

Patient Instructions for Secure Messages

1. You will receive an email in your Inbox from BaylorofficeEHR@BaylorHealth.edu or name@BaylorHealth.edu (the name may be the physician or nurse). Note: please make sure you have your email set up to accept emails with the domain BaylorHealth.edu so it will not be discarded as SPAM mail.
2. Open the email and **click** on the link in the message.

BAYLOR Office EHR

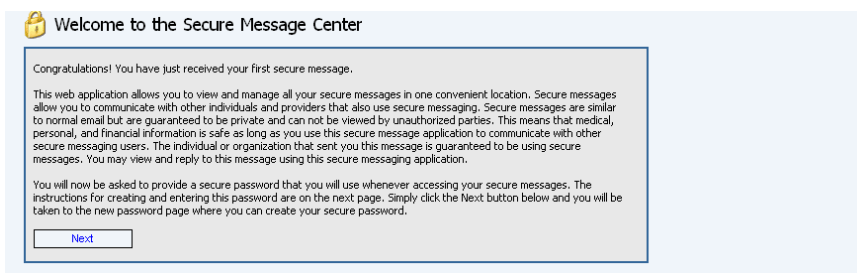
Secure Message

You have received a secure message from Marek, Deirdre [DeirdreM@BaylorHealth.edu].

To retrieve this message click on the following link

https://tst.baylorpatient.com/mc10/ViewMessage.aspx?key=4aad7wb8IESUQH_48Q5s75-G5GcnYw

3. A welcome greeting will appear that describes Secure Messaging. **Click** Next



4. On the initial log-in, you will need to create a password. **It is important that you write down your password and put it in a secure location** because this same password will be used with any future messages received from your provider. **Type** in the information and **click** set password

Please create a password that will be used to access all your secure messages.
Passwords must contain a combination of letters and numbers and be between 6 and 15 characters long.

New Password

Confirm Password

Please select a hint question that will be used in case you forget your password.

Hint Question
What is your favorite pet's name?

You will be asked for the answer to your hint question if you forget your password.

Hint Answer
lady

5. If you forget your password and attempt to enter the system, you will get locked out after three bad password attempts to enter your account. You will be locked out for 20 minutes before you can try again. Please make a note of your password and put it in a secure location. If you are still unable to get into the system, please contact BHNI@BaylorHealth.edu for help.
6. You will be able to **view the secure message but will not have the option to reply**.

