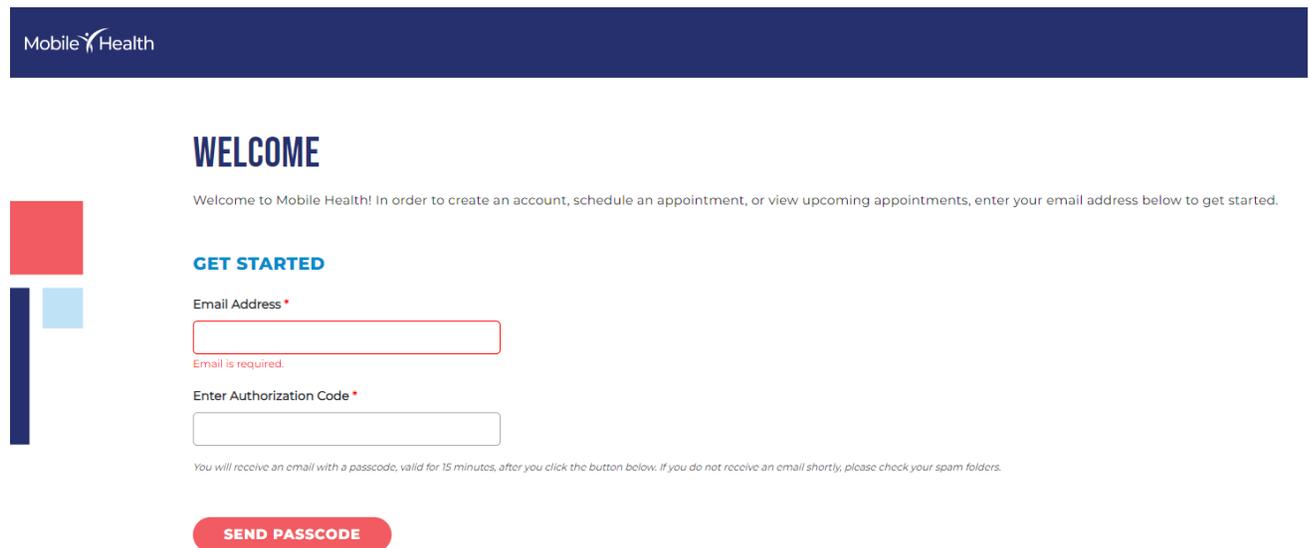


Patient Portal User Guide for PPL

First Time Login

Follow these steps to log in for the first time:

1. Open your web browser and go to patients.mobilehealth.com
2. Enter your email address and authorization code **tJHOImSXFcmK**
3. You will receive an email with a passcode to proceed. Get the passcode from your email (check your spam folder if you don't see it in your inbox) and enter it where prompted.
4. Click "Authenticate" and you'll be logged in and taken to the "Welcome" page.



Mobile Health

WELCOME

Welcome to Mobile Health! In order to create an account, schedule an appointment, or view upcoming appointments, enter your email address below to get started.

GET STARTED

Email Address *

Email is required.

Enter Authorization Code *

You will receive an email with a passcode, valid for 15 minutes, after you click the button below. If you do not receive an email shortly, please check your spam folders.

SEND PASSCODE

Subsequent Logins

After you've logged in once, here's how to log in again:

1. Open your web browser and go to patients.mobilehealth.com
2. Enter your email address if it isn't auto filled.
3. You will receive an email with a passcode to proceed. Grab the passcode from your email and enter it where prompted. Click "Authenticate" and you'll be logged in and taken to the "Welcome" page.

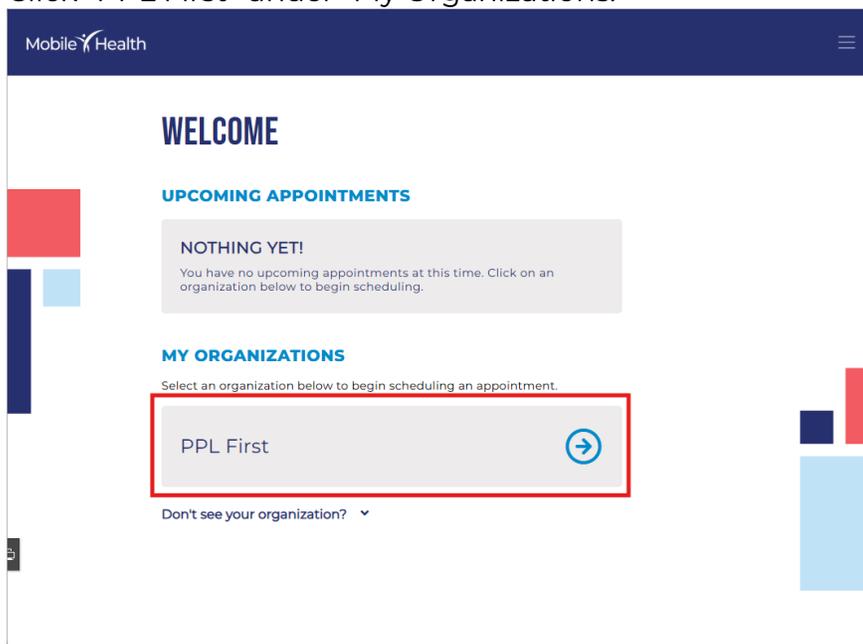
Welcome Page

From the “Welcome” page, you can schedule and manage your appointments and view your organizations.

