

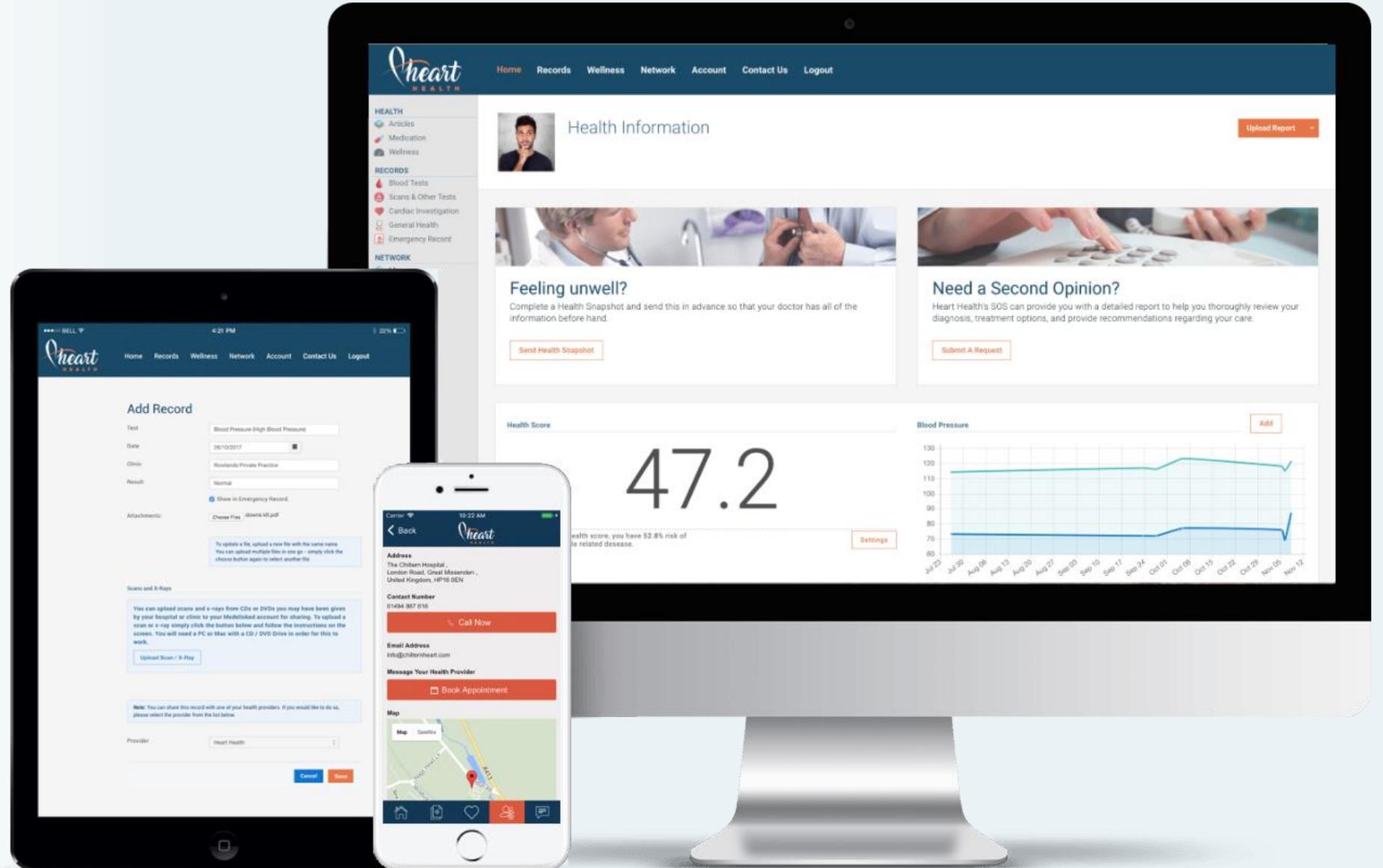


Your digital health passport

A step-by-step guide

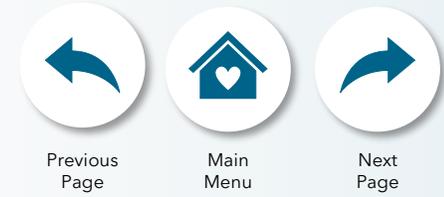
How to use the patient portal & mobile app

GET STARTED



HeartHealth

Your digital health passport



Your **personal health record** in digital format.



Upload all your health records.



Connect with **medical professional, friends and family**.



An **emergency record** at your fingertips.



Securely share your health records.



Track your **wellness parameters**.



Instant access to your **X-rays and scans**.

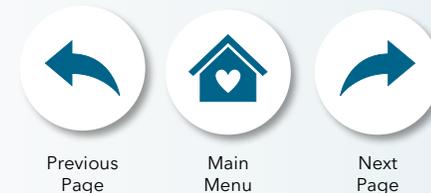


Access HeartHealth **on the go**.



HeartHealth's Capabilities

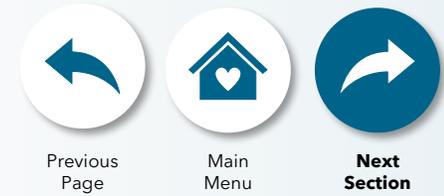
To **set up your account**, we recommend using the **online portal**.
Once set up, the app is a great way to keep your records with you **on the go**.



Capability	 Online portal	 Mobile app	Capability	 Online portal	 Mobile app
Upload your health records	✓	✓ From camera only	Add doctors to your network	✓	✓
Upload your NHS records	✓	✗	Invite family and friends to your network	✓	✓
View your health records including X-rays / scans	✓	✓	Share records and message contacts in your network	✓	✓
Synchronise your smart devices	✓	✓ Including Apple Health	Create your emergency record	✓	✗
Track your wellness parameters	✗	✓	View your emergency record	✓	✓

A step-by-step guide

Main Menu



1 

Access your online portal and app

[Click here](#)

2 

Create your emergency record

[Click here](#)

3 

Upload your health records

[Click here](#)

4 

Synchronise your smart devices

[Click here](#)

5 

Track your wellness parameters

[Click here](#)

6 

Connect and share records

[Click here](#)

7 

Renew your account

[Click here](#)

8 

Subscribe to HeartHealth

[Click here](#)



Main
Menu

1

Access your online portal and app



Access portal



Access app



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1



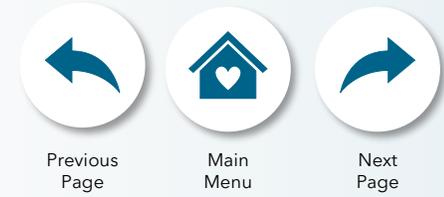
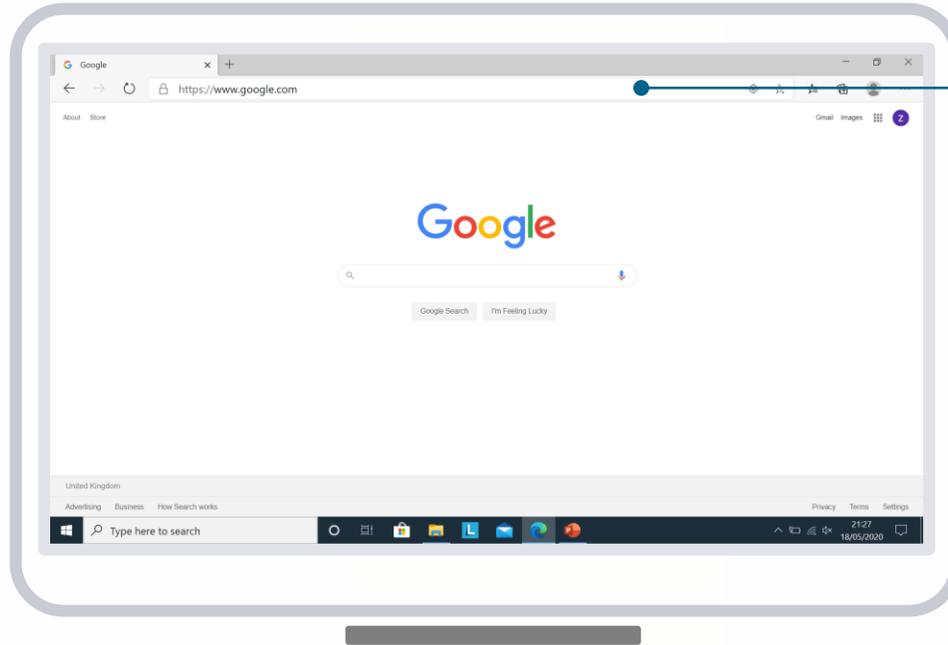
Access your online portal and app



Access portal



Access app



Step 1

Open a **web browser** such as:

- Google Chrome
- Internet Explorer
- Safari (on Apple systems)
- Any other browsers



Step 2

In the top **search bar** type in:
<https://www.hearhealth.org.uk>



1



Access your online portal and app



Access portal



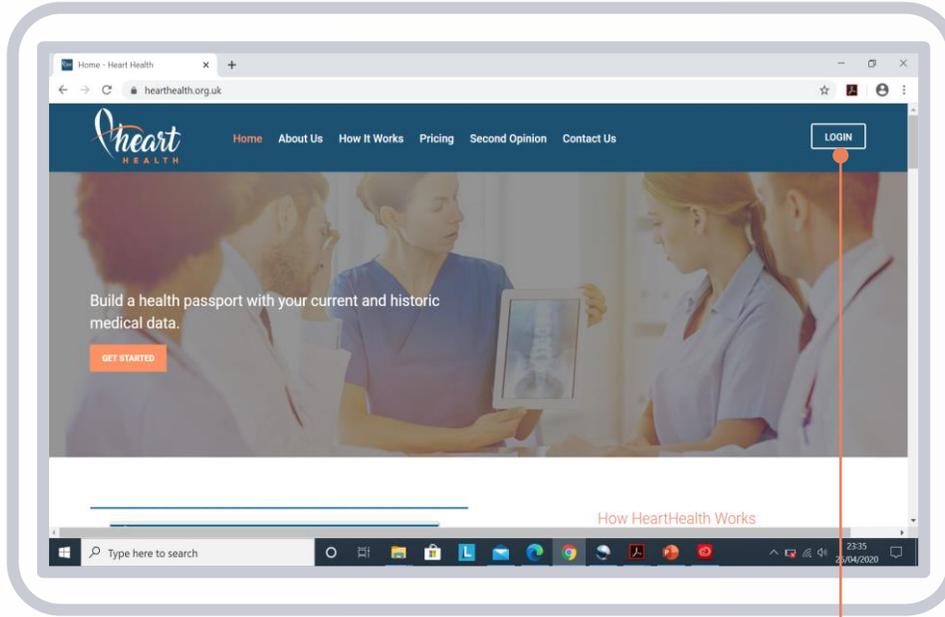
Access app



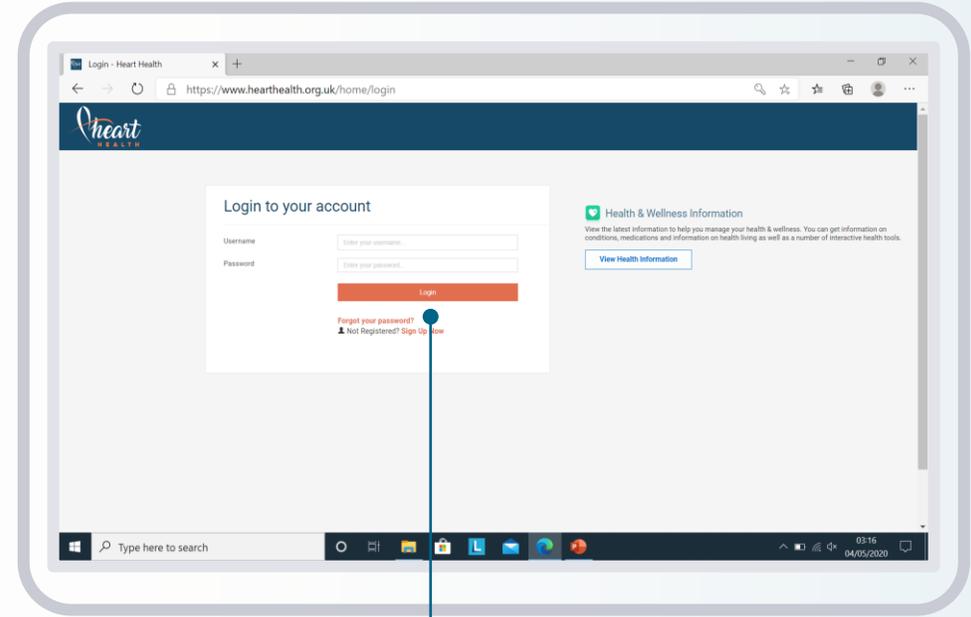
Previous Page

Main Menu

Next Page



Step 3
Click **Login**.



