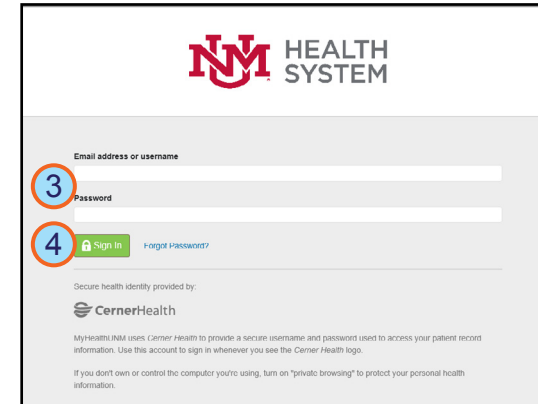
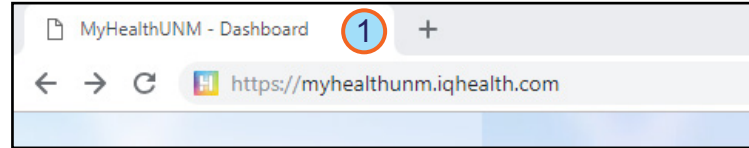


MyHealthUNM: Messaging

Using MyHealthUNM Messaging

MyHealthUNM Messaging provides a secure, convenient way to communicate with your Health Team. You may send messages to your provider and have responses delivered directly to your Inbox, accessible from your web-connected device.

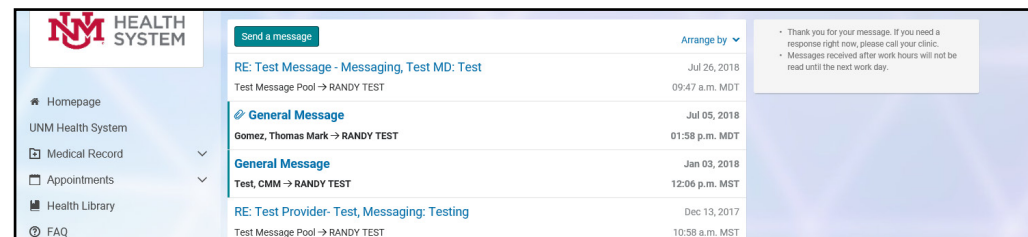
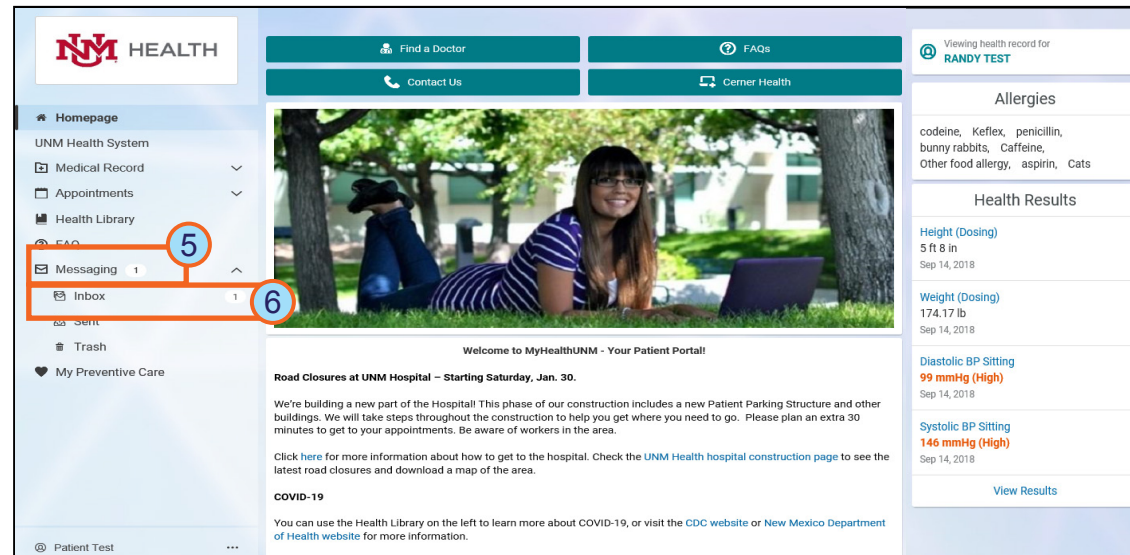
To access MyHealthUNM Messaging, you must have a MyHealthUNM account. Please contact your clinic for assistance creating your MyHealthUNM account.



