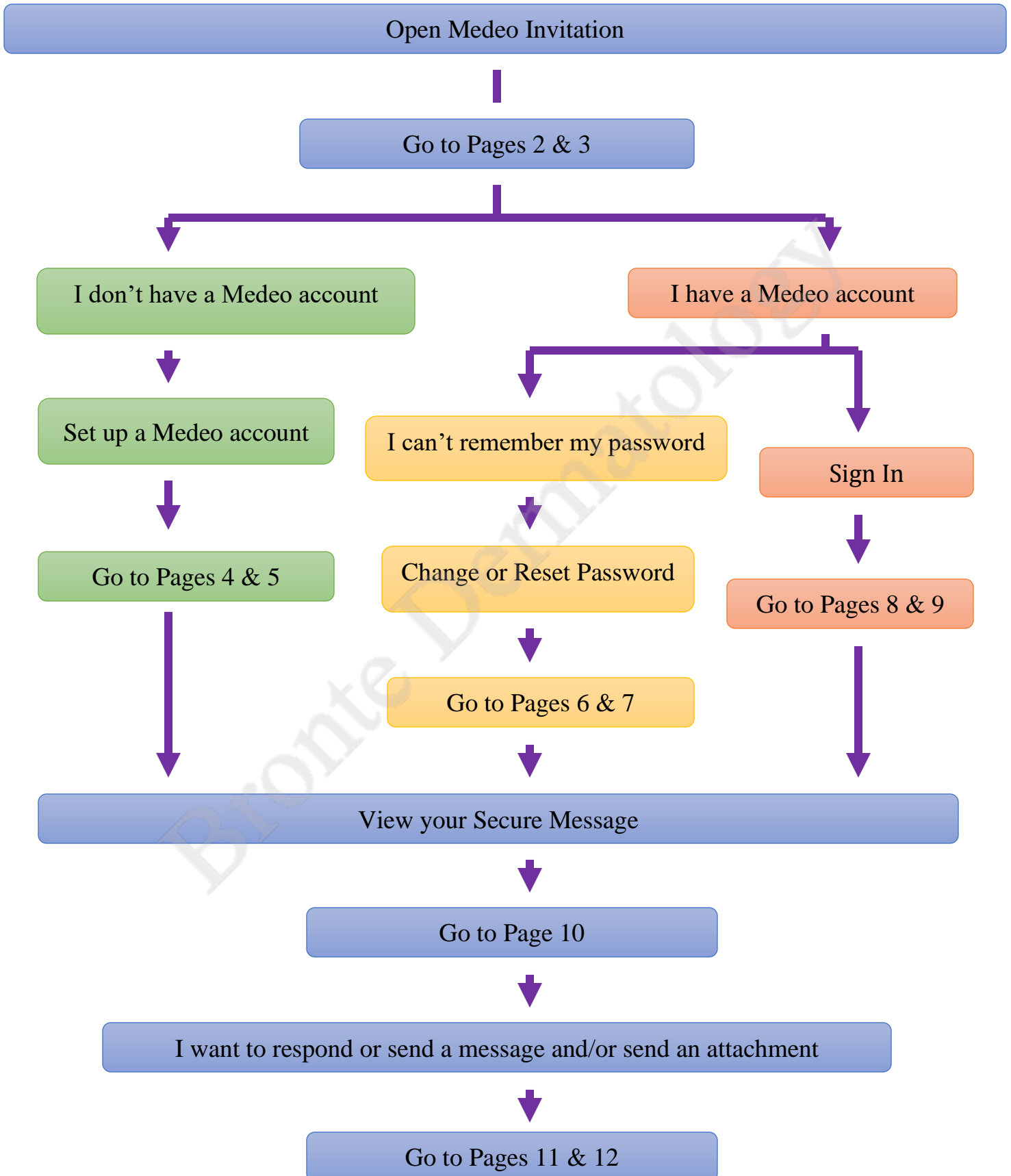


# How To Use Medeo



# Getting Started

## Step 1: Open Your Medeo Invitation

1. Open the Medeo email invitation sent by our clinic.

**\*Note:** If you haven't received a Medeo email invitation in your inbox, please check your junk/spam folder. If you do not see the invitation, contact our office.

