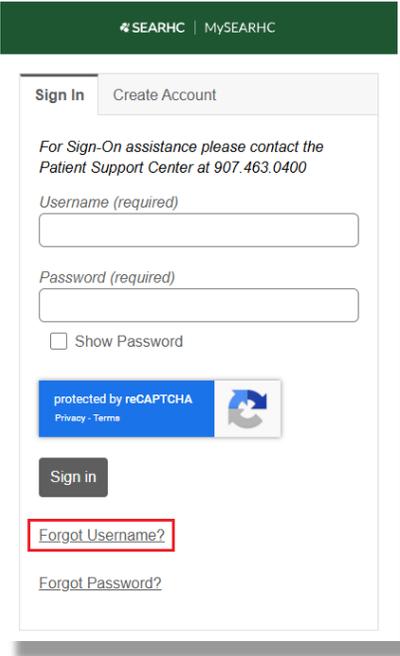
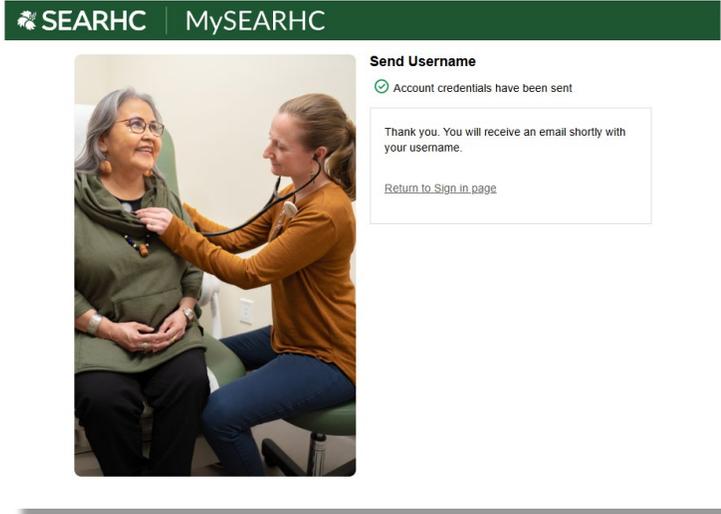
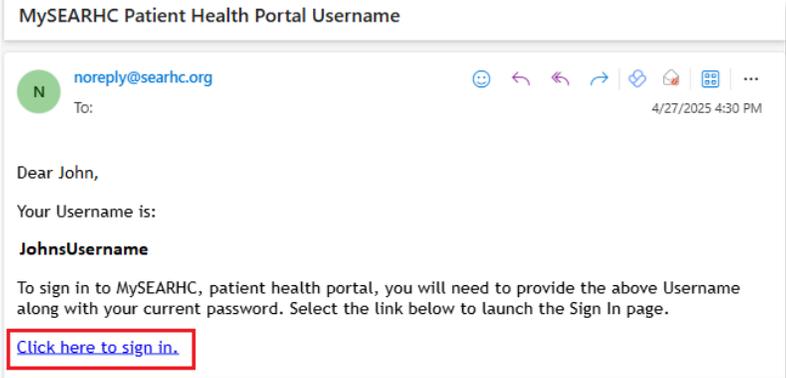


# MySEARHC Quick Reference Guide

## Forgot Username (Do-It-Yourself)

<p><b>1</b></p>	<p>Select the <b>Forgot Username?</b> hyperlink located below the Sign in button.</p>	 <p>The screenshot shows the MySEARHC Sign In page. At the top, there are tabs for 'Sign In' and 'Create Account'. Below the tabs, there is a message: 'For Sign-On assistance please contact the Patient Support Center at 907.463.0400'. There are input fields for 'Username (required)' and 'Password (required)'. A checkbox labeled 'Show Password' is present. Below the input fields, there is a 'protected by reCAPTCHA' badge and a 'Sign in' button. The 'Forgot Username?' link is highlighted with a red box.</p>
<p><b>2</b></p>	<p>On the Send Username page, enter your <b>Email Address</b>.</p> <p>NOTE: The email address must match the email address used in your Electronic Health Record.</p>	 <p>The screenshot shows the MySEARHC Send Username page. At the top, there are tabs for 'SEARHC' and 'MySEARHC'. Below the tabs, there is a photograph of a healthcare provider examining a patient. To the right of the photograph, there is a 'Send Username' section with the following text: 'An email address must be connected to your account in order to receive your username. Please contact the hospital if you do not have an email address connected to your account.' Below this text is an input field for 'Email Address (required)' with the example 'example: email@example.com'. The input field is highlighted with a red box. Below the input field, there is a message: 'This will send the current username to the above email address.' There is a 'protected by reCAPTCHA' badge and a 'Send username' button. At the bottom, there is a link: 'Return to Sign in page'.</p>

<p><b>3</b></p>	<p>The <b>Send Username</b> submission is successful when you see the green checkmark.</p> <p>NOTE: You can now close this page by selecting the 'x' on the browser tab.</p>	 <p>The screenshot shows the MySEARHC interface with a green header. Below the header is a photo of a doctor examining a patient. To the right, a confirmation box titled 'Send Username' contains a green checkmark icon and the text: 'Account credentials have been sent. Thank you. You will receive an email shortly with your username. Return to Sign in page.'</p>
<p><b>4</b></p>	<p>Access the email from <a href="mailto:noreply@searhc.org">noreply@searhc.org</a> and note the Username provided in the body of the email.</p> <p>Select the <b>Click here to sign in</b> hyperlink.</p> <p>NOTE: You will need to type the Username displayed in the email into the MySEARHC Sign in page. Alternately, you can copy/paste the Username into the MySEARHC sign in page.</p>	 <p>The screenshot shows an email titled 'MySEARHC Patient Health Portal Username' from 'noreply@searhc.org' dated 4/27/2025 4:30 PM. The body of the email says: 'Dear John, Your Username is: JohnsUsername. To sign in to MySEARHC, patient health portal, you will need to provide the above Username along with your current password. Select the link below to launch the Sign In page.' A red box highlights the link 'Click here to sign in.'</p>
<p><b>Looking for further help?</b>        Contact the Patient Support Center at 907.463.0400</p>		