Accessing Messaging

1. Open your **web browser** and navigate to **MyHealthUNM**.
2. Click the **Patient Portal** button.
3. Type your **email address** or **username** and **password**.
4. Click **Sign In**.
5. The MyHealthUNM home page displays. Select **Messaging** from the left hand menu.
6. Click **Inbox**.

The **Messaging Inbox** displays.



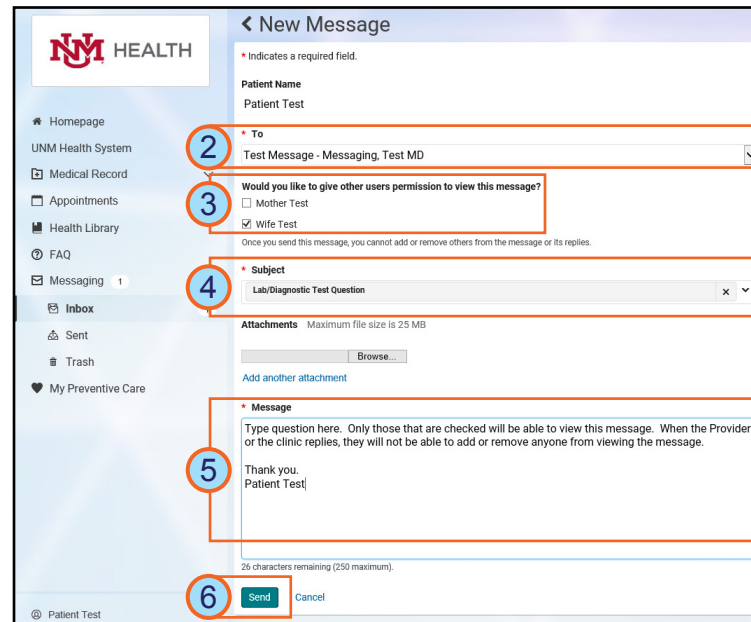
Sending a Message to your Provider

1. Within MyHealthUNM Messaging, click **Send a Message**.
2. The New Message window displays. In the **To** field, select **who** you want your message to go to.



Tip: If you do not know your provider's name, select the clinic name only.

3. Check to give others capability to **view** the message.
4. In the Subject field, type the **subject** of your message.
5. In the Message field, type **your message**.
6. Click **Send**.

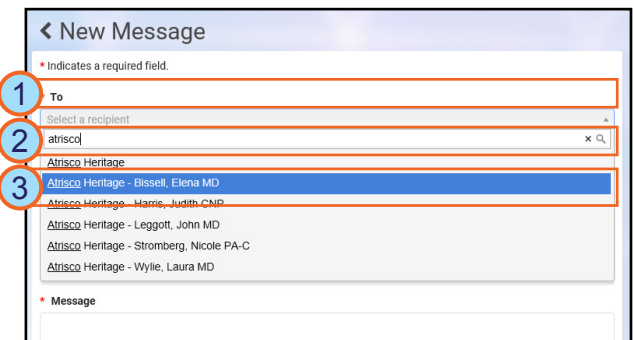


Using the To field to find your provider.

When composing message, the **To** field allows you to search for your provider.

1. Click in the **To** field.
2. The Recipient Search displays below. Type your **search criteria**.
3. Select the appropriate **provider or clinic** within the search results below.

Tip: The selected provider displays in the **To** field. If the wrong provider is selected, repeat these steps to select the correct provider.