2. Review the message details carefully, then **click the confirmation link** that reads:

- **Sign up for Medeo**
- **View your secure message**

**Note:** Medeo email invitations look like the example below:



**Note:** If you have created your account prior to speaking with or receiving an email from our clinic, you must inform us of the same email address that was used to sign up for Medeo previously to allow the office to send you an invitation. You will then receive an invite in your email inbox from the clinic. Follow these steps to continue:

1. Open the email
2. Click the link in the invitation
3. Log into your Medeo account
4. Go to **My Account**
5. Click on **Invitations**
6. Click on the Invitation and accept the invitation

Bronte Dermatology

## Step 2: Enter Your User Details & Appointment Information

1. In the new browser window, enter your **email address**, **password (you will need to create one)**, **first name**, **last name**, and **birthday**. Select your **phone type**, enter your **phone number**, and select the checkbox next to Terms of Service and Privacy Policy.
- **Note:** Register for Medeo using the same email address that you provided to our clinic.

**Join Medeo today**

Already have an account? [Log in](#)

Email address \*

This is where we'll send secure messages and appointment information

Password \*

Minimum of 8 characters

First name \*

Last name \*

Birthday

Month  Day (DD)  Year (YYYY)

Phone type

Mobile  Home  Work

Phone Number

I agree to Medeo's [Terms of Service](#) and [Privacy Policy](#)

SIGN UP

2. Click on **Sign Up**.

## Step 3: Log in to Medeo on Your Mobile Device or Computer

### *For Mobile - Download the App*

Download the Medeo mobile app on your [iPad, iPhone](#), or [Android device](#), then log in with your **email address** and **password**.

### *For Computers - Bookmark the Medeo Page*

To access Medeo on a personal computer, head to [patient.medeohealth.com](http://patient.medeohealth.com) then log in with your **email address** and password.

For future convenience, bookmark the [Medeo Patient page](#) in your web browser (shortcut: CTRL+D).

### **Stay Subscribed**

As a Medeo Patient, you'll occasionally receive appointment reminders and secure message notifications in your email inbox. It's important that you stay subscribed and keep getting these emails to keep in touch with our clinic.

*Medeo works on Chrome, Safari, Edge, and Opera. See the full [system requirements](#).*

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### **Notes:**

- To get reminders about upcoming appointments, add the Medeo email address [[noreply@medeohealth.com](mailto:noreply@medeohealth.com)] to your email address book.
- You can use one Medeo account to connect with different clinics and healthcare providers! If you already have a Medeo account, we can link your account via email invitation.

# Change or Reset Your Password

You can change your Medeo password for security purposes or reset your password in case you forgot it. Your Medeo account password is used to access secure messaging.

## Change Your Password

1. Sign in to your [Medeo Account](#).
2. Click on the Profile icon, then select **My Account**.
3. Under Password & Security, select **Reset Password**.
4. Enter your new password, then select **Update**.

**Note:** Passwords must be 8 or more characters, using a combination of uppercase and lowercase letters, numbers, and symbols.

