



## Welcome to the Western Maryland Health System Hospital Services Patient Portal

Here's how to sign in:

New User:

1. Visit the Hospital Services Patient Portal website: <http://ptaccess.wmhs.com>

*For security purposes, Western Maryland Health System Patient Portal works with Internet Explorer 9 and above, and the current versions of Firefox, Chrome and Safari.*

*If you are using a compatible version of Internet Explorer, please be sure Compatibility Mode is disabled for this site.*

2. Click the Sign Up! button:

WESTERN MARYLAND  
HEALTH SYSTEM  
*Caring for What Matters Most*

Welcome to Western Maryland Health System Patient Portal!

English

Want to learn more? To learn more about Western Maryland Health System Patient Portal before signing up, [click here](#). To visit the main site of Western Maryland Health System [click here](#).

Latest News Welcome to Western Maryland System Patient Portal!

© 2017 Western Maryland Health System. All Rights Reserved - 12500 Willowbrook Road - Cumberland, Maryland 21502 - Phone: 240-964-7000 Questions - contact Patient Portal Support at 240-964-8300

3. You will be asked to provide some information to complete the registration process. Read the information on the screen and click Next:

Sign Up for Western Maryland Health System Patient Portal

Step 1 of 6

Let's get started! Here is the information you'll be providing during the registration process. In particular, note that the patient code is something given to you by the provider, so make sure you have that before beginning.

Username  
Password  
E-Mail Address  
Two Security Questions  
Name  
Date of Birth  
Patient Code (*Given to you by the provider*)

Next Cancel

Introduction  
Login Information  
Security Questions  
Patient Information  
Release Consent  
Verification  
Help Video Text-based Help



4. In the Username field, type in a username unique to you. In the Password field, type in a password you'll remember. In the Confirm Password field, retype the password you typed in the previous field. In the E-mail field, type in an email address you can easily access. In the Type the Letters field, type in the letters below the Type the Letters Field. In this example, the letters are N3GPT. Be sure to save this information somewhere safe so you will be able to remember it later when you want to sign back into the Hospital Services Patient Portal. Once you've filled all the fields in, click Next.

Sign Up for Western Maryland Health System Patient Portal Step 2 of 6

Username:

Password:

Confirm Password:

E-mail:

Type the Letters:

**Next** (highlighted with a red box)

Use Alternative Math Question

**[Required]** By entering these characters you help prevent fake registrations. Capitalization doesn't matter. Click on the refresh icon to get new characters if the current ones are too difficult to decipher.

Introduction  
**Login Information**  
Security Questions  
Patient Information  
Release Consent  
Verification

Help Video Text-based Help

5. Click the down arrow next to the field First Security Question: to see the list of security questions you can choose from:

Sign Up for Western Maryland Health System Patient Portal Step 3 of 6

1. Security Question : First Security Question :

Your Answer:

2. Security Question : Second Security Question :

Your Answer:

**Next** (highlighted with a red box)

Introduction  
**Log Information**  
**Security Questions**  
Patient Information  
Release Consent  
Verification

Help Video Text-based Help



6. Click on the security question you'd like to use by hovering over the question and clicking your mouse.

The screenshot shows the 'Sign Up for Western Maryland Health System Patient Portal' interface at 'Step 3 of 6'. A dropdown menu is open, listing several security questions. The question 'What is your oldest child's nickname?' is highlighted in blue. Below the dropdown, there are two security question fields, each with a 'Your Answer:' input box. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons. On the right side, a progress indicator shows 'Introduction' and 'Login Information' as completed, and 'Security Questions' as the current step. Below the progress indicator are links for 'Help Video' and 'Text-based Help'. A red '[Required]' icon and text are at the bottom left, stating: '[Required] Select a security question from the list. This will be used in case you forget your username or password.'

7. The question you clicked on will now be in the Security Question field. Click into the Your Answer field below the Security Question field and type in your answer.

This screenshot shows the same 'Sign Up for Western Maryland Health System Patient Portal' interface at 'Step 3 of 6'. The dropdown menu is closed, and the first security question field now displays 'What is your oldest child's nickname?'. The 'Your Answer:' field below it contains the text 'Little One'. The second security question field is still empty. The 'Back', 'Next', and 'Cancel' buttons are at the bottom. The progress indicator on the right shows 'Introduction' and 'Login Information' as completed, and 'Security Questions' as the current step. Links for 'Help Video' and 'Text-based Help' are also present.



8. Repeat steps 5, 6 and 7 for Security Question 2. When you have filled Security Question and Your Answer out, click the Next button.

