

How to sign up for My Health at Vanderbilt

For adult accounts

My Health at Vanderbilt is our secure, online patient tool. You can use it to see your medical details, make appointments, and more.

You can sign up anytime online. Follow these steps to get your account.

Who is it for?

It's for current Vanderbilt patients. If you've seen one of our providers before, you can sign up today. If you're a new patient, you can sign up during your first visit. To schedule a visit, call us at (615) 322-5000 or go to any of our Vanderbilt walk-in clinics.

What do I need to sign up?

You'll need an activation code. It's a 10-digit code we give you.

- If you need one, you can get it at your next visit or call us at (615) 343-4357, then press 3.
- Once you have your activation code, you'll have 14 days to use it.

You may also sign up online without an activation code. In this case, we'll ask for more details from you. We'll confirm your information using a service from Experian.

If you don't want to sign up online, you can sign up at your next in-person visit.

What details do you ask for to sign up with an activation code?

We'll ask for:

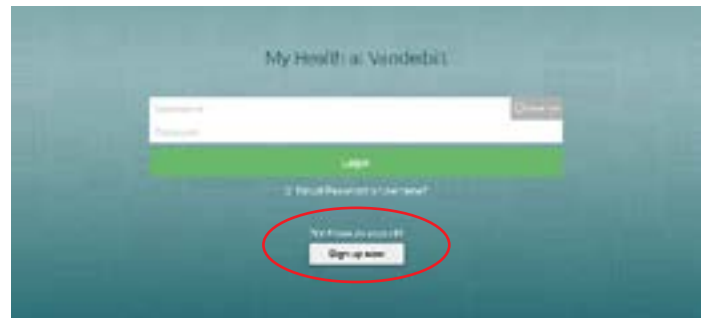
- your date of birth
- your zip code
 - You need to use the same zip code we have on file for you.
 - If you're not sure what that is, or if you need to update your address, call us at (615) 936-0910.
- a username and password
 - To help keep your account safe, use a mix of letters, numbers, and symbols for your password.
 - Your password must be different than your username.
- an email address. This is where we'll send you important messages and reminders about your medical care.

(continued)

How do I sign up online with an activation code?

Step 1: Open webpage or app

- If you're on a computer:
 - go to Myhealthatvanderbilt.com
 - click the button that says, "Use Activation Code."
 - My Health at Vanderbilt works best in Google Chrome, but you can use any browser.
- If you're using a mobile device:
 - open the My Health at Vanderbilt app
 - click the button that says, "Sign Up Now."
 - To learn how to download an app, visit: youtu.be/6ad3zybw52U.



Step 2: Give details

- Enter your activation code, date of birth, and zip code.
 - Your zip code needs to be the same one we have on file for you.
 - If you're not sure what that is, call us at (615) 936-0910.
- Click the green button at the bottom that says, "Next."



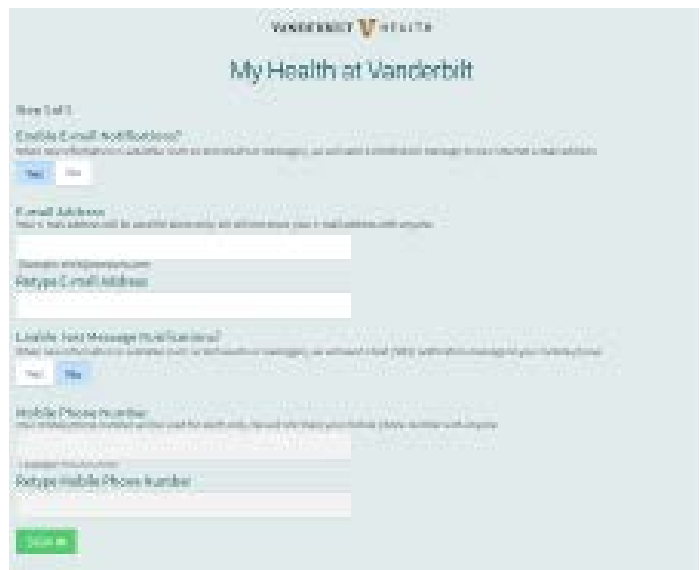
Step 3: Enter username and password

- Enter the username and password you want to use.
- You need to enter your password in both boxes.
- Save your username and password somewhere safe to use in the future.
- When you're done, click the green button at the bottom that says, "Next."



Step 4: Confirm email for messages

- Enter your email address in both boxes. This is where we'll send you important messages and reminders about your medical care.
- If we have an email on file for you, it will be filled in for you. You can change it to a new email if you want.
- My Health at Vanderbilt doesn't send texts, so you can skip that part.
- Then, click the green button at the bottom that says, "Sign In."



Step 5: Accept our terms and conditions

- You'll need to accept our terms and conditions.
- If you don't want to see this message each time you log in, first click the small box next to where it says, "Please do not show this page next time."
- Then click the green button at the bottom that says, "Accept."



Congratulations!

You now have a My Health at Vanderbilt account.

What if I need help?

If you have any questions, call us at (615) 343-4357, then press 3.

What if I need an account for my child?

Take a valid photo ID to your child's Vanderbilt doctor's office or to the Family Resource Center and ask a staff member to help you. If your child is between 13 and 17 years old, you and your child will fill out a form that says they agree you can access their account.