## Reset Password

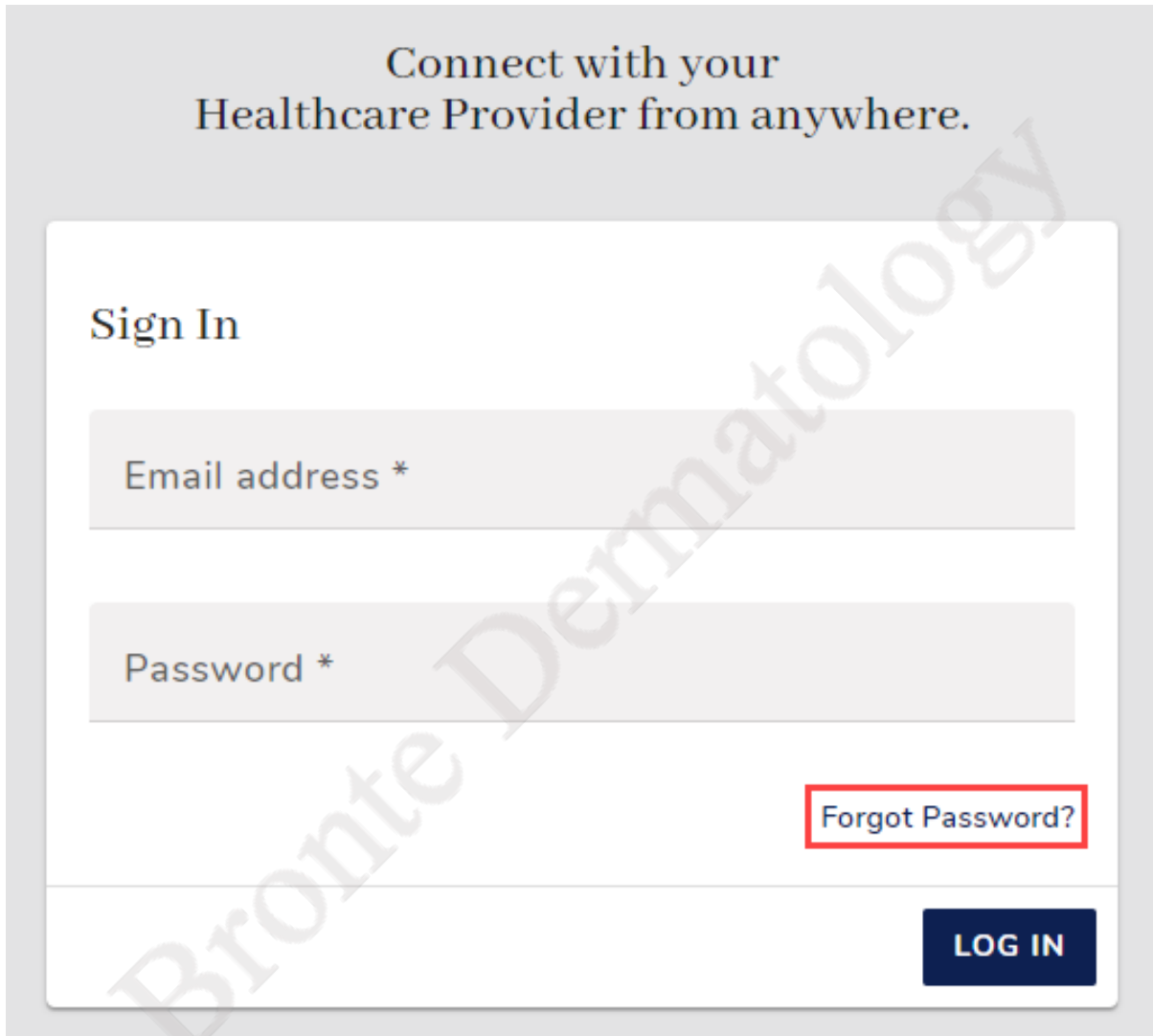
  
Current password \*  
New password \*

Use 8 or more characters with a mix of upper/lower case letters, numbers & symbols

  
Confirm new password \*[← BACK](#)[UPDATE](#)

## Reset Your Password

1. Go to <https://patient.medeohealth.com/>.
2. Without entering your email, click **Forgot Password** (located above the Log In button) and enter the email address linked to your Medeo account.



Connect with your  
Healthcare Provider from anywhere.

