

Patient Portal - Setting up a new Portal Account

This guide details how to set up a new account for Patient Portal



You will need an invitation to create your Patient Portal account. To receive an invitation, you must complete a video call so that our team can verify your identity: <https://videocall.direct/patientportalregistration>

1. Open the invitation email and select **Accept Invitation**.

----- Forwarded message -----
From: **myAlfredHealth** <nursing@patientportal.au.alfredhealth.com>
Date: Tue, Jul 7, 2025 at 2:12 PM
Subject: Alfred Health - Staging invites you to join myAlfredHealth - Staging
To: <portalpatient3004@gmail.com>

Hello,

You have been invited to join myAlfredHealth - Staging to connect with the medical information for RABBIT-MICKEYMOUSE
To get connected with Alfred Health - Staging, please click this link to accept your invitation: [Accept Invitation to myAlfredHealth](#)
You will be prompted to create your account, this will involve creating a password and setting up multifactor authentication (MFA).
IMPORTANT: Keep your email inbox open during this process as you will receive further emails to activate your account.
NOTE: Upon first set up, MFA will be defaulted to your email. It is strongly recommended that you add a mobile phone number as a secondary authentication method. This will allow you to reset your MFA without needing assistance.

Support
Should you need support with setting up your Patient Portal please contact our patient support team:
(P) 03 9076 5000
(E) patientportal@alfred.org.au
(Video Call) <https://vcc.healthdirect.org.au/patientportalregistration/in>
To support troubleshooting can you please have your photo identification handy.
Do not reply to this message as it was sent from an unmonitored email inbox.

2. Confirm your identity and click on **Create Account**.



If you already have a Patient Portal account and you are just connecting to a new medical record, you will need to click on *Sign In*.

New Account

The next step is to create an account. If you already have an account you can sign in instead.

First Name:
RABBIT20

Last Name:
TEST

Email:
idamtestportaltestpatient@gmail.com

Create Account

Sign In

3. You will receive another email to *activate* your account. Check your email and select **Activate Your Account**.



Please ensure that you do not close your browser, as you will need to return in order to connect your account to your medical record after it has been activated.

AlfredHealth

Activate Your Alfred Care Group Patient Portal Account

Hi RABBIT20 TEST,
You have been granted access to Alfred Care Group Patient Portal.
Activate your account before Friday, June 12, 2026 11:50:25 AM AEST.
Username: idamtestportaltestpatient@gmail.com

Activate Your Account

This link expires on Friday, June 12, 2026 11:50:25 AM AEST.

Do not reply to this email. This email was sent from an email address that cannot accept incoming emails. If you have questions related to your medical records, contact your facility. If you have technical support questions regarding the Patient Portal, contact Alfred Care Group Patient Portal at 03 9076 5000.

Patient Portal - Setting up a new Portal Account

This guide details how to set up a new account for Patient Portal

4. Create your password. Make sure it meets the password requirements.

AlfredHealth

Alfred Care Group

portalpatient24@gmail.com

Identity domain ⓘ
Alfred-Health-np

Reset your password.

Set a password for your user account.

New Password

Confirm New Password

Reset Password

AlfredHealth

Alfred Care Group

portalpatient24@gmail.com

Identity domain ⓘ
Alfred-Health-np

Reset your password.

Set a password for your user account.

New Password

Confirm New Password

Reset Password

5. Return to the browser that you left open earlier and select *I have activated my account and I'm ready to continue*

Verify Email and Finish Setup

Finish setting up your account:

1. Check your email at **ida***@gmail.com** to activate your account and set your password.

Note: Be sure to leave this page open. After you activate your account, you must return to this page. The next step connects your account to your health record. If you leave this page, you'll need to restart the entire enrollment process to avoid errors.

2. Return to this page and select the link below to continue.

I have activated my account and I'm ready to continue

Setting up Multi-Factor Authentication (MFA)

6. Set up Multi-Factor Authentication (MFA) by clicking on **Enable Secure Verification**.

AlfredHealth

Alfred Care Group

idamtestportaltestpatient@gmail.com

Identity domain ⓘ
Alfred-Health-np

Enable Secure Verification

Secure verification methods prove who you are. Two types of verification methods are passwordless and multi-factor authentication (MFA). Passwordless verification allows you to verify your identity without requiring you to remember a password. MFA is an extra security step to the authentication process. Your administrator might have set up one or both verification methods and require that you enroll in them before accessing your account.

Password

Proof

Secure Access

Click below to enable secure verification methods for your account.

Enable Secure Verification

What is Secure Verification?

7. Add your mobile number.

!

It is **STRONGLY** recommended that you add your mobile phone number so you can receive verification codes by SMS. This will ensure you can still sign in to your Patient Portal should you not receive the verification code to your email for any reason.

Note: Your email will also remain available as a verification option.

AlfredHealth

Alfred Care Group

idamtestportaltestpatient@gmail.com

Identity domain ⓘ
Alfred-Health-np

Select Your Default Secure Verification Method

You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

Email

Or, setup a new Secure Verification method to be added as a default method.

Phone Number

What is Secure Verification?

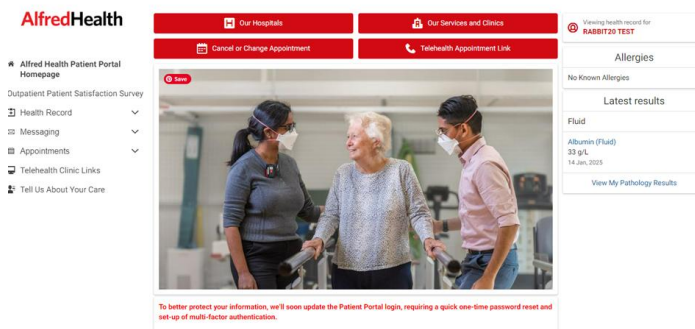
Patient Portal - Setting up a new Portal Account

This guide details how to set up a new account for Patient Portal

8. You're ready to access your Patient Portal.

Need Help?

If you experience problems activating your account or signing in, please contact the Patient Portal Support Team on (03) 9076 5000 or patientportal@alfred.org.au



Important Tips

- Keep the browser window open during activation until setup is complete.
- Activation links can only be used once and may expire.
- SMS verification codes are sent from 'TWVerify'.
- Adding your mobile number gives you another secure way to verify your identity.