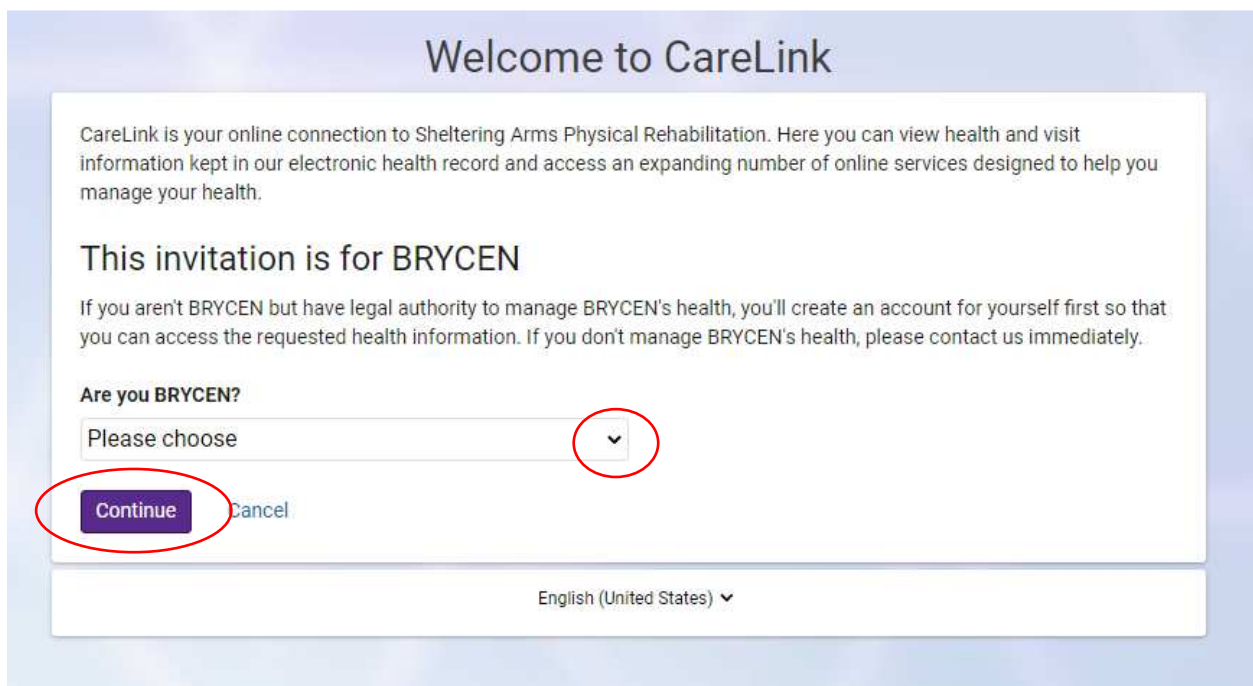


Setting Up Your Patient Portal From An Email Invitation

1. After speaking with a Sheltering Arms/Sheltering Arms Institute employee and you have agreed to sign up in the Patient Portal and provided your email address you will receive an email like this.



2. Click on the Accept Invitation to Carelink circled in red above. You will then see a Welcome to Carelink screen. Click the drop-down arrow, select an option, then click continue.



Setting Up Your Patient Portal From An Email Invitation

3. You will see this screen, verify your identity by completing the requested information. We have filled in the information as an example.

Verify Your Identity With Us

By verifying patient information with Sheltering Arms Physical Rehabilitation, you are helping us keep medical record information secure.

Complete Your Information

Date of birth

Month	Day	Year
January ▾	27	1984

Enter the year as 4 digits.

Last four digits of your SSN

The answer to this security verification question may have been provided when you were invited to join.

I agree to the Sheltering Arms Physical Rehabilitation [Terms of Use and Privacy Policy](#).

Next, Create Your Account Cancel

English (United States) ▾

Setting Up Your Patient Portal From An Email Invitation

4. It will ask you to create a username and password, accept the terms and privacy policy, then click **submit** at the bottom.

Complete the short registration process to get access to your health information.

* First Name
BRYCEN

* Last Name
ZZTEST

Mobile Number
____-____-____
Enter a valid 10-digit mobile number in the format XXX-XXX-XXXX.