Step 4
Log in with your **Username and Password**.



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1



Access your online portal and app



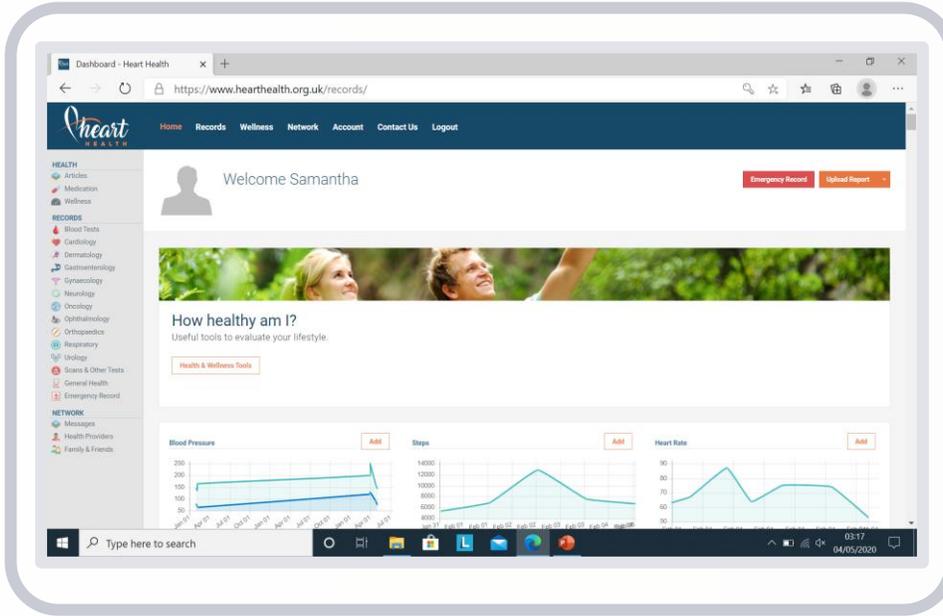
Access portal



Access app



You're in. Explore the portal.



Previous Page

Main Menu

Next Section

Home Records Wellness Network Account Support Logout

- Home** View your health record timeline and create your emergency record.
- Record** View, upload and share your medical record.
- Wellness** Upload your wellness parameters and sync smart devices.
- Network** Add doctors, family and friends and send messages.
- Account** Update your profile, settings and renew your subscription.
- Support** Contact us for support and FAQ's.



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1



Access your online portal and app



Access portal



Access app

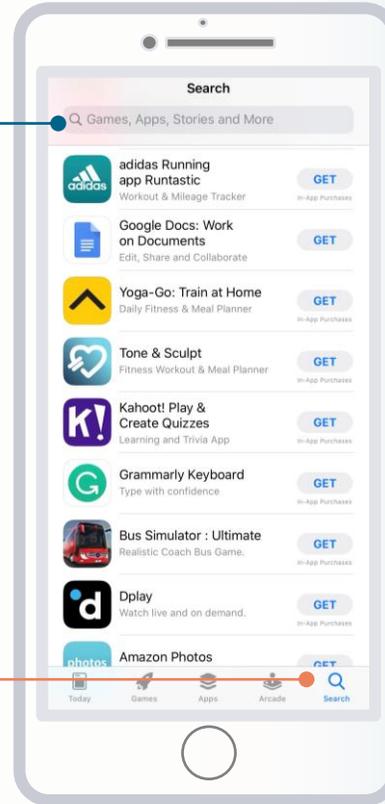
Step 1
Click on the **App Store** icon.



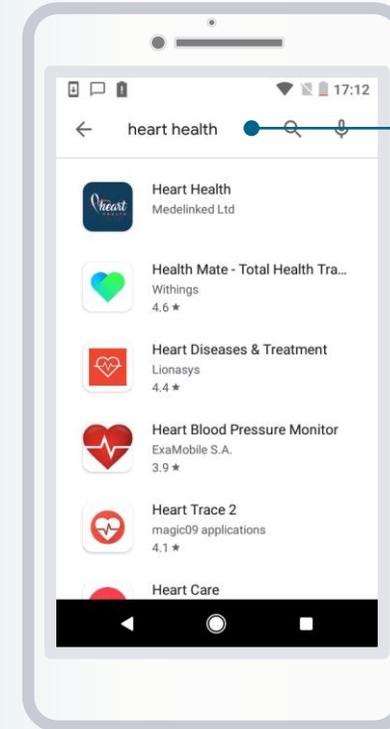
Step 2
Click on the **search** button.

In the top search bar type "**HeartHealth**".

Apple phones.



Android phones.



Previous Page

Main Menu

Next Page

Step 1
Click on the **Google Play Store** icon.



Step 2
In the search bar type "**Heart Health**".

Click on the HeartHealth app.



1



Access your online portal and app



Access portal



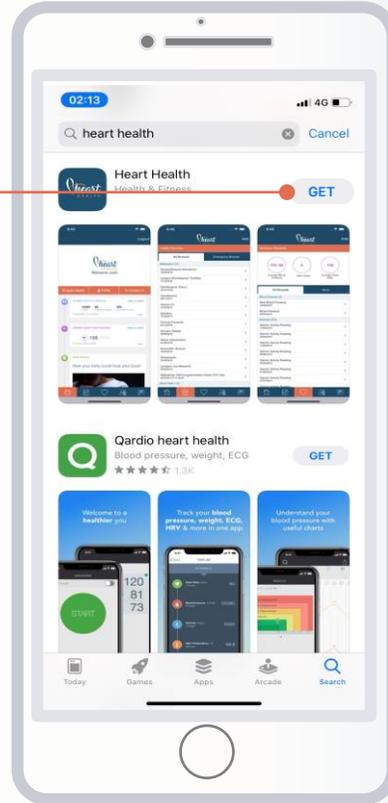
Access app

Step 3
Find the
HeartHealth app.

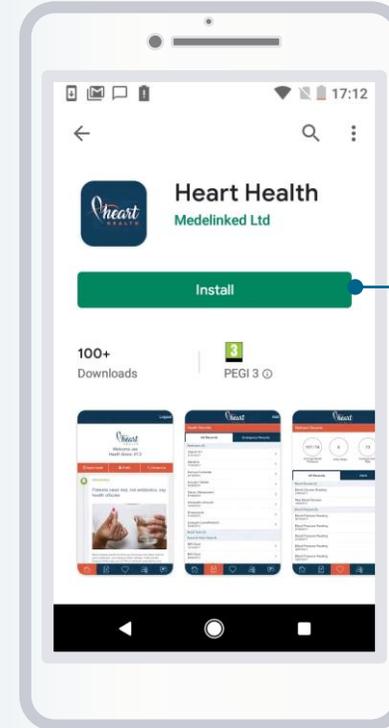


Click **GET**.

Apple phones.



Android phones.



Previous Page



Main Menu



Next Page

Step 3
Click **Install**.



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1



Access your online portal and app



Access portal



Access app

For both Apple and Android phones.



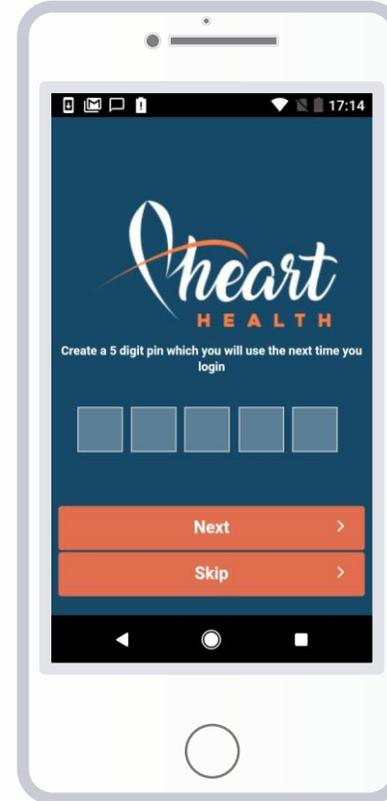
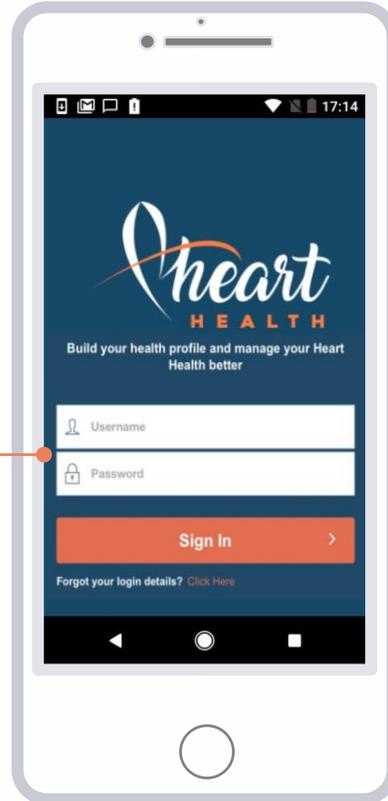
Step 4

Go to your home screen and open the **HeartHealth app**.



Step 5

Log in with your **Username and Password**.



Previous Page

Main Menu

Next Page

Optional

Set up a memorable 5 digit pin to log in quicker in the future or press **skip**.



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1



Access your online portal and app

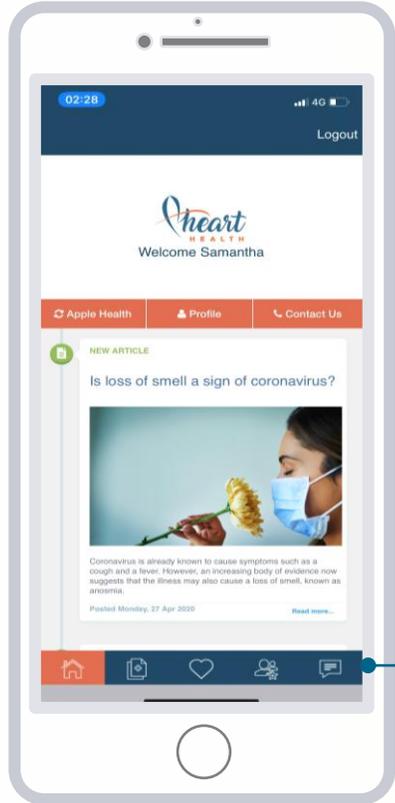


Access portal



Access app

You're in. Explore the app.



