myCHLA Provider Portal



Practice Owner Account Management Process

WHAT'S CHANGING

In the past, new members of your practice had the option of creating a myCHLA account on their own, entering the unique practice ID while enrolling. The request would be routed to you for final approval, after which they would be able to view data for patients associated with your practice.

In the new version of myCHLA, new accounts can only be added by the Practice Owner or delegated practice administrator (see "Practice Delegation section") on the My Practice page.

REMINDER

- Keep the list of myCHLA accounts associated with your practice current
- Account credentials should not be shared among members of a practice
- Create an account for each person in your practice who will need to access myCHLA

HOW TO ADD AN ACCOUNT TO THE PRACTICE

- 1. Sign in to myCHLA (as practice owner)
- 2. Navigate to My Practice tab
- 3. Expand either the **Physicians in My Practice** or **Non-Physicians in My Practice** panel
- 4. Click on either Add a physician to my practice or Add a non-physician to my practice
- Fill out the form, including the new account member's email address and mobile phone number, and click Add
- 6. The recipient of the new account will receive an email providing instructions on how to complete the account setup

My Practice				
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				Allow practice admin staff to-manage account on
				my behalf
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		- 6		

HOW TO REMOVE AN ACCOUNT FROM THE PRACTICE

- 1. Sign in to myCHLA (as practice owner)
- 2. Navigate to **My Practice** tab
- 3. Expand either the **Physicians in My Practice** or **Non-Physicians in My Practice** panel
- 4. Locate the account you would like to remove and click **Delete**

PRACTICE DELEGATION

The Practice Owner can enable other users to perform practice management duties, such as adding and removing accounts, by enabling the **Delegation** feature.

- 1. Sign into myCHLA and navigate to the My Practice Screen
- 2. In the Delegation panel on the right of the screen, move the switch to the **On** position

Delegation
Allow practice admin staff to manage account on my behalf
ON

TROUBLE SIGNING IN

If you are having difficulty signing in, you may need to reset your password or unlock your account.

- From the myCHLA home page, click Login
- Click Need help signing in? on the Login page
- Click on Forgot password or Unlock account and enter your email address
- Select the option of how you'd like to proceed

Children's Hospital		
Log In Email	Children's Hospital	
Remember me	Reset Password Email	Unlock account
Need help signing in?	Voice Call can only be used if a mobile phone number has been configured.	Voice Call can only be used if a mobile phor number has been configured.
Unlock account?	Reset via Voice Call	Voice Call
Help	Reset via Email	Send Email