

Troubleshooting:

I don't remember my username or password. What do I do?

We do not store usernames and passwords. We are only able to tell you what method you used to create your portal account. If you signed up using an existing account with Facebook, Google, Yahoo or Microsoft LiveID, your sign in is an e-mail address and the password for that e-mail address. If using the FMH Secure Login, the sign in is a username and password that you created for yourself. If you have the username, you can reset the password. If you are unsure of your login method, please contact Portal Support at 507-389-8694 or myhealthinfo@mankato-clinic.com.

Why does my account have nothing showing?

Accounts that are not connected to the Mankato Clinic do not show any health information in them. If you have previously connected an account, it's possible you are logging in with an unconnected account which would be why there is no health information showing in this account. If you have not yet connected an account to the Mankato Clinic, you will need to fill out a sign-up form and turn it in to us so we can issue you an e-mail invite for a connection.

I changed my e-mail address and tried logging into the portal. Why can't I see my information?

You need to use the e-mail address you originally connected your portal account with. If you still have access to that e-mail address, you are able to create a connection to be able to sign in using the new email address from inside your portal account. Once you do that, you are able to use either method to sign into your portal.

I have an e-mail address but that was hacked into. I have a new e-mail address and would like to use that to sign into the portal. What do I do?

Your account will need to be deleted by you or disconnected by us and a new invitation will be issued. Contact Portal Support at 507-389-8694 or myhealthinfo@mankato-clinic.com

Why can I get into my account with no problems when I use my computer, but I can't access my account on my phone/tablet?

If you are using a mobile device, you must use the FMH mobile app to go into your account by downloading the free app for your mobile device. Once the app is downloaded, you can log in to your account using the same method you would if you were using the computer.