- Home** View your health record timeline and profile.
- Record** View, upload from camera and share your medical record.
- Wellness** Upload your wellness parameters and sync smart devices.
- Network** Add doctors, family and friends.
- Messages** Send messages to existing contacts.



Previous Page

Main Menu

Next Section



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2

Create your emergency record



Online portal



Main Menu



2



Create your emergency record



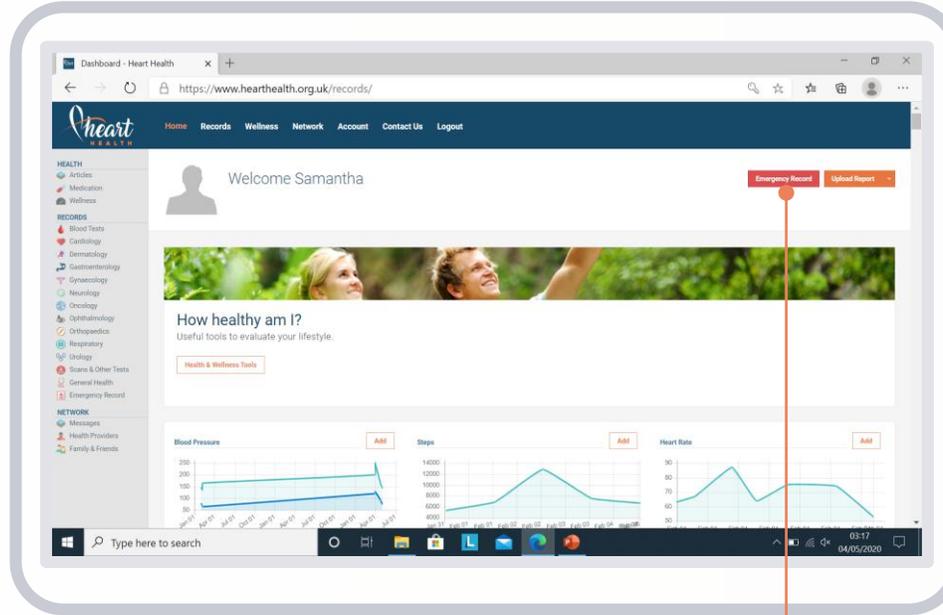
Online portal



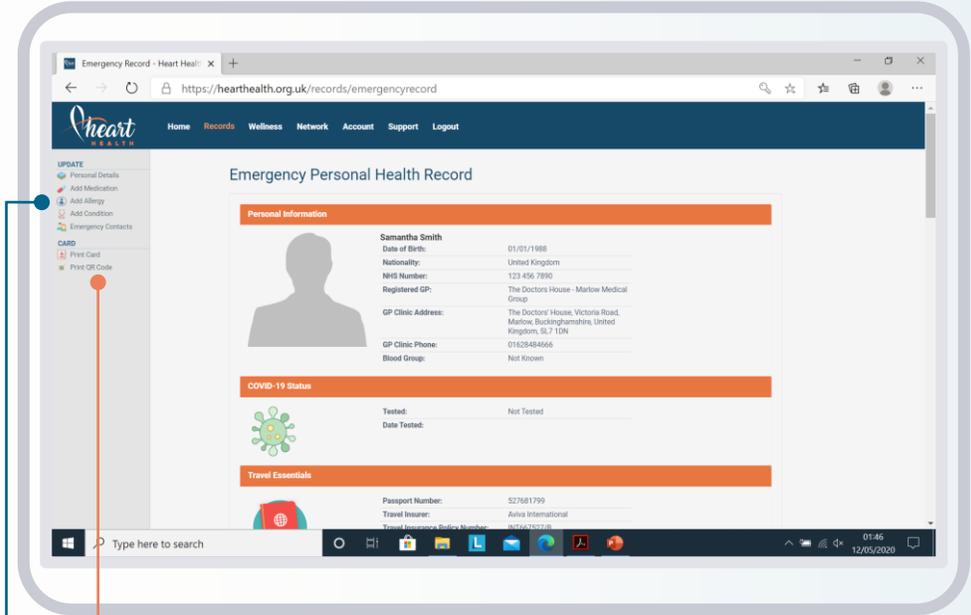
Previous Page

Main Menu

Next Section



Step 1
On the **Home** page, click **Emergency Record**.



Step 2
Use the sub-menu to fill in your emergency record. Be sure to enter:

- **Your personal details**
- **Your medications, allergies and conditions**
- **Your emergency contacts**

Step 3
Print your **emergency card with QR code** to keep in your wallet.

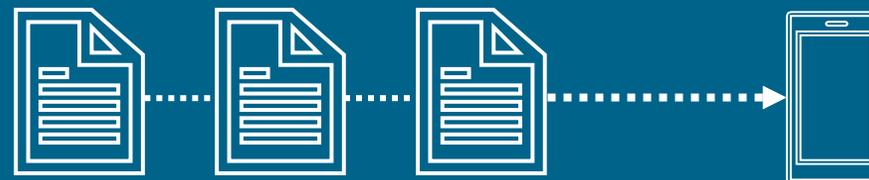




Main
Menu

3

Upload your health records



Online portal



Mobile app



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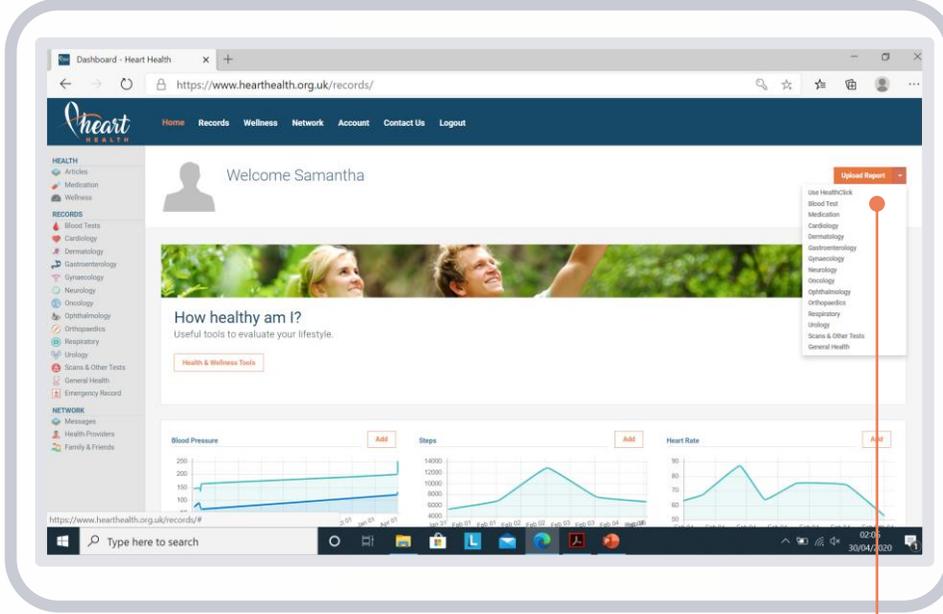


Upload your health records

Online portal

Mobile app

Scan your records, ready to upload.



Step 1

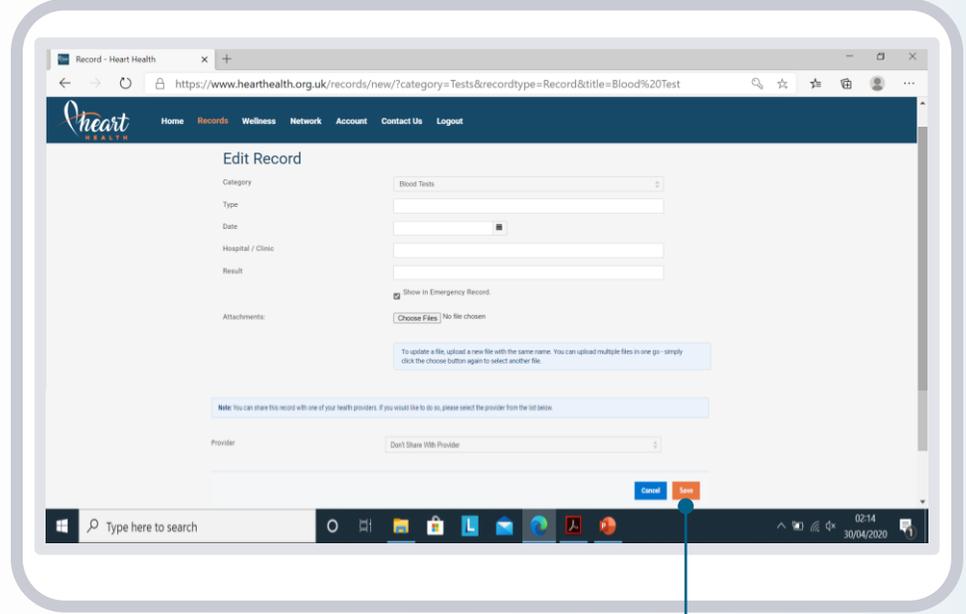
On the **home page**, click **Upload Report**.
Select relevant drop down option.
You can upload records such as, **medications, blood tests, letters, reports, X-rays, scans** and more.



Previous Page

Main Menu

Next Page



Step 2

Fill in record details. Upload any documents.
If it's a **PDF**, select '**Choose files/Browse**'.
If it's a **Scan/X-ray**, insert CD, choose '**Upload Scan/Xray**'.
Click **Save**.

