

Quick Start Guide

Step-by-step guide to using eMD Access



Activate Your Account

1. Activate your account at <https://care.emdaccess.com/desktop>



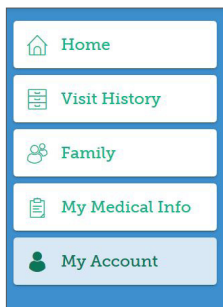
Works best on Chrome or Firefox browsers or click on the eMD Access icon on your desktop.

2. Select New User Registration.

Don't Forget Your Family

All ARC/Covenant employees can include up to an additional **five** family members.

1. Select **My Account** from the left-side menu.



2. Select **Manage Subscription** from the top menu.

My Profile

Manage Subscription

3. Choose the **Add Family Member +** button.

Add Family Member +

4. Add the required details for your family member, including Medical History, Primary Care Provider, Pharmacy, Allergies, Medications, and Surgeries.
5. To **edit** a family member's information, deactivate an account, or privatize an account, go to **Family** in the left-side menu and choose the name of the family member you want to edit.

Visit with a Physician

1. Select **Start Visit** from the home screen.
2. For family accounts, select the name of the patient **This visit is for**. Then, select the name of the **adult assisting with visit** if you or another adult on your account will consult with the physician on behalf of the patient.
3. Update or confirm **Medical Information** for the patient.
4. Select one of the **providers** on call.
5. Select **Reasons for Visit**, and then select **Start Visit**.

Additional tips:

- When the provider is ready to begin, you'll receive a message on screen.
- To include a photo, if needed, select the camera icon to the left of the message box then choose the image source from the pop-up box.
- For a consultation by voice or video call, type that request in the message box. If the provider is able to comply, they will let you know.
- At the conclusion of your visit, you will receive a notice that the session is closed and will be asked to complete a short survey.
- Once you complete the survey, you'll return to the eMD Access page.

Review Your History

1. Review visits by selecting **Visit History** from the left-side menu.
2. Select the patient you'd like to view. (The system defaults to ALL.)
3. Click on a visit to see the details.

Log Out

At the end of your visit, Log Out in the top right corner.