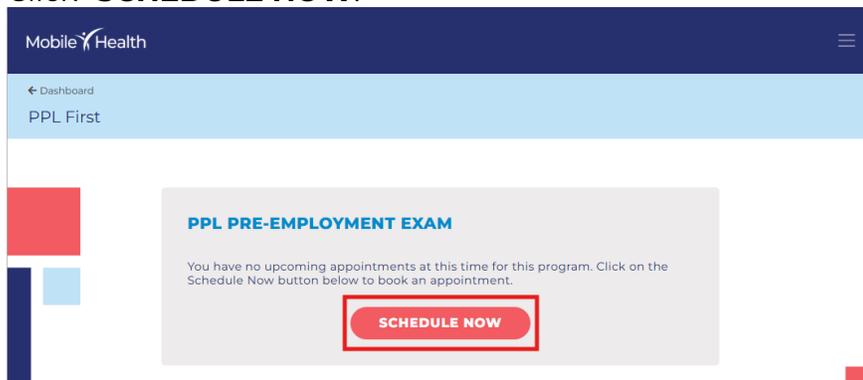
To Schedule an Appointment

If at any point you need to make changes, click “^” next to the section you need to edit. Click “**CONTINUE**” to confirm you want to make changes.

1. Log in.
2. Click “PPL First” under “My Organizations.”



3. Click “**SCHEDULE NOW.**”



4. Complete the patient information. Fields marked with an asterisk are required.

Note: Your information will be saved after completing it the first time.

5. Click "**CONTINUE**" after all information has been entered and checked for accuracy. A confirmation message will appear.
6. Under "Online Procedures" click the box to the right of "Patient Self Health Assessment." Click "**CONTINUE.**"

The screenshot shows the 'Mobile Health' app interface. At the top, there is a dark blue header with the 'Mobile Health' logo and a hamburger menu icon. Below the header is a light blue bar with a back arrow and the text 'Dashboard' and 'PPL First'. The main content area has a vertical progress indicator on the left with steps 1 through 6. Step 2, 'ONLINE PROCEDURES', is currently active. Under this step, there is a text box with the label 'Patient Self Health Assessment' and a checked checkbox to its right. Below this is a red 'CONTINUE' button. At the bottom, steps 3 through 6 are listed in a grayed-out state: 'PROCEDURES', 'SCHEDULE', 'REVIEW', and 'CONFIRM'.

7. All procedures are required and already selected for you. Click "**CONTINUE.**"

The screenshot shows the 'Mobile Health' app interface at the 'PROCEDURES' step. The progress indicator on the left shows step 3 is active. The main content area has a text box with the label 'Individual Procedures' and a list of procedures with checkboxes to their right. All checkboxes are checked. Below the list is a red 'CONTINUE' button. At the bottom, steps 4 and 5 are listed in a grayed-out state: 'SCHEDULE' and 'REVIEW'.

8. Enter your zip code and adjust desired travel distance (ranges between 5 and 100 miles) under “Maximum Distance.”

Mobile Health

← Dashboard
PPL First

1 PATIENT INFORMATION
2 ONLINE PROCEDURES
3 PROCEDURES
4 SCHEDULE

Location

ZIP Code: 11101
Maximum Distance: 5 Miles

Available Clinics

- NEW SYNC 2
1 ave ABCD 332 w
Brooklyn, NY
- Test Branch
1 ave C 33
New York, NY
- Ras Branch
560 Lexington Ave 4th floor
New York, NY

View all

5 REVIEW
6 CONFIRM

9. Choose an available clinic by checking the box next to the clinic's name. You can check multiple clinics to see time slots for each one. If a list of clinics does not appear, change the zip code or extend the maximum distance.

Mobile Health

← Dashboard
PPL First

3 PROCEDURES
4 SCHEDULE

Location

ZIP Code: 11101
Maximum Distance: 5 Miles

Available Clinics

- NEW SYNC 2
1 ave ABCD 332 w
Brooklyn, NY
- Test Branch
1 ave C 33
New York, NY
- Ras Branch
560 Lexington Ave 4th floor
New York, NY

View all

10. Select desired appointment date and time block. Available times will appear by clinic. If no appointment times appear for any location, a different location, date and/or time block must be selected.