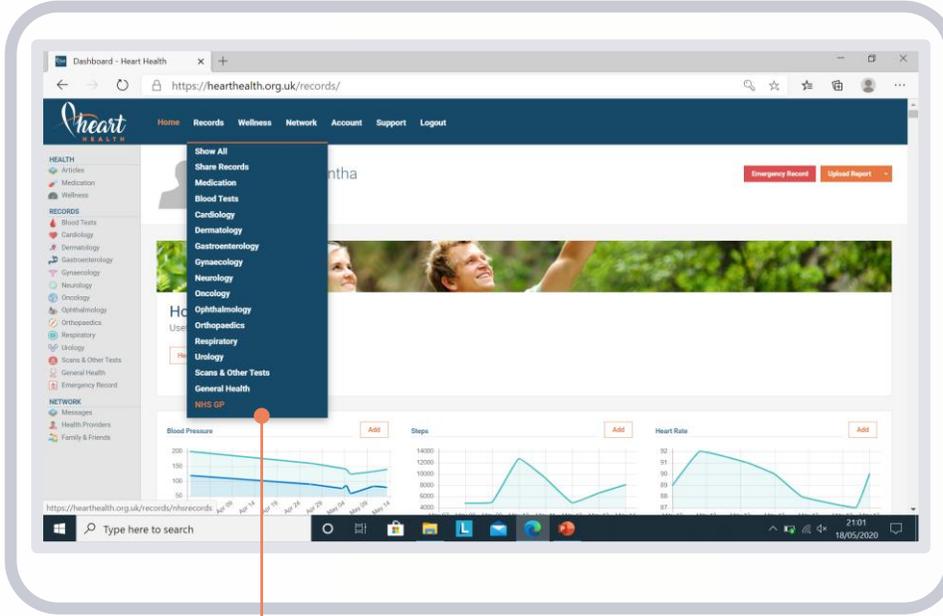


Upload your health records

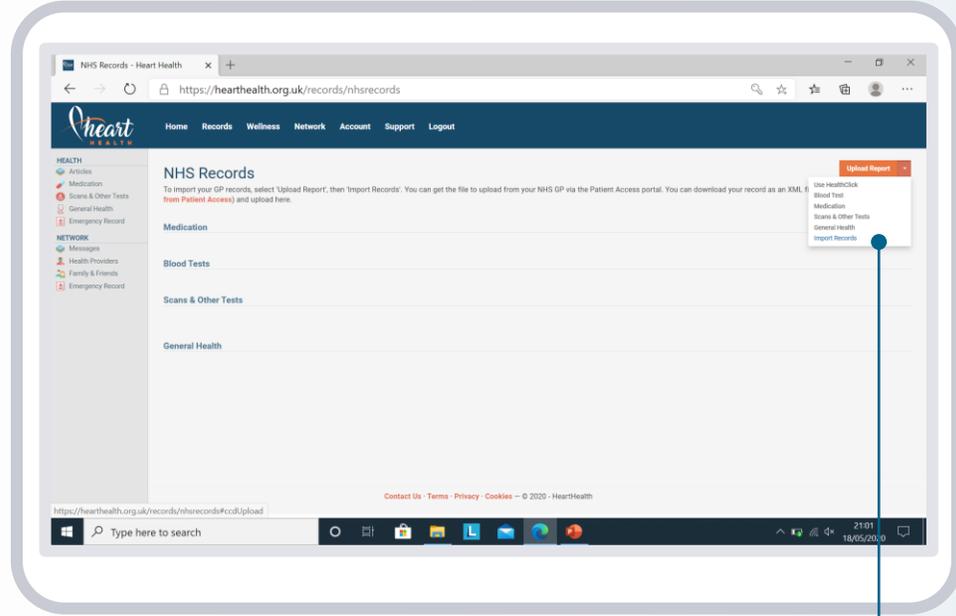
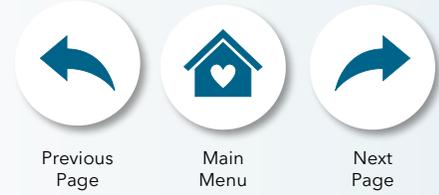
Online portal

Mobile app

Upload your NHS data.



Step 1
On the **menu**, click **Records**.
Click **NHS GP**.



Step 2
Click the drop down arrow next to **Upload Report**.
Click **Import Records**.
Follow the instructions on screen to upload your records.
You can request your records from your GP or download them from the NHS Patient Access Portal.



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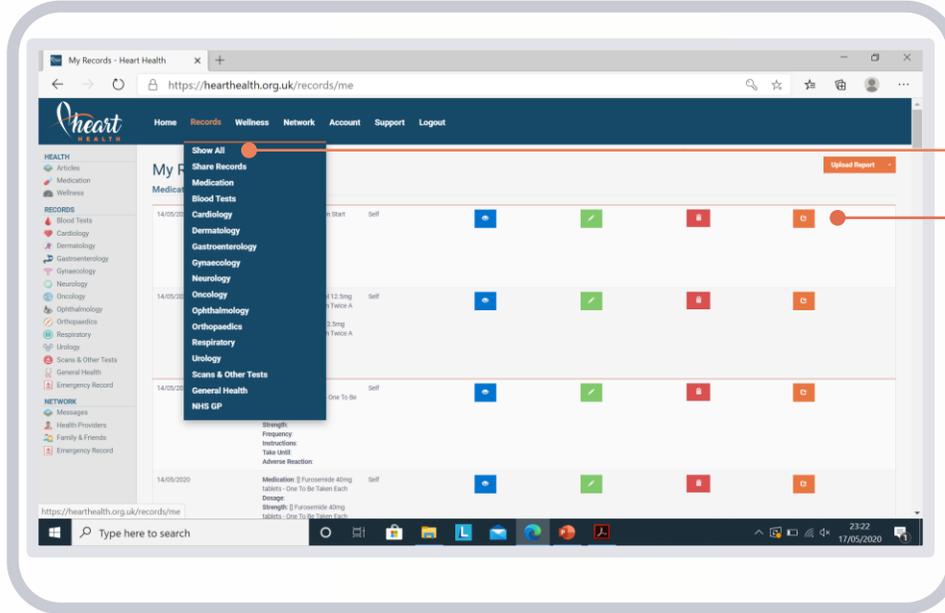


Upload your health records

Online portal

Mobile app

View and share records.



Click **Records**. On the drop down menu click on a specific sub-section or click **View All**.

You can **view, edit, delete** or **share** your records with a click of a button.



View



Edit



Delete



Share



Previous Page

Main Menu

Next Section

3



Upload your health records

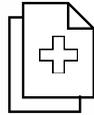
Online portal



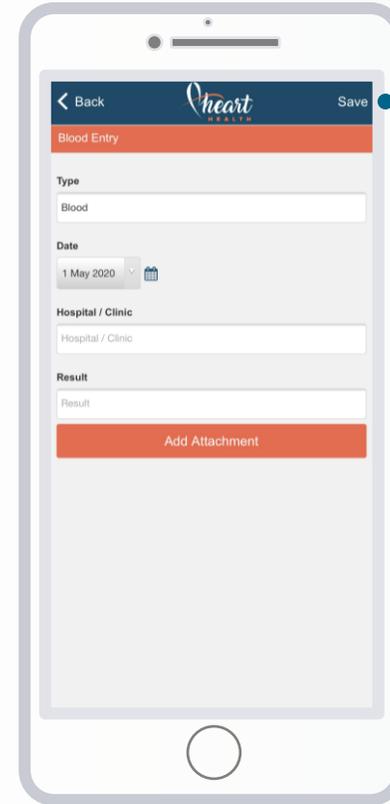
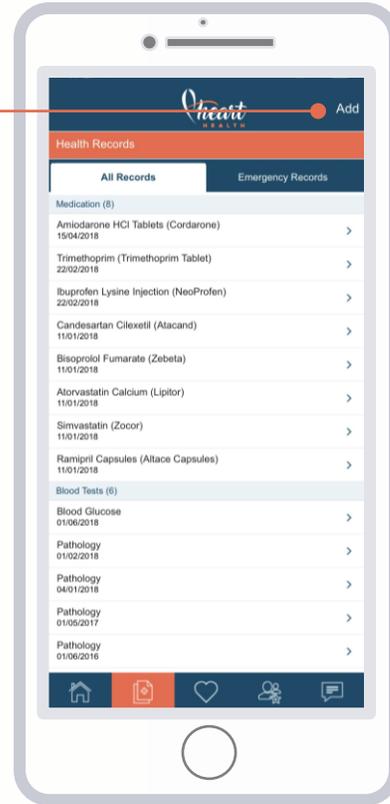
Mobile app

Upload photos of your records.

Step 1
On menu, click **Health Records.**



Step 2
Click **Add**. Select the relevant option.



Previous Page



Main Menu



Next Page

Step 3
Fill in the record details. **Attach** any photos from your camera.

Step 4
Click **Save**.



3



Upload your health records

Online portal

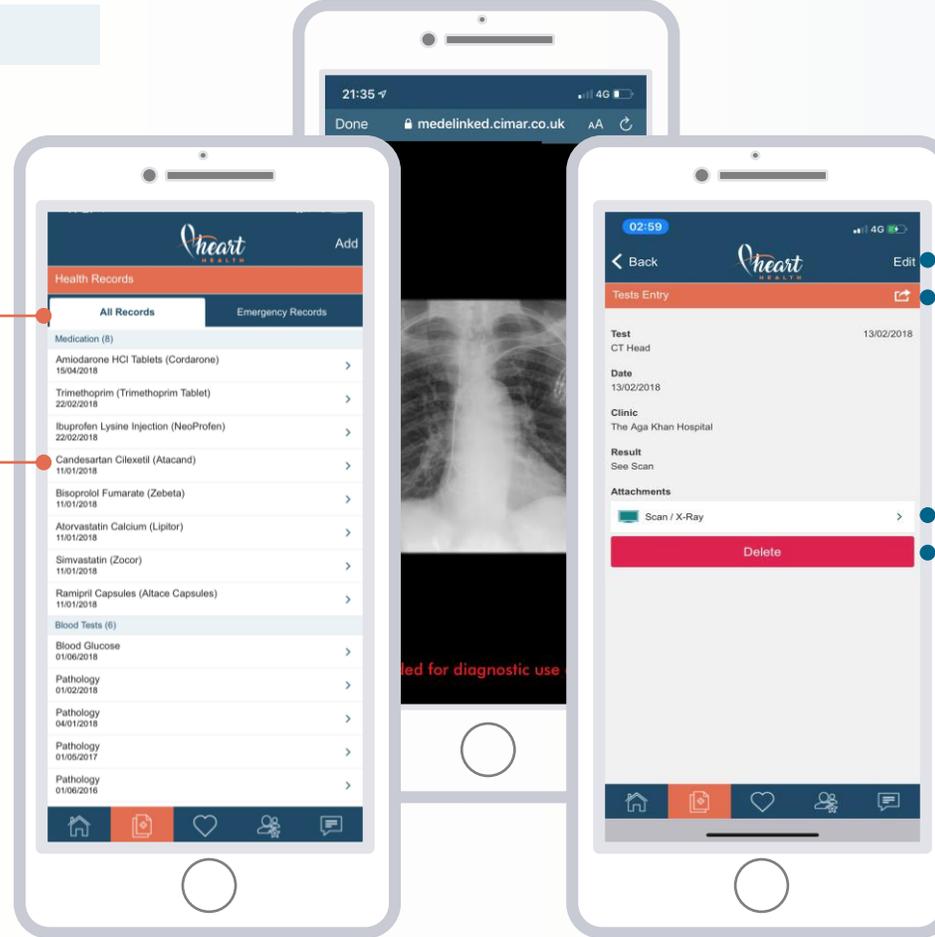


Mobile app

View and share records.

Click on the **All Records** tab.

Click on a specific record to **view**. You can view records such as **medications, blood tests, letters, reports, X-rays, scans** and more.



You can **edit, share, view attachments** or **delete** your records.