* Gender
Male

* Date of Birth
01/27/1984

* Username

* Email Address
sahportal@gmail.com

* Password

 Show password

* Confirm Password

 Show password

I accept the Terms and Privacy Policy.

protected by reCAPTCHA
Privacy - Terms

CANCEL SUBMIT

Setting Up Your Patient Portal From An Email Invitation

5. You are then taken to your Sheltering Arms Portal home page.

The screenshot shows the Sheltering Arms CareLink patient portal home page. At the top left, there are logos for Sheltering Arms Physical Rehabilitation Centers and Sheltering Arms Institute, a partner of VCU Health. To the right of the logos are four navigation icons: Health Record (a purple cross), Messaging (an envelope), My Appointments (a calendar), and Pay Your Bill (a dollar sign). Below the navigation icons are four buttons: 'Request an Appointment', 'Personal Information', 'Find a Clinician', and 'Find a Location'. The main content area features a large banner with a stethoscope on a keyboard and the 'CareLink' logo. Below the banner, there is a 'Welcome to CareLink!' message and a sub-message: 'This is the link to your personalized care at Sheltering Arms.' On the left side of the page, there are several sections: 'Viewing health record for SAHCLINIC ZZTEST', 'Allergies' (listing Peanuts, Dust, Dust mite, Latex, amoxicillin), 'Key Metrics' (showing Body Mass Index Measured at 20.761246 kg/m2 on Apr 02, 2021, and Systolic Blood Pressure at 120 on Apr 02, 2021), and 'Diastolic Blood Pressure' at 80 on Apr 02, 2021.

6. Along the top of your home page you will see many options. By clicking on each icon, you can do a variety of functions. To look at your health record click on health record. To view appointments, click my appointments or you can pay a bill with the pay bill icon.

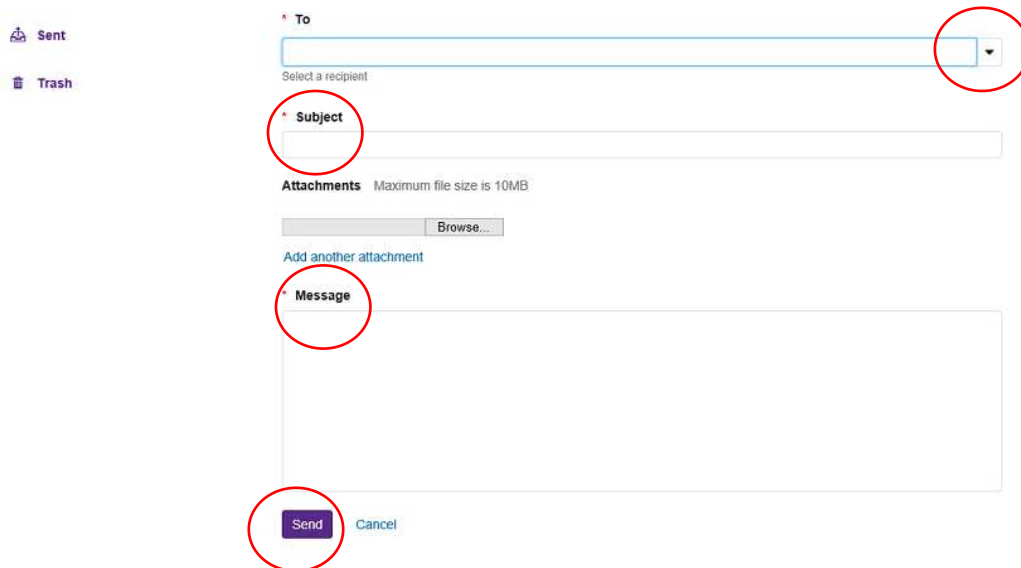
7. To message your care team, click on the messaging icon, then on “send a message” button.

This screenshot is identical to the one above, but with a red circle highlighting the 'Messaging' icon (the envelope icon) in the top navigation bar. The rest of the page content, including the banner, welcome message, and key metrics, remains the same.

Setting Up Your Patient Portal From An Email Invitation

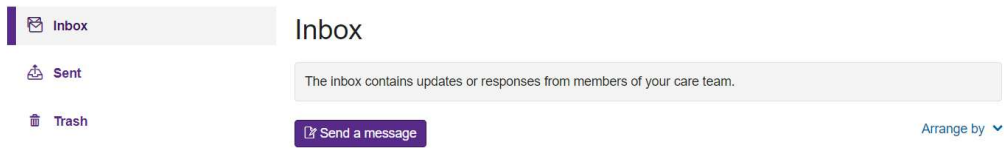


8. In the “To” field enter the care team you want to message. Next, enter the subject of your message in the subject line and type your message in the message box.



9. Click Send button and your message will be sent to your care team for review.

10. Once the message was viewed and they respond back, you will receive a message in your message **Inbox**.



Setting Up Your Patient Portal From An Email Invitation

11. After your account has been created you will receive a separate conformation email confirming you are registered for the Carelink Portal. This email contains a link to take you back to the portal at any time.

