Mobile ⅄ Health
Patient Portal User Guide for PPL

How to Log In the First Time

1. Open your web browser and go to **https://patients.mobilehealth.com/login/user-login?authcode=tJHOlmsXFcMK**
2. 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 where prompted.
3. Click "Authenticate" and you'll be logged in and taken to the "Welcome" page.

Mobile ⅄ Health

WELCOME

Welcome to Mobile Health! In order to create an account, schedule an appointment, or view upcoming appointments, enter your email address below to get started.

GET STARTED

Email Address *

someone@somewhere.com

You will receive an email with a passcode, valid for 15 minutes, after you click the button below. If you do not receive an email shortly, please check your spam folders.

SEND PASSCODE

Subsequent Logins

After you've logged in once, here's how to log in again:

1. **https://patients.mobilehealth.com/login/user-login?authcode=tJHOlmsXFcMK**
2. Enter your email address if it isn't auto filled.
3. You will receive an email with a passcode to proceed. Copy the passcode from your email and enter it where prompted. Click "Authenticate" and you'll be logged in and taken to the "Welcome" page.
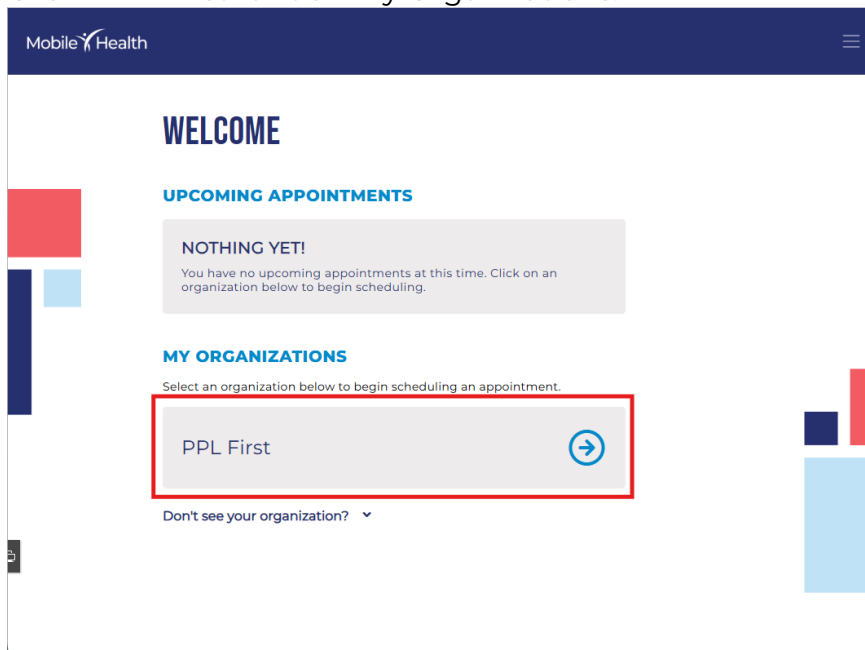
Welcome Page

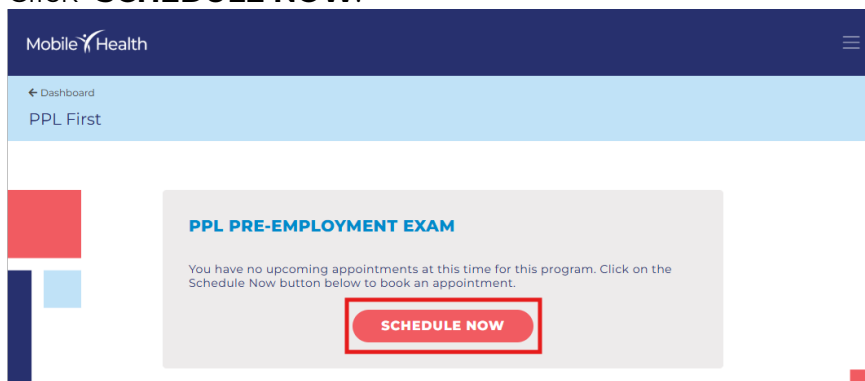From the "Welcome" page, you can schedule and manage your appointments.

To Schedule an Appointment

If at any point you need to make changes, click "**^**" next to the section you need to edit. Click "**CONTINUE**" to confirm you want to make changes.

1. Log in.

2. Click "PPL First" under "My Organizations."

3. Click "**SCHEDULE NOW**."

4. Mobile Health received your information from PPL. Please review it. If anything is incorrect, **contact PPL** ASAP to have them update it. Click "**CONTINUE**." A confirmation message will appear.

5. Under "Online Procedures" click the box to the right of "Patient Self Health Assessment." Click "**CONTINUE**."

6. All procedures are required and already selected for you. Click "**CONTINUE**."

Enter your zip code and adjust desired travel distance (ranges between 5 and 100 miles) under "Maximum Distance."

7. Choose an available clinic by checking the box next to the clinic's name. You can check multiple clinics to see time slots for each one. If a list of clinics does not appear, change the zip code or extend the maximum distance.

8. Select desired appointment date and time block. Available times will appear by clinic. If no appointment times appear for any location, a different location, date and/or time block must be selected.

9. Once you have selected an available time at your location of choice, click "**CONTINUE**."

10. Review: confirm all information is accurate. Click "**CONTINUE**."

11. Check the box to agree to the Terms of Use and Privacy Policy, then click "**CONFIRM**."

A confirmation message will appear. Click "**DASHBOARD**" to return to the "Welcome" page. Your appointment should now appear under "Upcoming Appointments."

You'll receive an email notification confirming you've scheduled an appointment.

To Reschedule/Cancel an Appointment

If you need to reschedule your appointment, you will need to cancel the existing appointment and schedule a new one. Here's how:

1. Log in following the directions on page 1.
2. From the "Welcome" page click on your upcoming appointment.
3. Select "**CANCEL APPOINTMENT**."

You'll receive an email notification confirming you've cancelled your appointment. Once it's cancelled, you can schedule a new one.

Logout

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