Previous Page

Main Menu

Next Section





Main
Menu

4

Synchronise your smart devices



Online portal



Mobile app





Synchronise your smart devices

 **Online portal**

 Mobile app

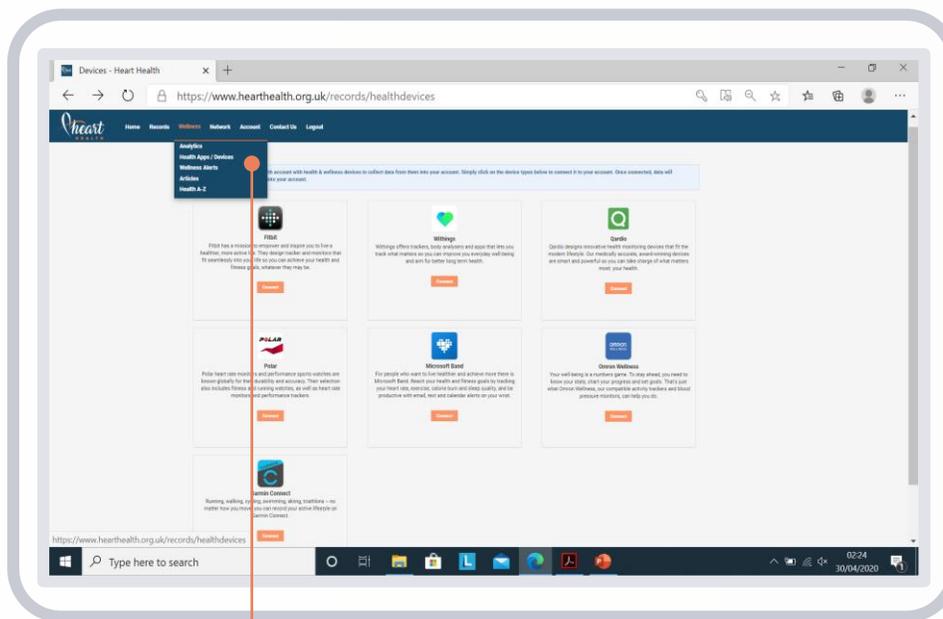


Previous Page

Main Menu

Next Section

Please ensure you have **set up your device account** before syncing your device with HeartHealth.



Step 1
Under **Wellness**, click **Health Apps/Devices**. Find your device and click **Connect**. You will be redirected to your device portal log in. **Please log into your device's account.**

Device	 Online portal	 Mobile app
FitBit	✓	✓
Withings	✓	✓
Qardio	✓	✓
Polar	✓	✓
Microsoft Band	✓	✗
Omron Wellness	✓	✓
Garmin Connect	✓	✓
iHealth	✗	✓
Google Fit	✗	✓
TomTom MySports	✗	✓
Misfit	✗	✓



Synchronise your smart devices



Online portal



Mobile app



Previous Page

Main Menu

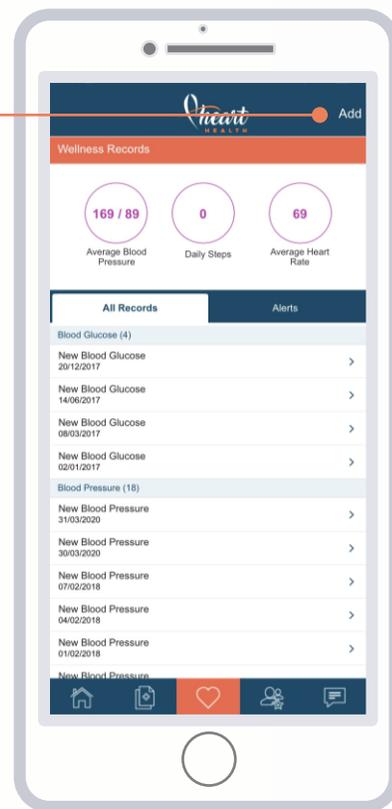
Next Page

Please ensure you have **set up your device account** before syncing your device with HeartHealth.

Step 1
On menu, click **Wellness Records.**



Click **Add.**
Click **Connect your Devices.**



Device	Online portal	Mobile app
FitBit	✓	✓
Withings	✓	✓
Qardio	✓	✓
Polar	✓	✓
Microsoft Band	✓	✗
Omron Wellness	✓	✓
Garmin Connect	✓	✓
iHealth	✗	✓
Google Fit	✗	✓
TomTom MySports	✗	✓
Misfit	✗	✓



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Synchronise your smart devices



Online portal

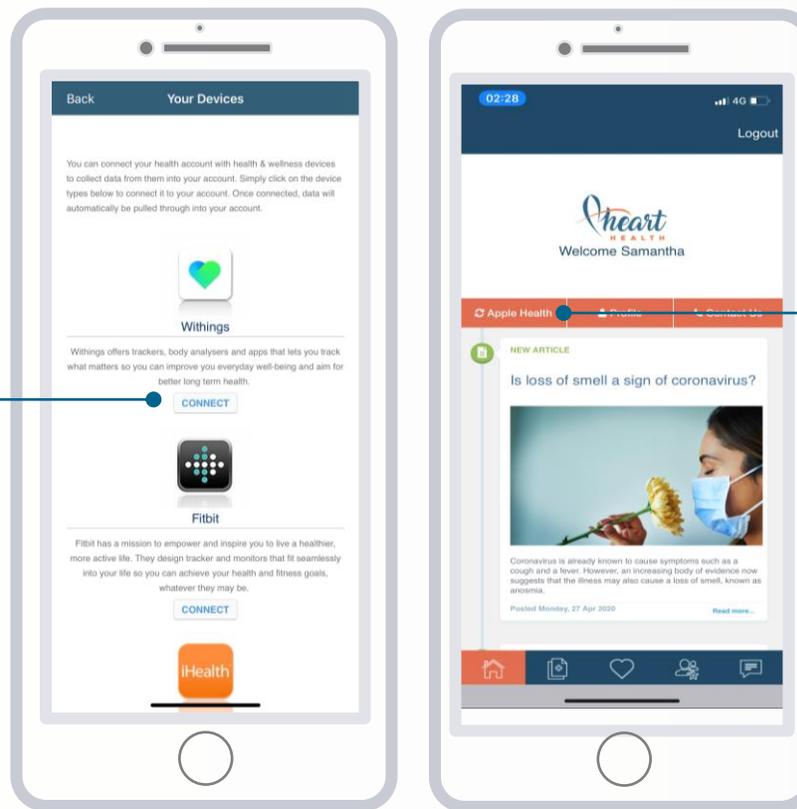


Mobile app

Please ensure you have **set up your device account** before syncing your device with HeartHealth.

Step 2

Find your device.
Click **CONNECT**.
You will be redirected to your device portal log in.
Please **log in** to your **device's account**.



To sync **Apple Health**.

Step 1

On menu, click **Home**.



Click **Apple Health**.
This will sync your Apple Health data into your account.

If you have set up your **Apple Watch** to sync with your Apple Health, all your Apple Watch data will sync too.



Previous Page



Main Menu



Next Section



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Main
Menu

5

Record your
wellness parameters



Online portal



Mobile app



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5



Record your wellness parameters



Online portal



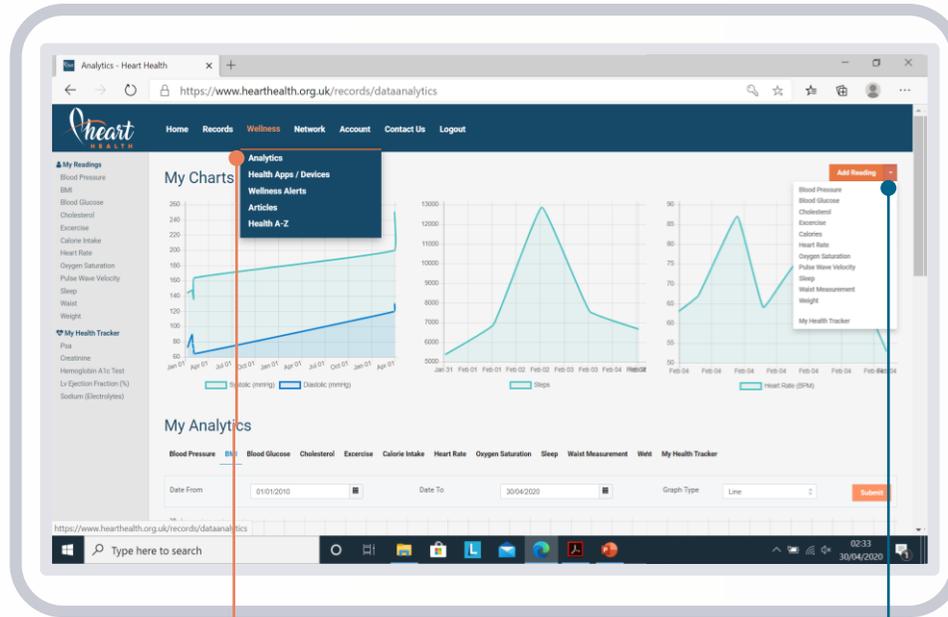
Mobile app



Previous Page

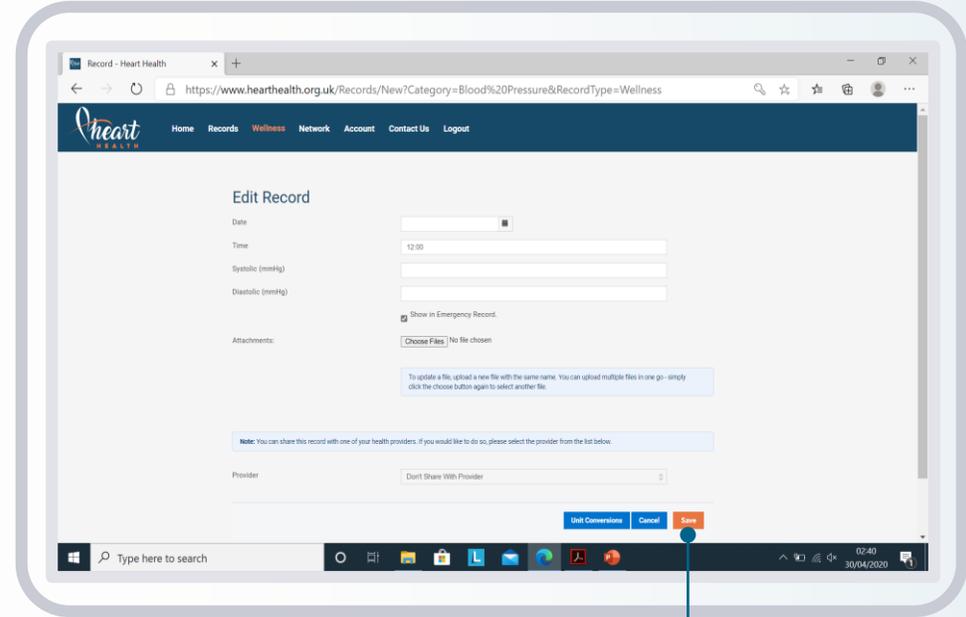
Main Menu

Next Section



Step 1
Under **Wellness**, click **Analytics**.

Step 2
Click the drop down arrow next to **Add Reading**.
Select the relevant option.



Step 3
Fill in your wellness parameter reading. Click **Save**.

Note

- If you do not see a relevant option, select **My Health Tracker** and create your own parameter.
- Minimum 2 readings required to see a **wellness graph**.



