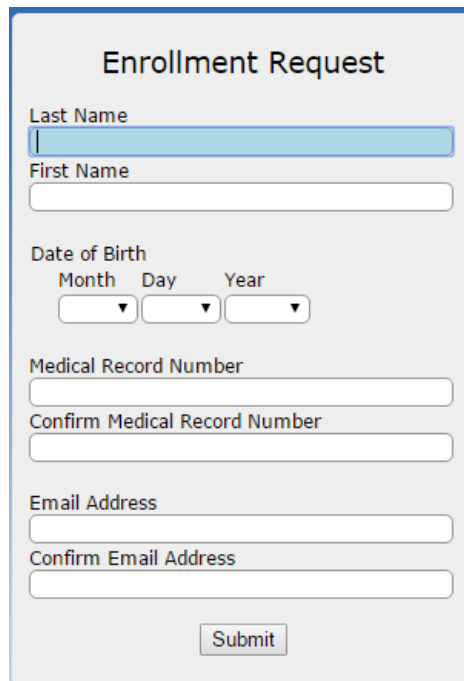


FREDERICK MEMORIAL HOSPITAL CARETRACK PORTAL SELF-ENROLLMENT GUIDE

Getting Started with the Frederick Memorial Hospital (FMH) CareTrack Portal Self-Enrollment

1. Navigate to the FMH CareTrack landing web page using <http://www.fmh.org/CareTrack>
2. Select the Self-Enrollment link. This will redirect you to the enrollment web form.
3. After updating all fields, click the "Submit" button. The entered fields will need to match exactly the corresponding information for your FMH medical record.

If any of the entered information does not match your current medical record, the system will display an error. You may try to input the information again or contact our Portal Specialist at: (240) 566-3438 or e-mail: caretrack@fmh.org.

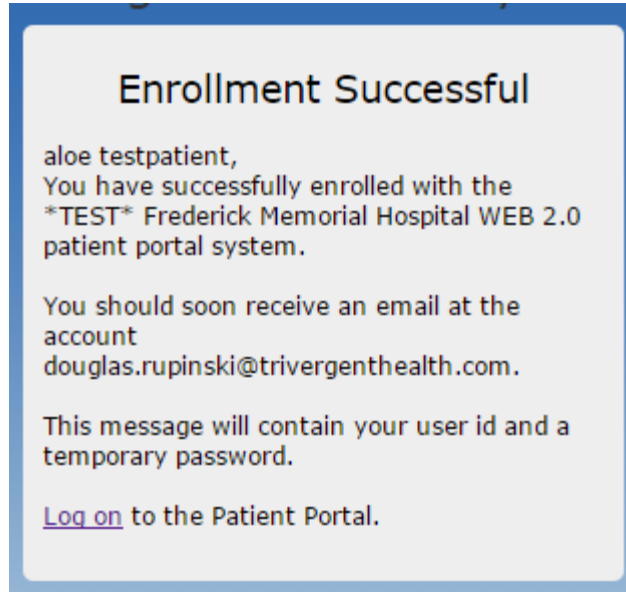


The screenshot shows a web form titled "Enrollment Request". The form contains the following fields and controls:

- Last Name:** A text input field.
- First Name:** A text input field.
- Date of Birth:** Three dropdown menus labeled "Month", "Day", and "Year".
- Medical Record Number:** A text input field.
- Confirm Medical Record Number:** A text input field.
- Email Address:** A text input field.
- Confirm Email Address:** A text input field.
- Submit:** A button at the bottom center of the form.

4. If there were no issues with the submission you will see the following displayed.

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5. An enrollment email will be sent to your email on file. If you did not receive an e-mail, check your email junk or spam folders. If still have not received the email, contact the FMH Help Desk at (240) 566-3438.
6. Click on the link at the bottom of the e-mail to open the Change Logon ID and Password web page; see screen shot below.

Please select a new Logon ID and Password. Also define a Security Question to activate your user.

Change Logon ID and Password

Logon ID must:

- Contain no fewer than 7 character(s)
- Contain no more than 12 character(s)
- Contain no fewer than 2 numeric character(s)

Password must:

- Contain no fewer than 10 character(s)
- Contain no more than 65 character(s)
- Contain no fewer than 2 numeric character(s)
- Contain no fewer than 1 uppercase character(s)
- Contain no fewer than 1 lowercase character(s)
- Contain no fewer than 1 special character(s)

New Logon ID

New Password

Confirm New Password

Security Question

Security Question Answer

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7. Update the New Logon ID, New Password & Confirm New Password, select a Security Question and provide a value for the Security Question Answer fields. **Please review the Logon ID & Password requirements outlined at the top of the web page.**
8. Click the “Submit” button. The following message should be displayed:



9. Log off by clicking the “Log off” link at the top right corner of the web page.
10. Login by clicking the “here” link at the top left corner of the web page.

Logged Out

You have signed out of the system.

Click [here](#) to sign on again.

11. Enter your new Logon ID and Password and click the “Log On” button.
12. “Accept” the Terms and Conditions agreement to access your health information.