Mobile Health

← Dashboard
PPL First

11101 5 Miles

Available Clinics

NEW SYNC 2
1 ave ABCD 332 w
Brooklyn, NY

Test Branch

Apr 2025

Sa	Me	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

04/01/2025

Desired Time Block

Morning (6AM-12PM)
 Afternoon (12PM-6PM)
 Evening (6PM-12AM)
 Night (12AM-6AM)

11. Once you have selected an available time at your location of choice, click **“CONTINUE.”**

Mobile Health

← Dashboard
PPL First

04/01/2025

Desired Time Block

Morning (6AM-12PM)
 Afternoon (12PM-6PM)
 Evening (6PM-12AM)
 Night (12AM-6AM)

Available Times by Location

NEW SYNC 2
1 ave ABCD 332 w Brooklyn, NY

9:00 AM 10:00 AM 11:00 AM 12:00 PM

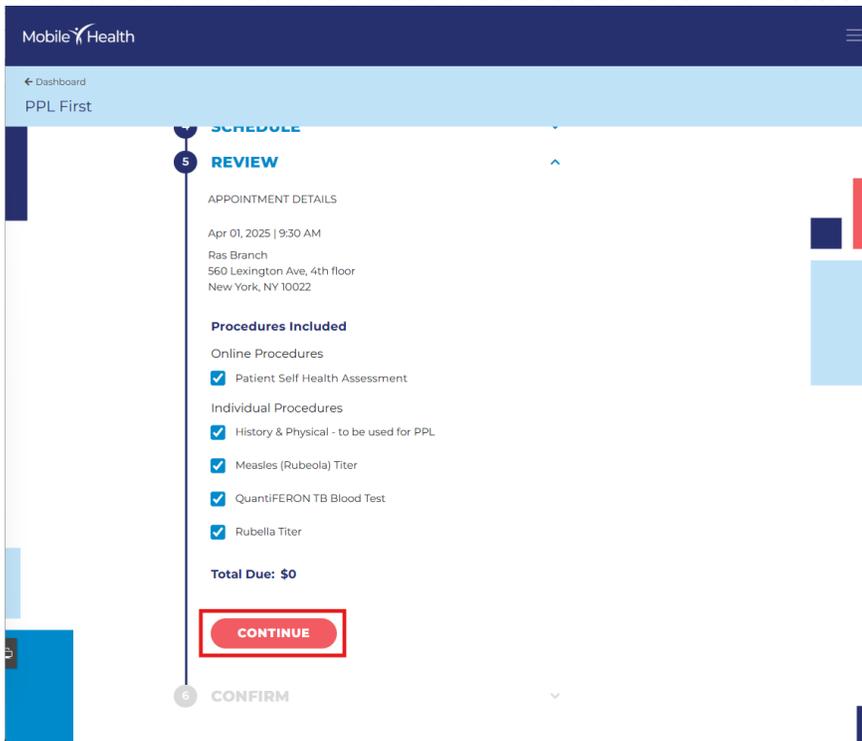
Ras Branch
560 Lexington Ave 4th floor New York, NY

9:00 AM 9:30 AM 10:00 AM 10:30 AM 11:00 AM 11:30 AM

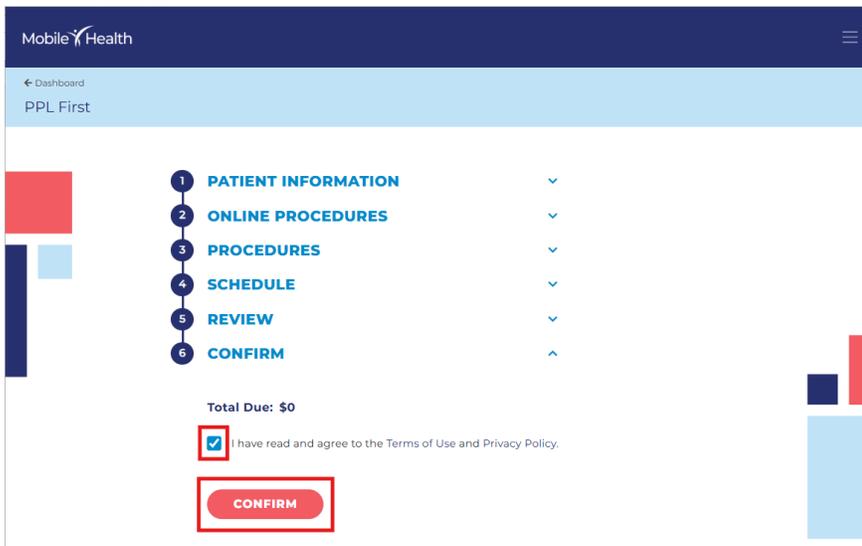
CONTINUE

5 REVIEW
6 CONFIRM

12. Review: confirm all information is accurate. Click **“CONTINUE.”**



13. Check the box to agree to the Terms of Use and Privacy Policy, then click **“CONFIRM.”**



A confirmation message will appear. Click **“DASHBOARD”** to return to the “Welcome” page. Your appointment should now appear under “Upcoming Appointments.”

You’ll receive an email notification confirming you’ve scheduled an appointment.

To Reschedule/Cancel an Appointment

If you need to reschedule your appointment, you will need to cancel the existing appointment and schedule a new one. Here's how:

1. Log in following the directions on page 1.
2. From the "Welcome" page click on your upcoming appointment.
3. Select "**CANCEL APPOINTMENT.**"

You'll receive an email notification confirming you've cancelled your appointment. Once it's cancelled, you can schedule a new one.

Logout

To ensure your information remains private and secure, please click "Logout" from the menu (top right) each time you finish using Patient Portal.