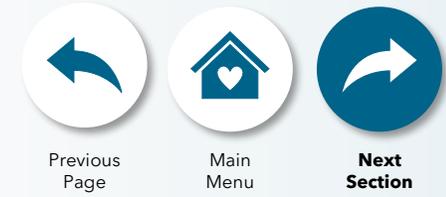
5



Record your wellness parameters

Online portal

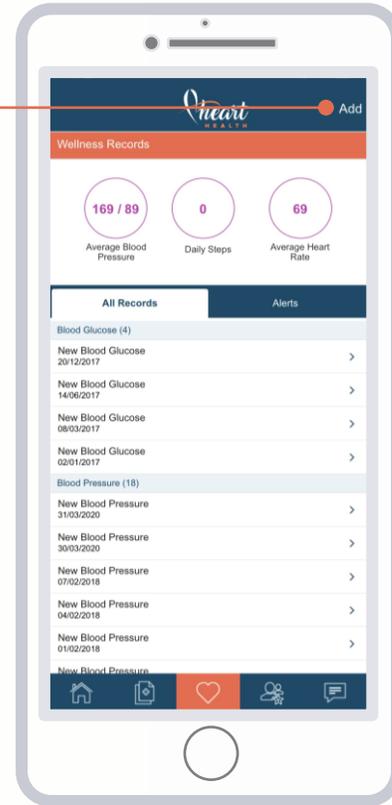
Mobile app



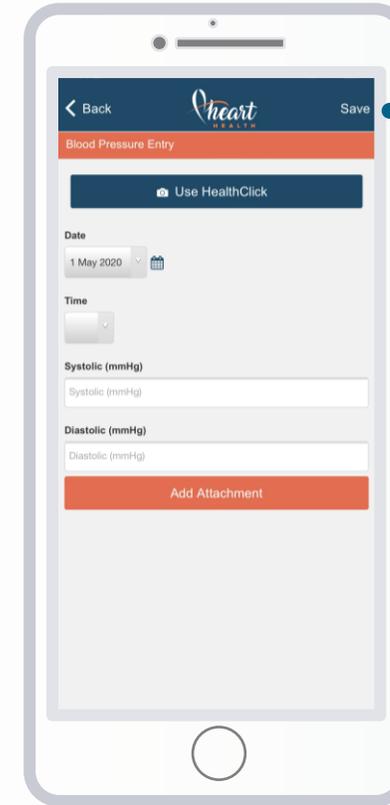
Step 1
Click **Wellness Records**.



Step 2
Click **Add**. Select the relevant option.



Step 3
Fill in your wellness parameter reading. Click **Save**.





Main
Menu

6

Connect and share records



Online portal



Mobile app



6



Connect and share records

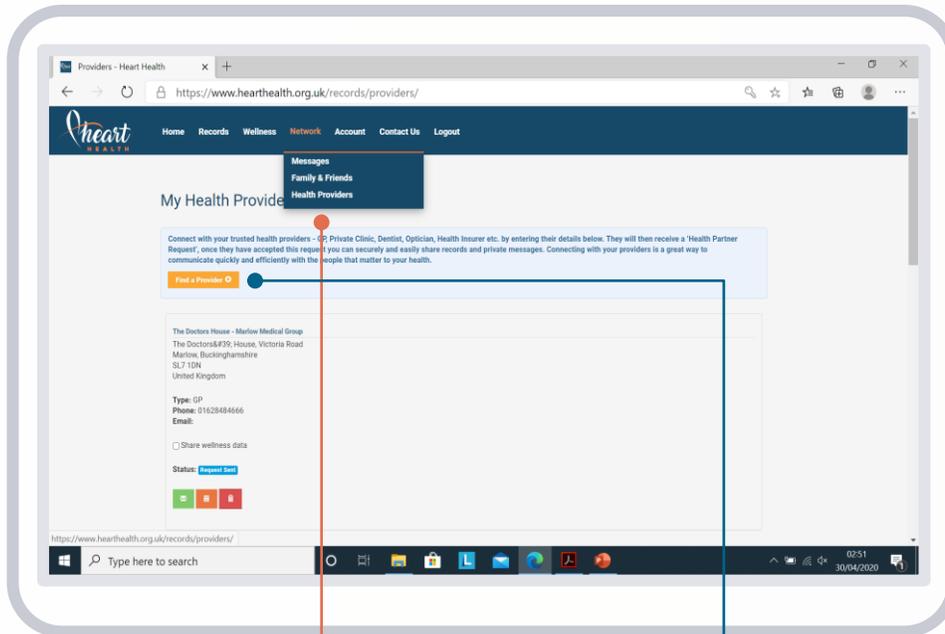


Online portal



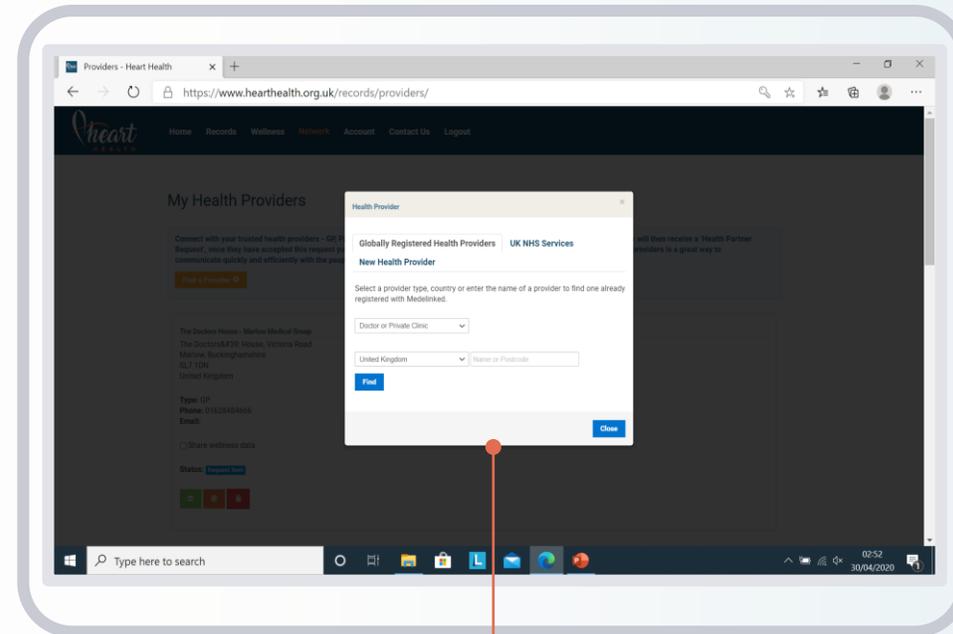
Mobile app

Add a doctor as a contact.



Step 1
Under **Network**, click **Health Providers**.

Step 2
Click **Find a Provider**.



Step 3
You can search for doctors via the **Global Providers** or **UK NHS** tabs. Enter the doctor details and click **Find**. From the results, look for your doctor and click **Add**.

If you cannot find your doctor, click on the **New Health Provider Tab** and create a new contact.



Previous Page

Main Menu

Next Page



6



Connect and share records

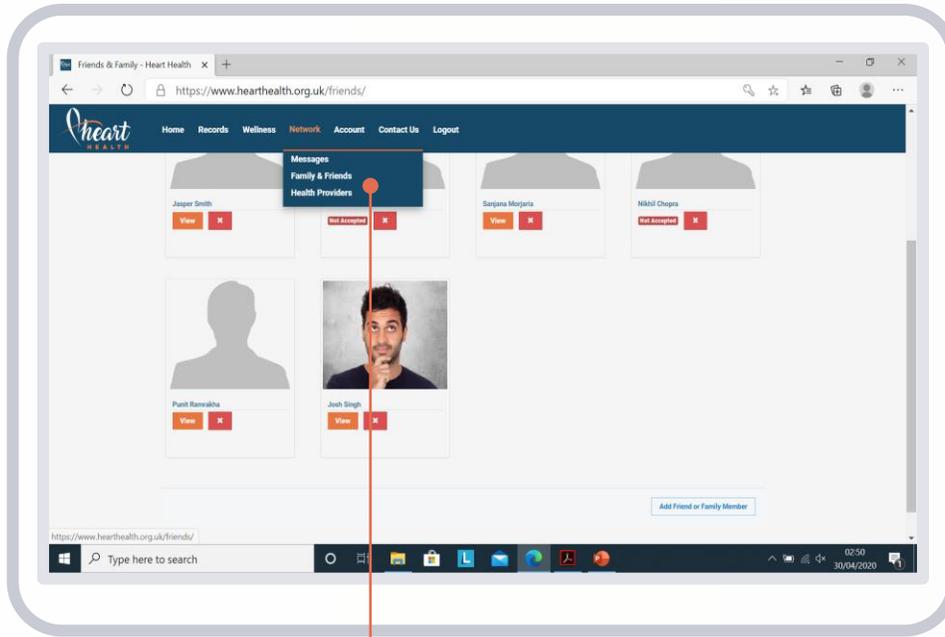
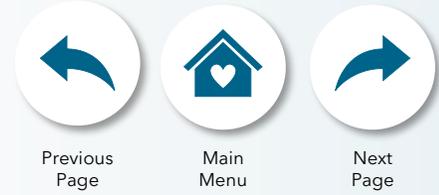


Online portal

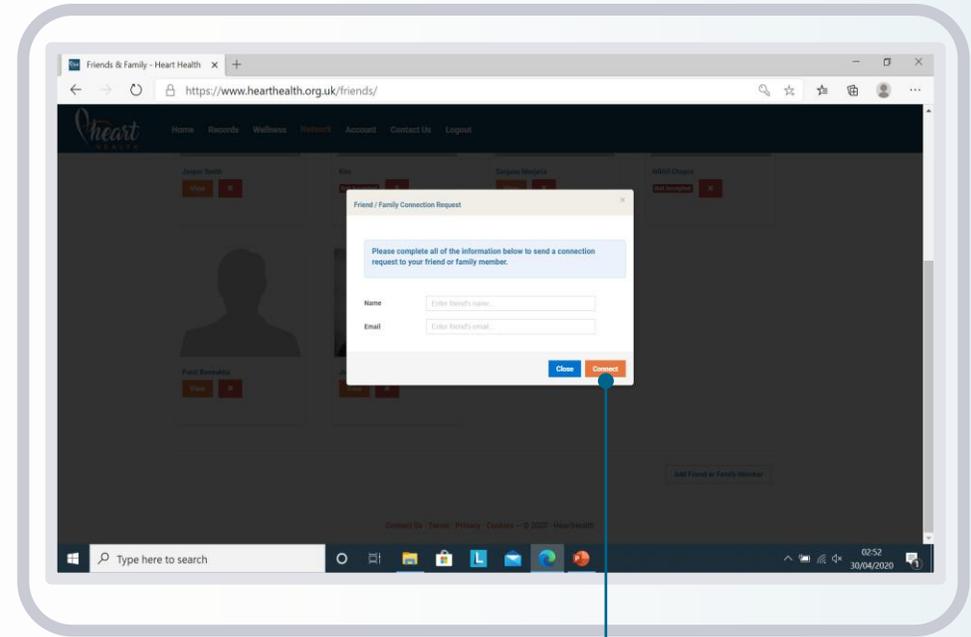


Mobile app

Invite family and friends.



Step 1
Under **Network**, click **Family & Friends**.



Step 2
Enter their **Name** and **Email** and press **Connect** to send them an invite to join your network. Once they have accepted, you can share messages and records with them.



