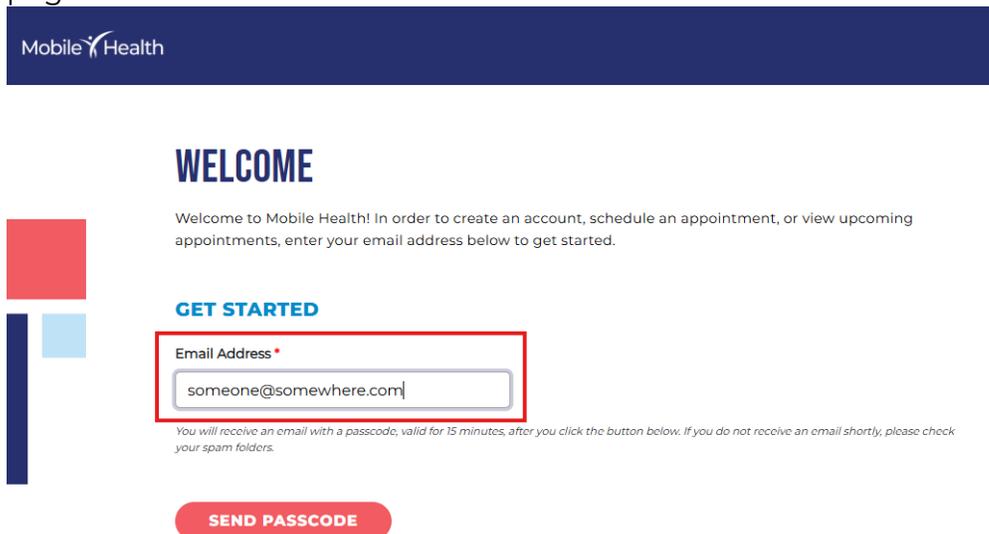


# How to Upload Documents in Patient Portal

## Start by Logging In

Follow these steps to log in for the first time:

1. Open your web browser and go to <https://patients.mobilehealth.com/login/user-login?authcode=K2dfANROto>
2. Enter your email address and click **“SEND PASSCODE.”**
3. You will receive an email with a passcode to proceed. Get the passcode from your email (check your spam folder if you don't see it in your inbox) and copy and paste it in the Enter Passcode field.
4. Click **“AUTHENTICATE”** and you'll be logged in and taken to the “Welcome” page.

