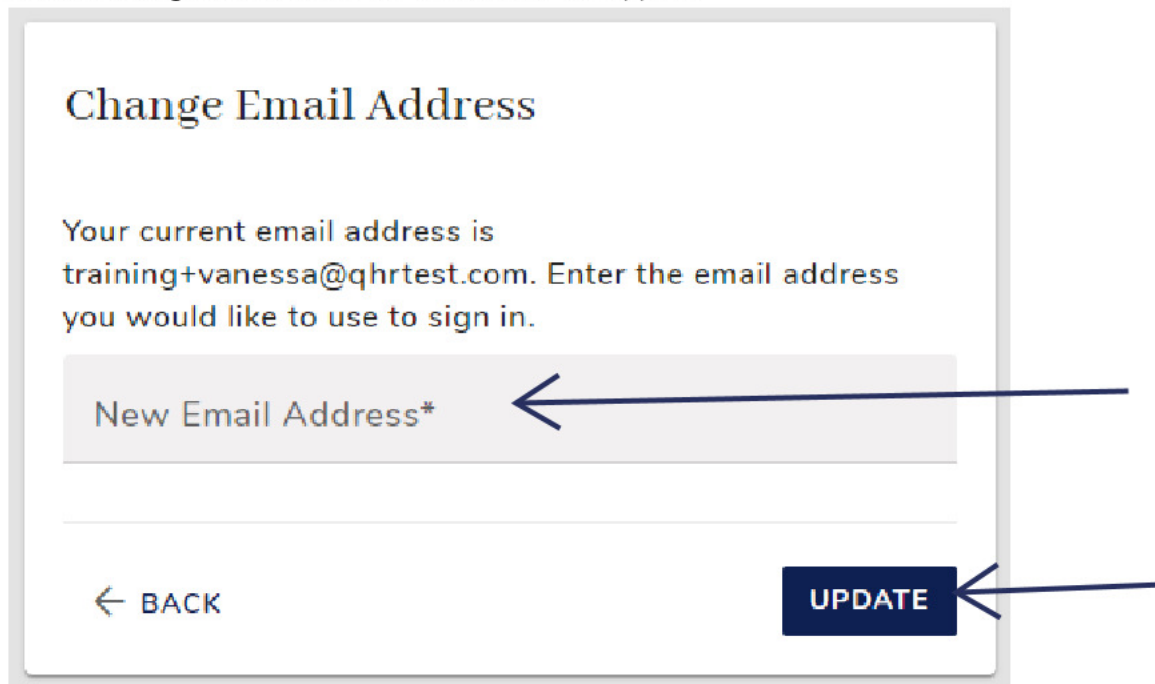
1. Log into Medeo at [https://p \(https://provider.medeohealth.com\)](https://p.provider.medeohealth.com)atient.medeohealth.com (<https://patient.medeohealth.com>) or through the Medeo App on your Smart Phone or Tablet.
2. Your profile picture displays in the top right of the Medeo screen (*Note that your profile picture defaults to the silhouette you see here if you have not uploaded a profile picture*). Click onto the profile picture and choose 'MY ACCOUNT'.



3. In your account settings, scroll to "Password & Security".



4. Click on 'Change Email Address' and this screen will appear.



5. Enter your new email address and click 'UPDATE'.

6. You will receive an email from **Medeo Health** (noreply@medeohealth.com (<mailto:noreply@medeohealth.com>)) with the subject "Welcome to the Medeo Platform!" that you need to action immediately – click the 'CONFIRM YOUR ACCOUNT' link in the email to confirm your account, and you will return to a Medeo login screen.

Welcome to Medeo



Hello Vanessa Oval,

Welcome to the Medeo Platform!

You are receiving this email because you signed up for an application that is powered by a Medeo login. You can use your new login to access any of the Medeo applications. The next step is to confirm your account.

→ **CONFIRM YOUR ACCOUNT**

This is an automated message, so for technology-related issues, please contact [Medeo Customer Support](#).

Medeo

Note: The Medeo screen will update (*see blue header in image below*) to indicate that an email has been sent to your new email address.

An email has been sent to sales+vanessa@qhrtest.com to complete your email change request.

Change Email Address

Your current email address is training+vanessa@qhrtest.com. Enter the email address you would like to use to sign in.

New Email Address*

← BACK

UPDATE

Your new email address should now be active in your Medeo Account.

If you have any trouble, please call the Medeo help line for patients at 1-800-438-1277.