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6



Connect and share records



Online portal



Mobile app

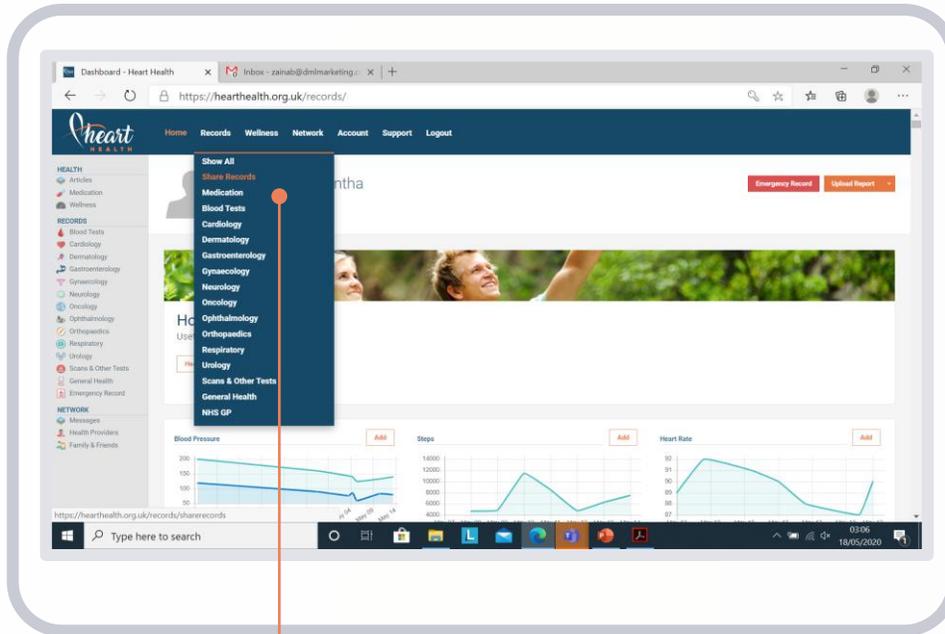
Share multiple records.



Previous Page

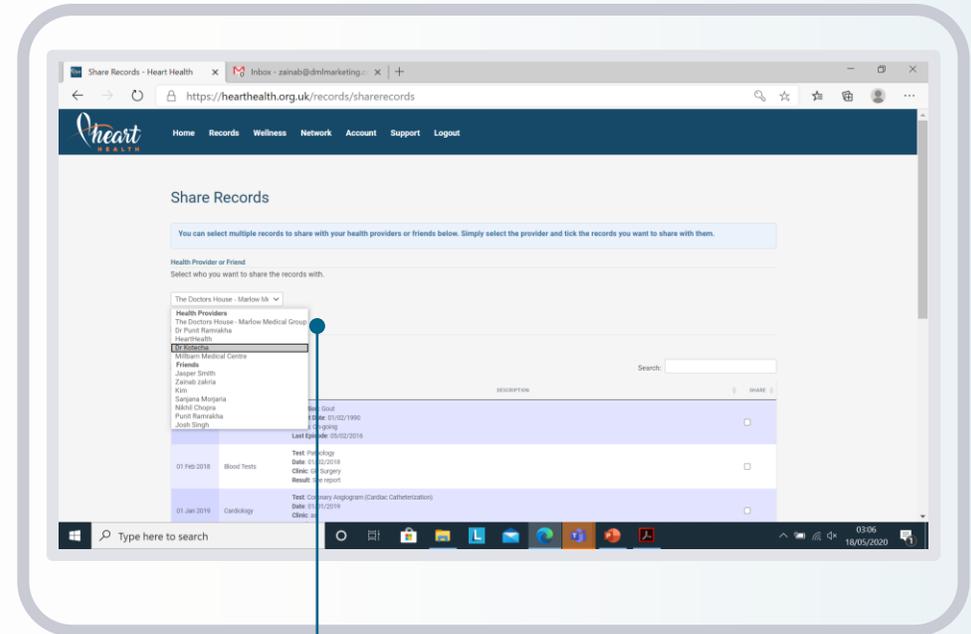
Main Menu

Next Page



Step 1

Click **Records**. Click **Share Records**.



Step 2

Select the **contact** you would like to share the record with.



6



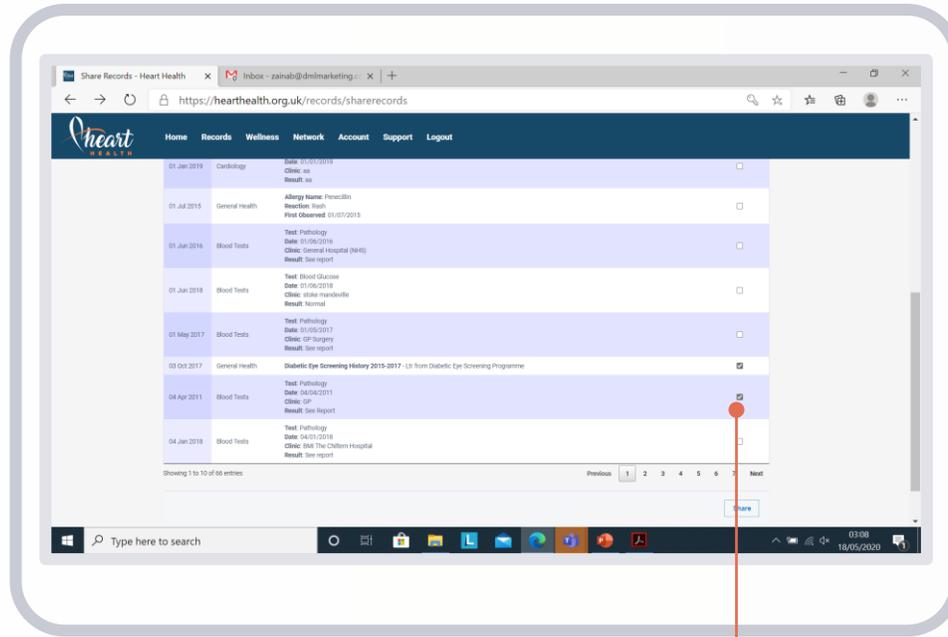
Connect and share records



Online portal



Mobile app



Step 3

Select the **record(s)** by **checking the tick box**. You can send multiple records at once. Click **Share**.

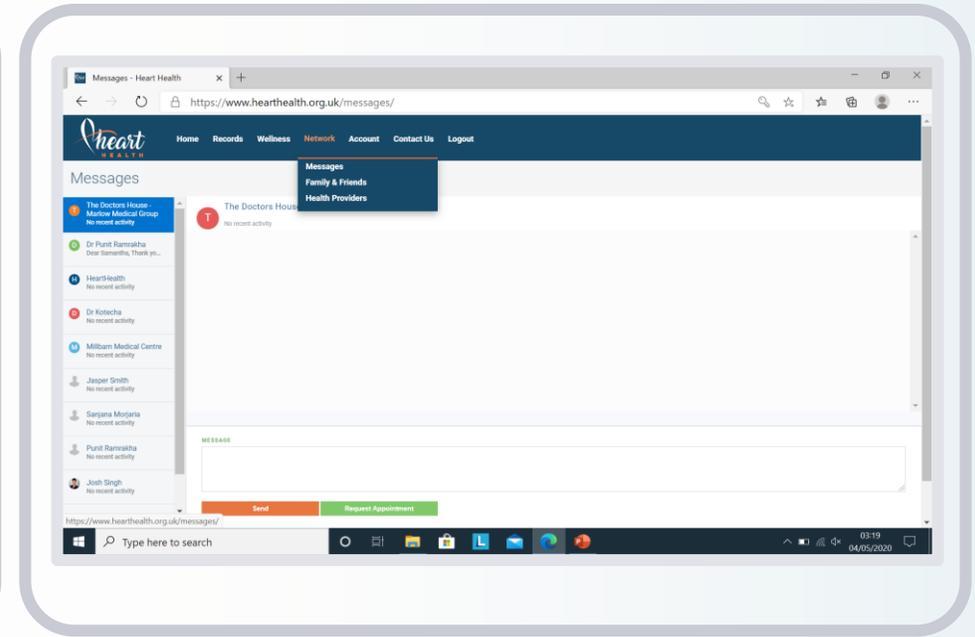


Previous Page

Main Menu

Next Section

Send messages.



Under **Network**, click **Messages** to **write, view** or **respond** to a message from your doctor, family or friend.



6



Connect and share records

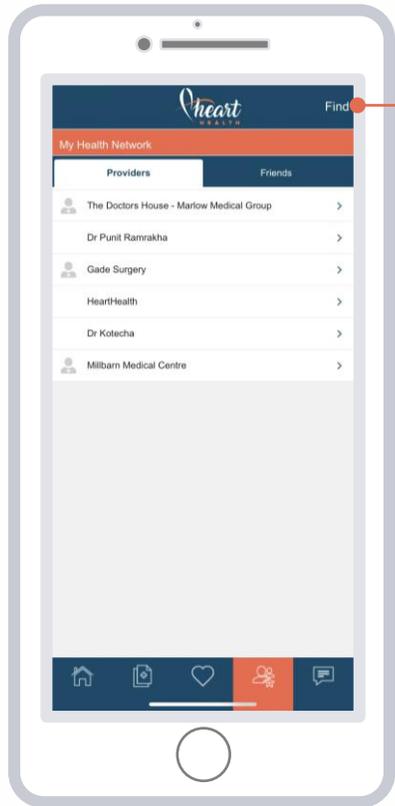
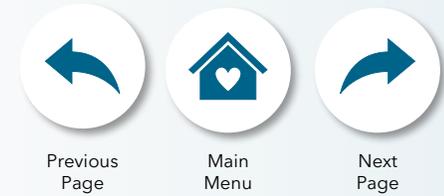


Online portal



Mobile app

Add a doctor as a contact.



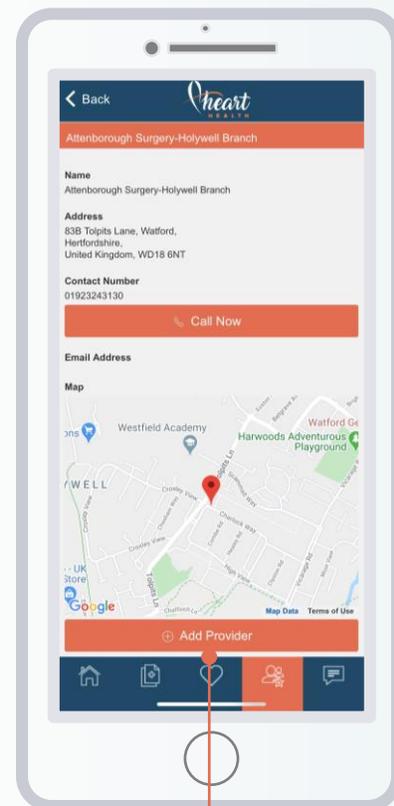
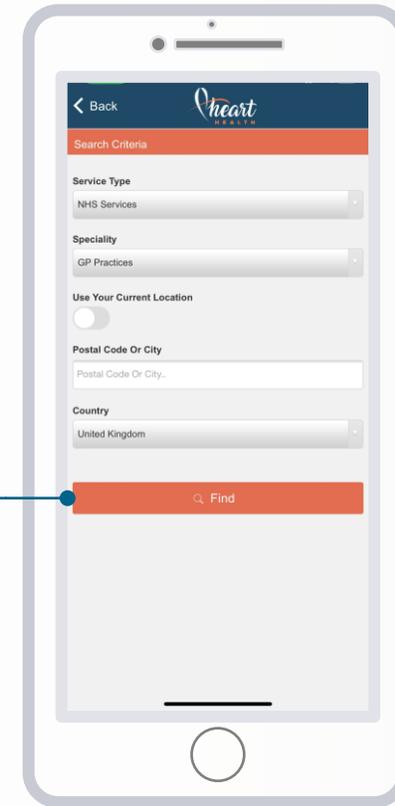
Step 1
Click on **My Health Network.**



Step 2
Click **Find.**

Step 3
You can search for Private Services or NHS Services. Select the **speciality**. You can choose to search based on **your location** or **enter your postcode**. Click **Find**. From the search results, click on the doctor.