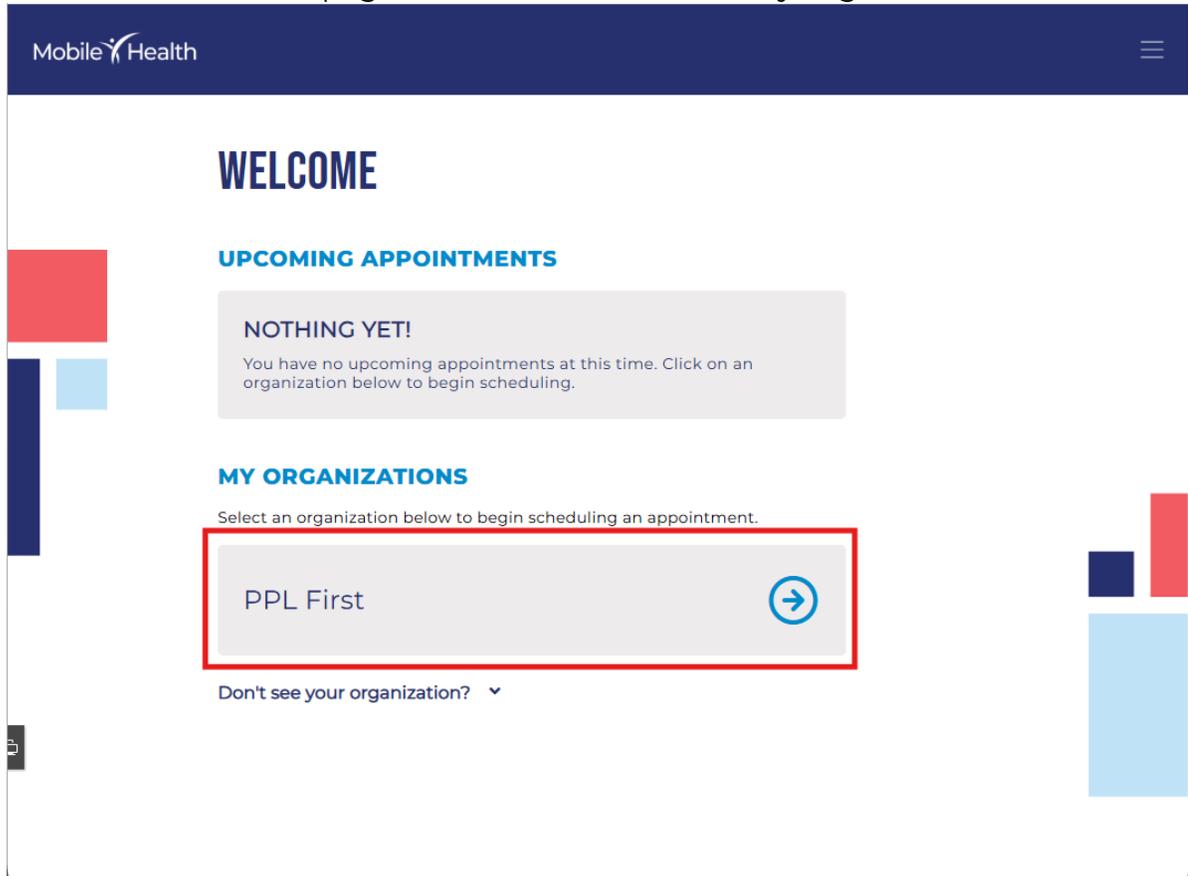


## Subsequent Logins

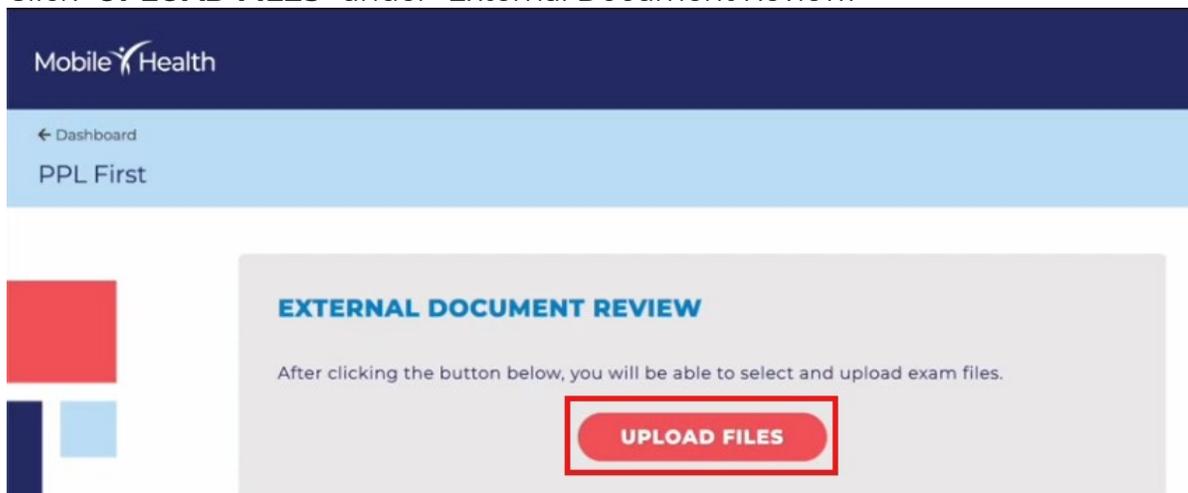
1. Open your web browser and go to <https://patients.mobilehealth.com/login/user-login?authcode=K2dfANROto>
2. Enter your email address if it isn't auto filled and click **“SEND PASSCODE.”**
3. You will receive an email with a passcode to proceed. Grab the passcode from your email and enter it where prompted.
4. Click **“AUTHENTICATE”** and you'll be logged in and taken to the “Welcome” page.