Sign In

Email address \*

Password \*

**Forgot Password?**

**LOG IN**

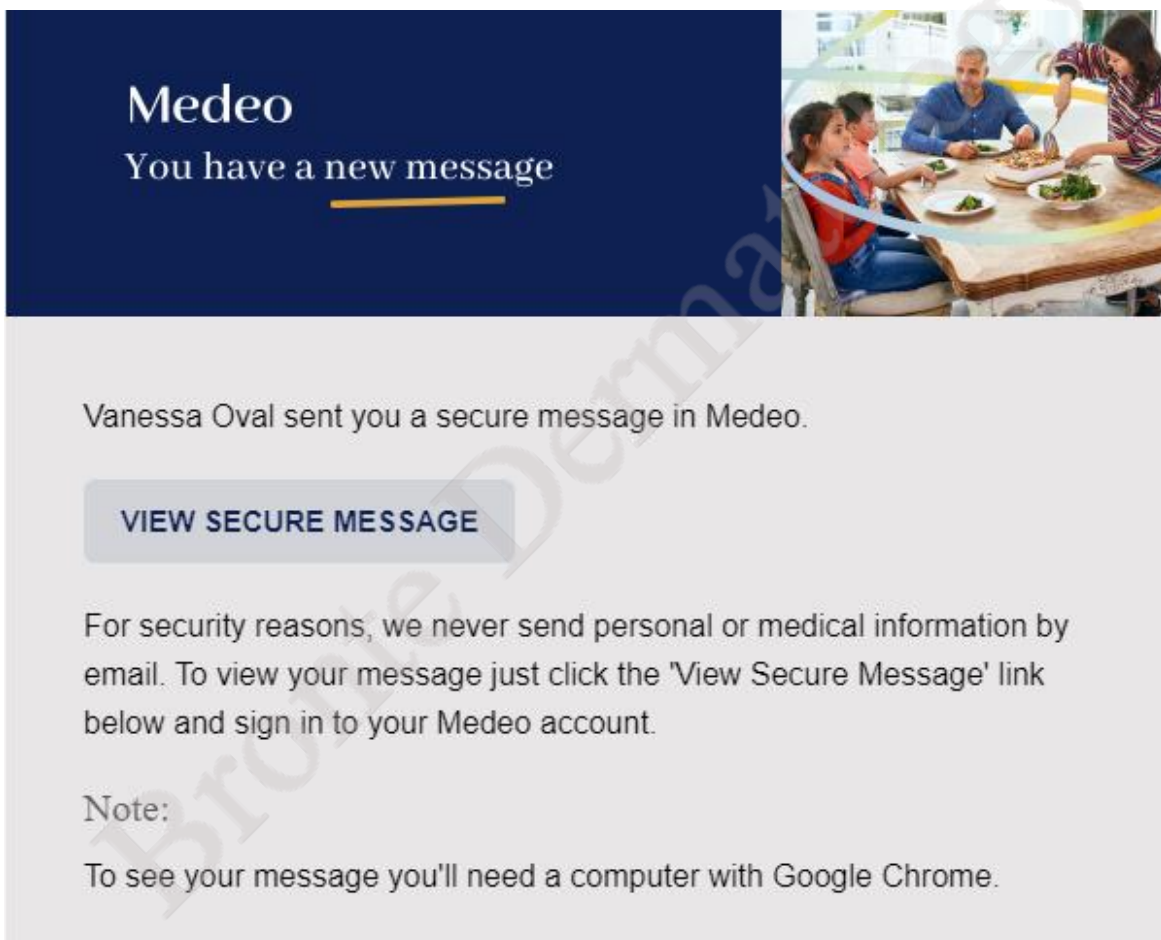
The image shows a web form for signing in. At the top, it says 'Connect with your Healthcare Provider from anywhere.' Below that is a 'Sign In' section with two input fields: 'Email address \*' and 'Password \*'. To the right of the password field is a link that says 'Forgot Password?' which is highlighted with a red rectangular box. At the bottom right of the form is a dark blue button with the text 'LOG IN' in white capital letters. A large, faint watermark 'Bronte Dermatology' is visible diagonally across the form.

3. Navigate to your email inbox and select the **Medeo Password Reset** email.
4. Click the **Reset Password** button within the email.
5. This will open a new web page. Enter and confirm your new password. Passwords must be 8 or more characters, using uppercase and lowercase letters, numbers, and symbols.
6. Select **Change Password**.
7. A blue banner will appear stating your password has been updated.
8. Click on **Log In** and enter your email and new password to gain access to your Medeo account.

# How Do I View a Secure Message?

## Step 1: Open Your Notification Email

Open the email notification from our clinic, then select **View Secure Message** to launch the [Medeo login page](#).