If you cannot find your doctor, you can add a new doctor as a contact via our online portal. **Click here to learn how.**



Step 4
Click **Add Provider.**



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6



Connect and share records



Online portal



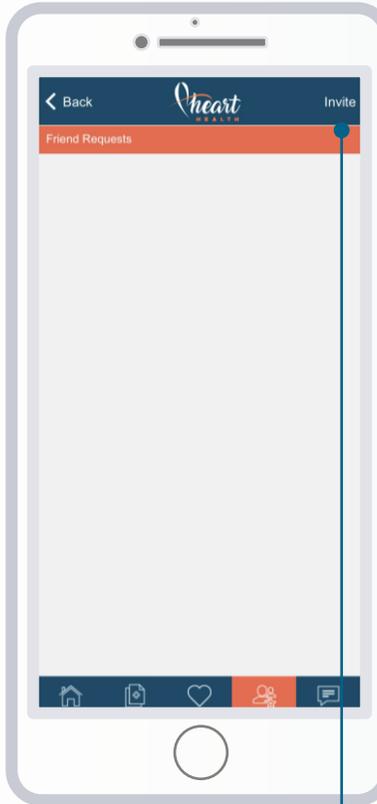
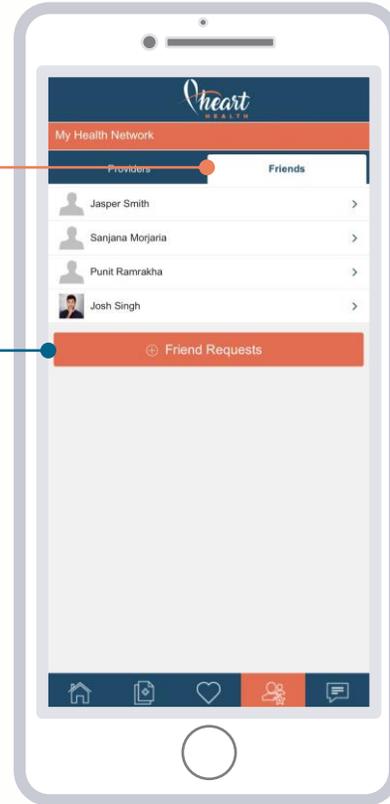
Mobile app

Invite friends and family.

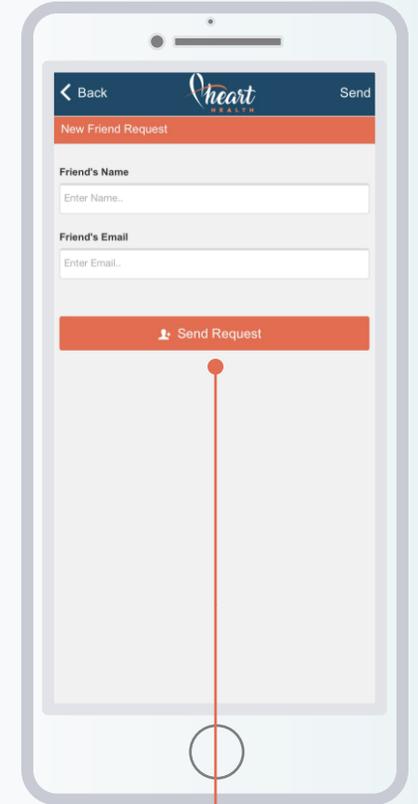
Step 1
Click on **My Health Network**.



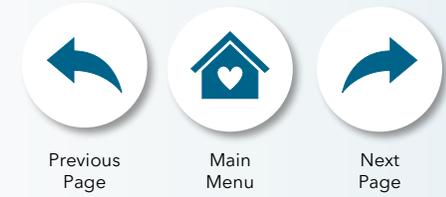
Step 2
Click on **Friends** tab.
Click **Friend Requests**.



Step 3
Click **Invite**.



Step 4
Enter their details and **send request**.



Previous Page

Main Menu

Next Page



6



Connect and share records



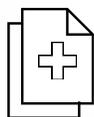
Online portal



Mobile app

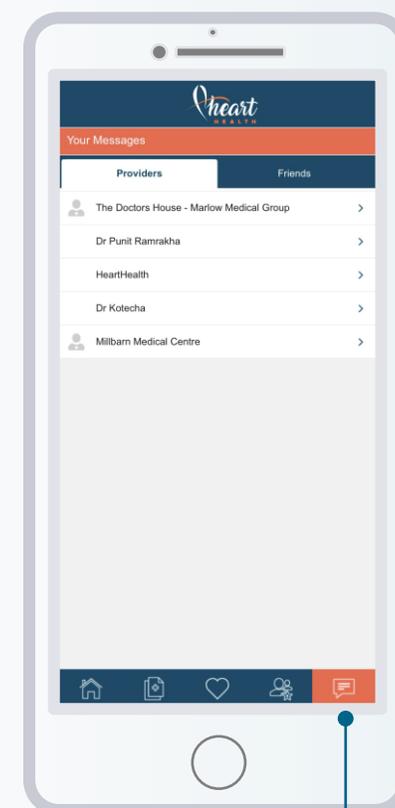
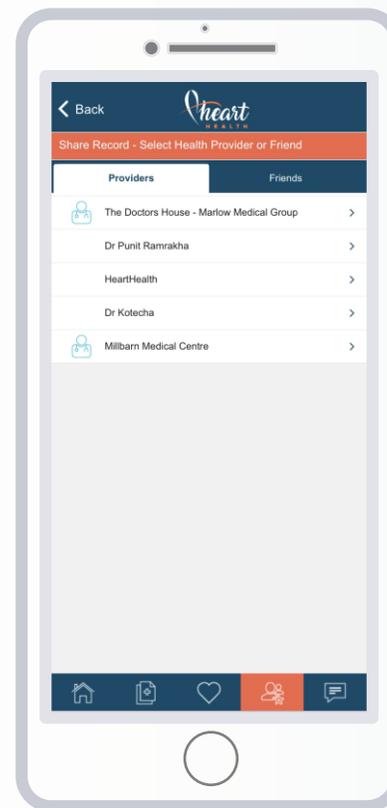
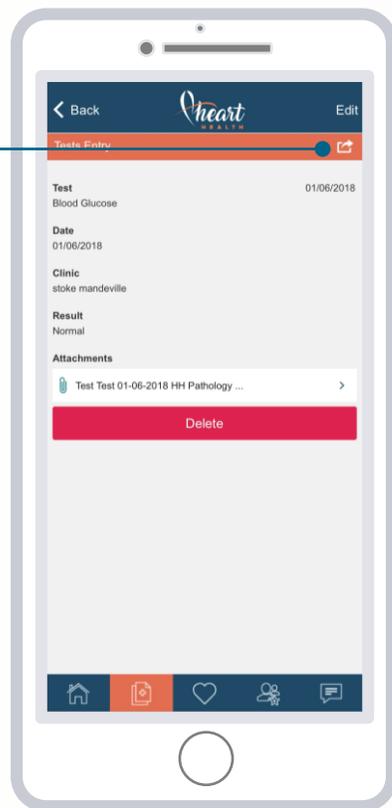
Share records and send messages.

Step 1
On menu, click **Health Records**.



Step 2
Select the record you would like to share.

Click the **share button** to share with anyone in your network.



Previous Page

Main Menu

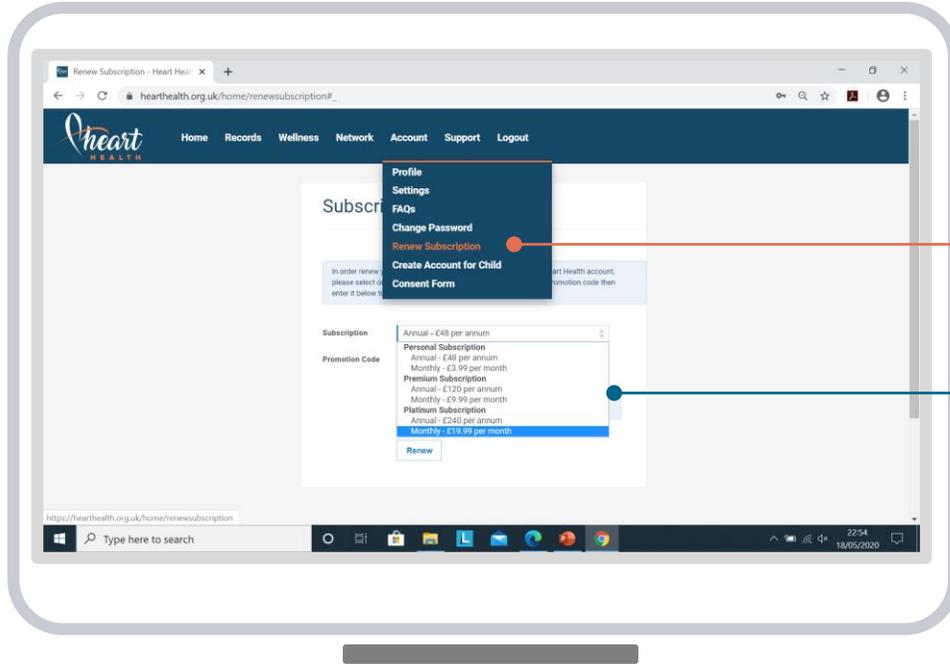
Next Section

On menu, click on **Your Messages**. Click on the **contact** you wish to send a message to. You can **write, view** or **respond** to messages from doctors, family and friends.



How to renew your account

Online Portal only.



For active accounts.

Step 1
Click **Account**. Click **Renew Subscription**.

For expired accounts.

Step 1
Log in to your online portal. This **Subscription Renewal** screen will appear.

Step 2
Select the relevant subscription package best suited to your needs. Click **Renew**.

You will be redirected to a payment request page. You can pay monthly / one-off annual payment.

- Payment methods accepted are:
- **Paypal** - Visa / Mastercard / AmEx / Discover
 - **GOCardless** - Direct debit

When payment is complete, please wait to be redirected to your home page before closing your browser.

How to subscribe

Online Portal only.

Step 1

[Click here to view our plans.](#)

Select the relevant subscription package best suited to your needs and click **Register Now**.

Step 2

You will be redirected to a payment request page. You can pay monthly or a one-off annual payment.

Payment methods accepted are:

- **Paypal** - Visa / Mastercard / AmEx / Discover
- **GOCardless** - Direct debit

When payment is complete, please wait to be redirected to your home page before closing your browser.

Membership plans

PERSONAL £3.99 pm / £48 pa	PREMIUM £9.99 pm / £120 pa	PLATINUM £19.99 pm / £240 pa
Access across multiple devices	Access across multiple devices	Access across multiple devices
Ongoing support and training	Ongoing support and training	Ongoing support and training
Secure and ample cloud storage	Secure and ample cloud storage	Secure and ample cloud storage
Assist in creating key wellness parameters ⁽³⁾	Assist in creating key wellness parameters	Assist in creating key wellness parameters
Assist with uploading digital records ^{(2) (3)}	Assist with uploading digital records	Assist with uploading digital records
Assist with uploading paper records ^{(2) (3)}	Assist with uploading paper records ^{(2) (3)}	Assist with uploading paper records ⁽⁴⁾
REGISTER NOW	REGISTER NOW	REGISTER NOW



Your digital health passport



Main Menu

Your digital health passport is ready to use.

If you need any further assistance or technical support, we're here to help.



01494 424317



info@hearthealth.org.uk



www.hearthealth.org.uk