# To Upload Documents

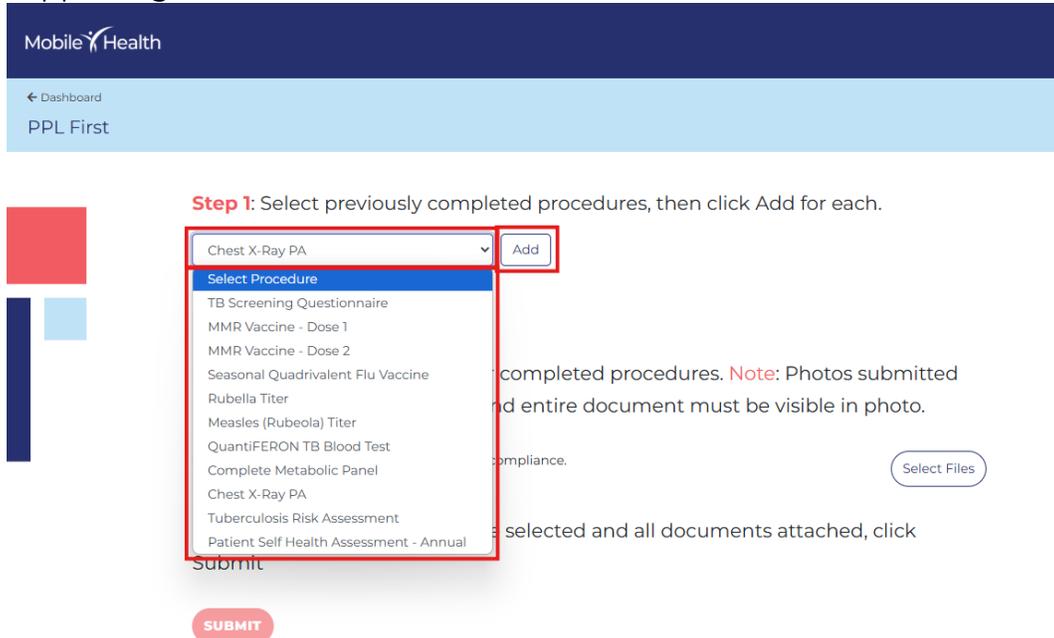
1. From the “Welcome” page Click “PPL First” under “My Organizations.”



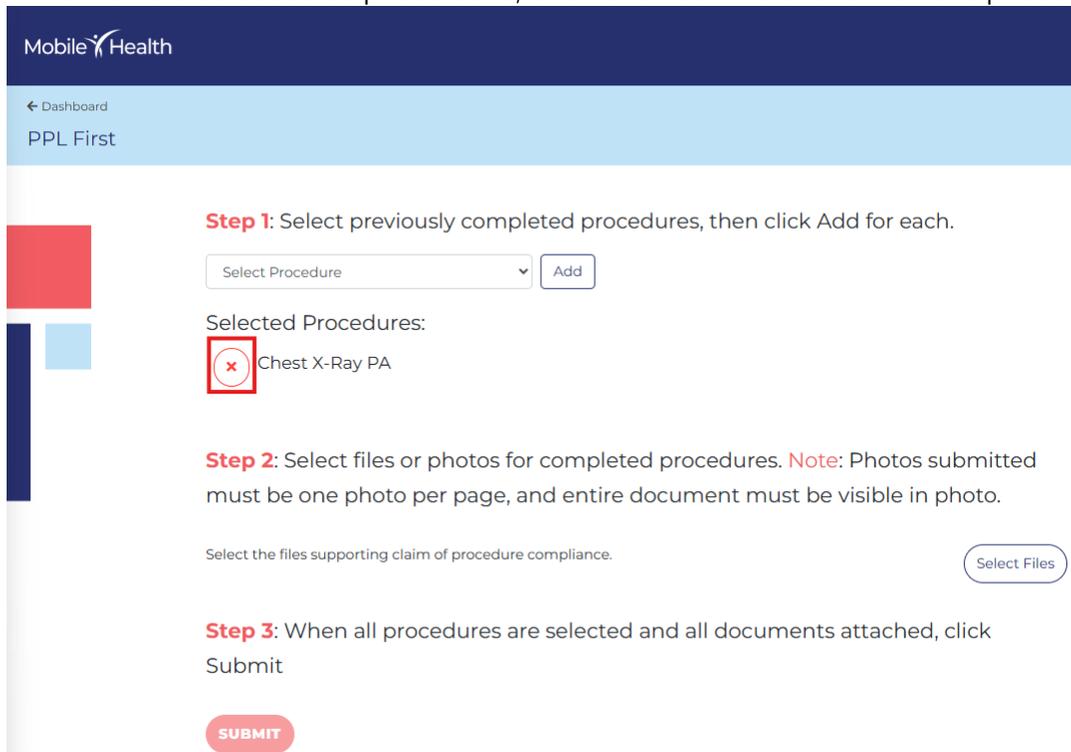
2. Click “**UPLOAD FILES**” under “External Document Review.”



3. Under **Step 1**, click on the “**Select Procedure**” dropdown. Select the procedure you’d like to add, and click “**Add**.” The procedure will be listed under “Selected Procedures.” Repeat for all previously completed procedures that you have supporting documentation for.



To remove a selected to procedure, click the red X to the left of the procedure.