A screenshot of an email notification from Medeo. The top part of the email has a dark blue header with the Medeo logo and the text "You have a new message" with a yellow underline. To the right of the header is a photograph of a family (a man, a woman, and two children) sitting around a dining table eating a meal. Below the header, the main body of the email is light gray and contains the text: "Vanessa Oval sent you a secure message in Medeo." Below this text is a button labeled "VIEW SECURE MESSAGE". Further down, there is a paragraph of text explaining that for security reasons, personal or medical information is not sent by email, and that users should click the "View Secure Message" link and sign in to their Medeo account. At the bottom, there is a "Note:" section stating that users will need a computer with Google Chrome to view their message.

**Medeo**  
You have a new message

Vanessa Oval sent you a secure message in Medeo.

**VIEW SECURE MESSAGE**

For security reasons, we never send personal or medical information by email. To view your message just click the 'View Secure Message' link below and sign in to your Medeo account.

Note:  
To see your message you'll need a computer with Google Chrome.



## Step 2: Log in to Your Medeo Account

Enter your email address and password, then select Log In.

If you do not have a Medeo Account, please [register](#) and complete the verification step.

Connect with your Healthcare  
Provider from anywhere.

Sign In

Email address \*

Password \*

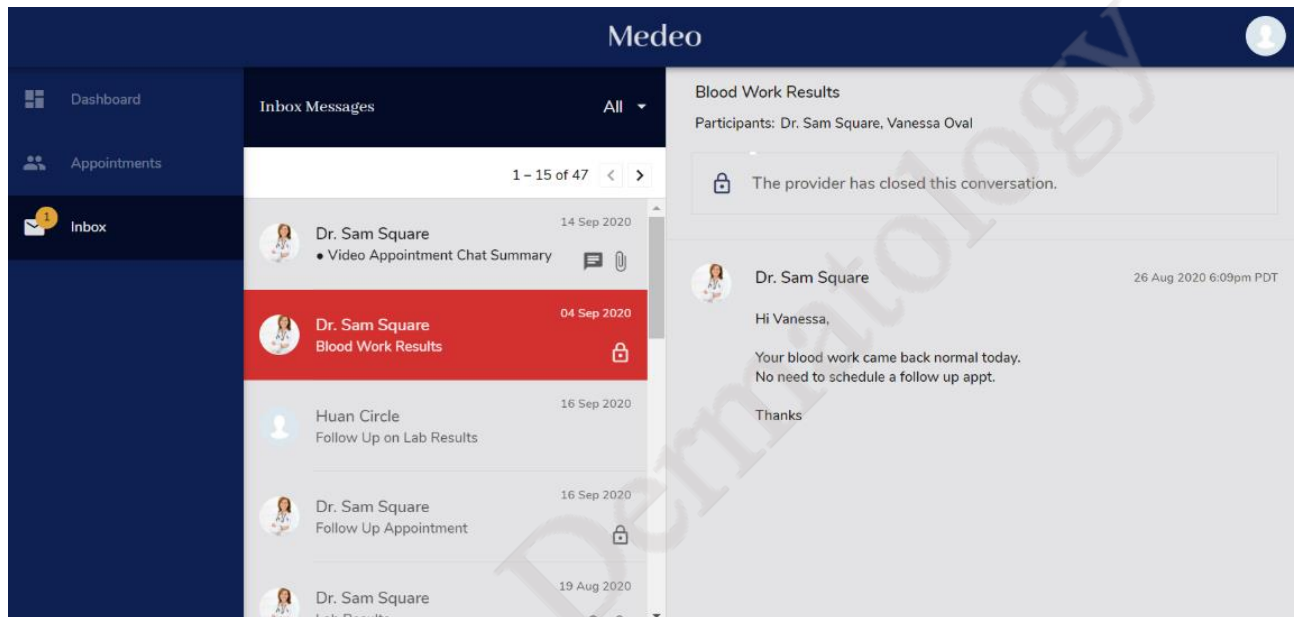
[Forgot Password?](#)

[SIGN UP](#) [LOG IN](#)

## Step 3 - Open Your Secure Message

Select **Inbox** in the Medeo Navigation Bar on the left-hand side.

To read your secure message, select it from the Inbox Messages list. The contents appear in the reader section on the right-hand side.