Note: You may search using the clinic name, provider first name, or provider last name.

WARNING! Your provider may be listed under multiple clinics, ensure you select the correct clinic, as well as the correct provider.

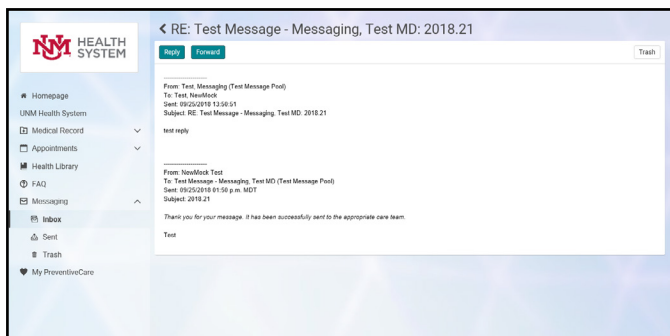
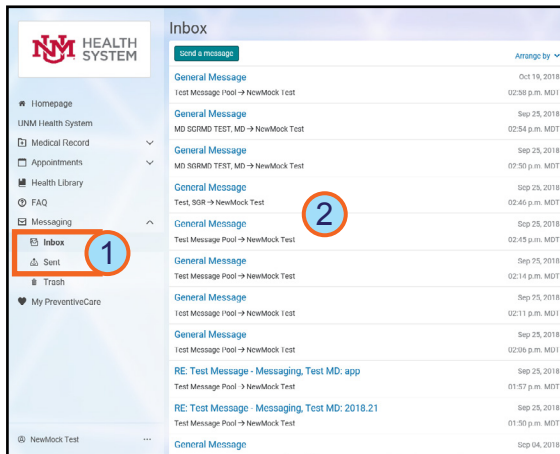
Sent messages are stored temporarily in the Sent folder of MyHealthUNM Messaging. Most messages in the Sent folder will be automatically deleted after a short period of time. This saves storage space and keeps the system running smoothly.

Using MyHealthUNM Messaging

Viewing Sent or Received Messages

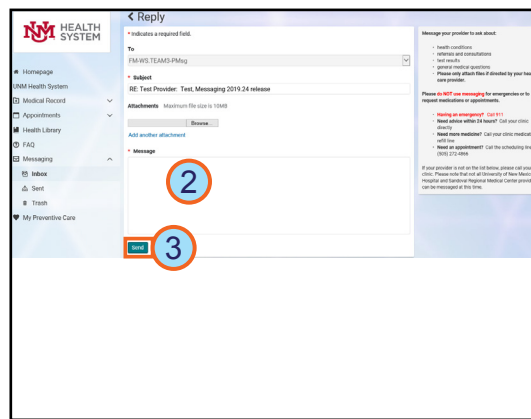
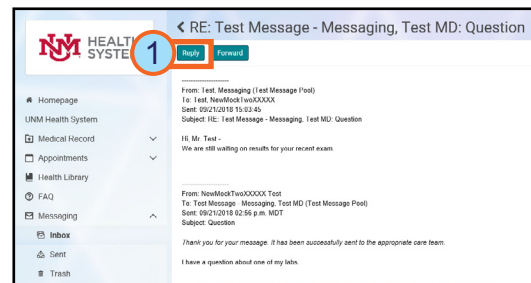
MyHealthUNM Messaging allows you to view messages that have been sent to or received from your provider.

1. Within Messaging, click **Inbox** in the left hand menu to view received messages or click **Sent** to view sent messages.
2. Click the **message** you wish to open. The selected message opens.



Replying to a Received Message

1. Open the message and click **Reply**.
2. The Reply message displays. The To and Subject fields are populated automatically. Type your **message** in the Message Field.
3. Click **Send**.



Forwarding a Message

1. Open the message and click **Forward**.
2. The Forward message displays. The Subject field is populated automatically. In the To field, search for and select your **recipient**.
3. In the Message field, type the **body** of your message.
4. Click **Send**.