4. Once all procedures have been added, click **“Select Files”** under **Step 2**.

The screenshot shows the Mobile Health interface. At the top, there is a dark blue header with the Mobile Health logo. Below it, a light blue navigation bar contains a back arrow, the text 'Dashboard', and 'PPL First'. The main content area is white. On the left, there are three colored squares: a red square at the top, a dark blue square in the middle, and a light blue square at the bottom. The interface is divided into three steps:

- Step 1:** Select previously completed procedures, then click Add for each. This step shows a dropdown menu labeled 'Select Procedure' with a downward arrow and an 'Add' button. Below this, it says 'Selected Procedures:' followed by a red circle with an 'x' and the text 'Chest X-Ray PA'.
- Step 2:** Select files or photos for completed procedures. **Note:** Photos submitted must be one photo per page, and entire document must be visible in photo. This step shows the text 'Select the files supporting claim of procedure compliance.' and a red-bordered button labeled 'Select Files'.
- Step 3:** When all procedures are selected and all documents attached, click Submit. This step shows a red-bordered button labeled 'SUBMIT'.

Your File Explorer will open. Select the file you want and click **“Open.”**

The screenshot shows a Windows File Explorer window titled 'Open'. The address bar shows the path 'Downloads'. The left sidebar shows the navigation pane with 'Megan - Mobile' selected. The main pane shows a list of files in the 'Last week' group. The file 'Chest X-Ray' is selected. The file details are as follows:

Name	Date modified	Type	Size
Chest X-Ray	6/11/2025 3:00 PM	JPG File	9,064 KB
shutterstock_2322831481	6/11/2025 2:56 PM	JPG File	7,619 KB
shutterstock_1815921143	6/11/2025 2:53 PM	JPG File	18,834 KB
shutterstock_1877121397	6/11/2025 2:48 PM	JPG File	12,249 KB
shutterstock_2417243905	6/11/2025 2:45 PM	JPG File	4,823 KB
Blog - Reducing Caregiver Turnover wPre...	6/11/2025 2:26 PM	PNG File	822 KB
shutterstock_1937850355	6/11/2025 2:25 PM	JPG File	28,511 KB
Screenshot 2025-06-10 at 2.02.13 PM	6/10/2025 2:38 PM	PNG File	47 KB
Hearing-screening_optimized (1)	6/10/2025 1:07 PM	PNG File	4 KB
Physical-Abilities-optimized	6/10/2025 1:05 PM	PNG File	3 KB
NYLocations-Map	6/9/2025 12:38 PM	PNG File	59 KB

At the bottom of the window, the 'File name' field contains 'Chest X-Ray' and the file type is set to 'Custom Files'. The 'Open' button is highlighted with a red border.

The file will now be listed. Repeat until all supporting documents have been selected.

The screenshot shows the Mobile Health app interface. At the top, there is a dark blue header with the 'Mobile Health' logo. Below it is a light blue navigation bar with a back arrow and the text 'Dashboard' and 'PPL First'. The main content area is white and contains the following elements:

- Step 1:** A red heading followed by the instruction: "Select previously completed procedures, then click Add for each." Below this is a dropdown menu labeled "Select Procedure" and an "Add" button.
- Selected Procedures:** A section with the heading "Selected Procedures:" and a single item: "Chest X-Ray PA" with a red 'x' icon to its left.
- Step 2:** A red heading followed by the instruction: "Select files or photos for completed procedures. Note: Photos submitted must be one photo per page, and entire document must be visible in photo." To the right of this text is a "Select Files" button.
- File List:** A table with two columns: "Filename" and "Size". The table contains one row: "Chest X-Ray.jpg" with a size of "9 MB" and a trash can icon to the right. The entire table is enclosed in a red rectangular box.
- Step 3:** A red heading followed by the instruction: "When all procedures are selected and all documents attached, click Submit". Below this is a red "SUBMIT" button.

To remove a file, click the trash can icon to the right of the file name.

Filename	Size	
Chest X-Ray.jpg	9 MB	

5. Check that all procedures and documents have been added. Click **"SUBMIT"** under **Step 3**.

**Step 1:** Select previously completed procedures, then click Add for each.

Select Procedure

Selected Procedures:

- Chest X-Ray PA

**Step 2:** Select files or photos for completed procedures. **Note:** Photos submitted must be one photo per page, and entire document must be visible in photo.

Filename	Size
Chest X-Ray.jpg	9 MB

**Step 3:** When all procedures are selected and all documents attached, click Submit

A message will appear, confirming a successful upload.

Mobile Health

← Dashboard

PPL First

Your files have been successfully uploaded.

Files will not be viewable here on Patient Portal, but are now available on your organization's Client Portal.

**Mobile Health will review the documents and contact you with next steps.**

# Logout

To ensure your information remains private and secure, please click “Logout” from the menu (top right) each time you finish using Patient Portal.