Sign Up for Western Maryland Health System Patient Portal Step 3 of 6

1. Security Question :    
Your Answer:

2. Security Question :    
Your Answer:

- Introduction
- Login Information
- Security Questions**
- Patient Information
- Release Consent
- Verification

[Help Video](#) [Text-based Help](#)

9. In the First Name field, type in your (the patient whose information will be accessed via the Hospital Services Patient Portal) first name. Type your last name in the Last Name field. Select your date of birth from the month, day and year drop down menus by clicking on the arrows next to those fields and then clicking on the correct month, day and year. Finally, type in the patient code you were given on a handout. If you do not have this handout, please call 240-964-8441 for assistance. Once all these fields are complete, click Next.

Sign Up for Western Maryland Health System Patient Portal Step 4 of 6

First Name:

Last Name:

Date of Birth:

Patient Code:

- Introduction
- Login Information
- Security Questions
- Patient Information**
- Release Consent
- Verification

[Help Video](#) [Text-based Help](#)



10. In order to use the Hospital Services Patient Portal, you will need to agree to the Terms of Use. Please read the text in the scroll box, using the down arrow to scroll down. You can also print these terms to read or email them to yourself by clicking the Print or Email buttons. Once you've read the terms, click the grey square next to the sentence I agree to the above so a check mark appears. Then click Next.

Sign Up for Western Maryland Health System Patient Portal Step 5 of 6

TERMS OF USE AGREEMENT (July 10, 2012)  
1. The Western Maryland Health System Patient Portal Services are offered to you under the terms and conditions contained within this TERMS OF USE AGREEMENT. The Patient Portal Services are only available to individuals that have an existing account beginning January 1, 2011 to present. WMHS reserves the right to modify or change any of the terms of this Agreement at any time and for any reason. WMHS will promptly post any modifications or changes to this Agreement on the website. Your continued use constitutes your consent to be bound by any such modifications or changes to this Agreement, and it is your obligation to periodically visit this page of the website and review the latest version of the Agreement @ [www.wmhs.com/patient-portal.html](http://www.wmhs.com/patient-portal.html). The

I agree to the above.

- Introduction
- Login Information
- Security Questions
- Patient Information

[Release Consent](#)  
[Verification](#)

[Help Video](#) [Text-based Help](#)

11. Verify that all the information on the next screen is correct. If you notice anything that is not correct, click the Back button to get to any previous screens. Depending on where you need to make an update, you may need to click the Back button multiple times. Once you've made your update, click Next until you get to this verification screen again.



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Once all the information on the verification screen is correct, click the Register! button.

Sign Up for Western Maryland Health System Patient Portal Step 6 of 6

Below is the information you specified. Please check it for accuracy and then press "Register!" below to sign up for Western Maryland Health System Patient Portal.

Account Information

Username: **Test**  
E-mail: **mvarano@wmhs.com**  
First Security Question : **Little One**  
Second Security Question : **Pizza**

Patient Information

Name: **ZZZ TEST**  
Date of Birth: **October 8, 1914**

- Introduction
- Login Information
- Security Questions
- Patient Information
- Release Consent
- Verification**

[? Help Video](#) [Text-based Help](#)

12. Congratulations! You're registered for the Hospital Services Patient Portal! To sign in, click the Continue button.

**Welcome to Western Maryland Health System Patient Portal!**

Welcome to Western Maryland Health System Patient Portal. Below are your account details. You will need this information to sign in to Western Maryland Health System Patient Portal and to reset your password in case you forget it. Please **print** and keep this information in a safe place for future reference.

Account Information

Username: **Test**  
E-mail: **mvarano@wmhs.com**  
First Security Question : **Little One**  
Second Security Question : **Pizza**


Patient Information

Name: **ZZZ TEST**  
Date of Birth: **October 8, 1914**



13. To sign into the Hospital Services Patient Portal, type in the username you just created in the Username field and the password you just created in the Password field. If you're on your personal computer, feel free to click the grey box next to Remember Me so a check mark appears. This will save your username and password. Click the Login button to enter the portal.

Welcome to Western Maryland Health System Patient Portal!



English

**Login**

Username: Test

Password: ●●●●●●

Remember me

[Forgot your password](#) or [username?](#)

**Already using Western Maryland Health System Patient Portal?** Access your account by entering above the username and password you specified when you first signed up.

**New to Western Maryland Health System Patient Portal?** It's free to sign up, and the process is easy, with less than ten required pieces of information to collect. Click the button below to get started!

Sign up!

**Want to learn more?** To learn more about Western Maryland Health System Patient Portal before signing up, [click here](#). To visit the main site of Western Maryland Health System [click here](#).

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