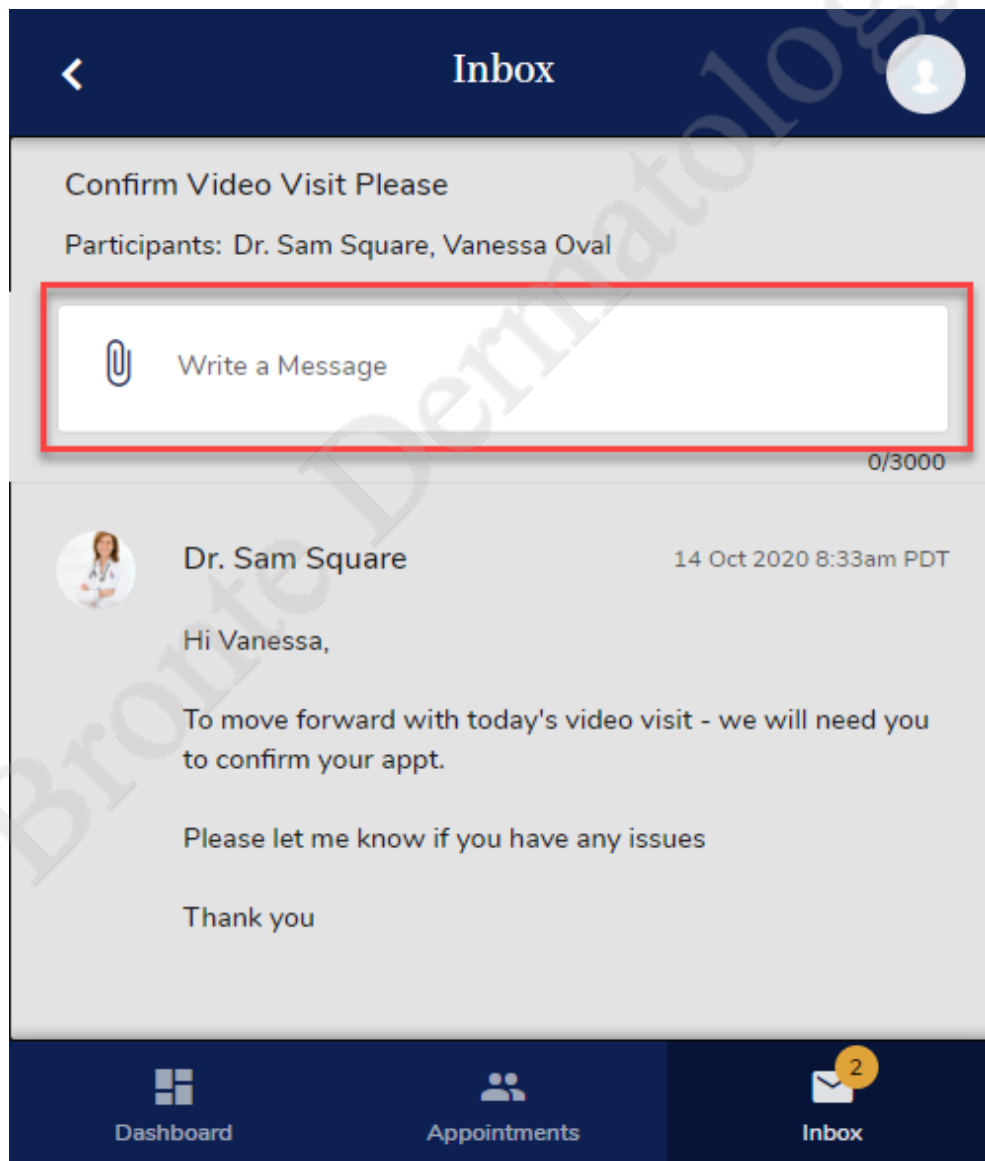


# How to Send a Message

## Open Message Threads

To send a message reply to an open Medeo message thread:

1. Log in to your Medeo Patient account.
2. Click the **Inbox** button.
3. Select the most current message thread.
4. Type your message in the field labelled, **Write a Message**



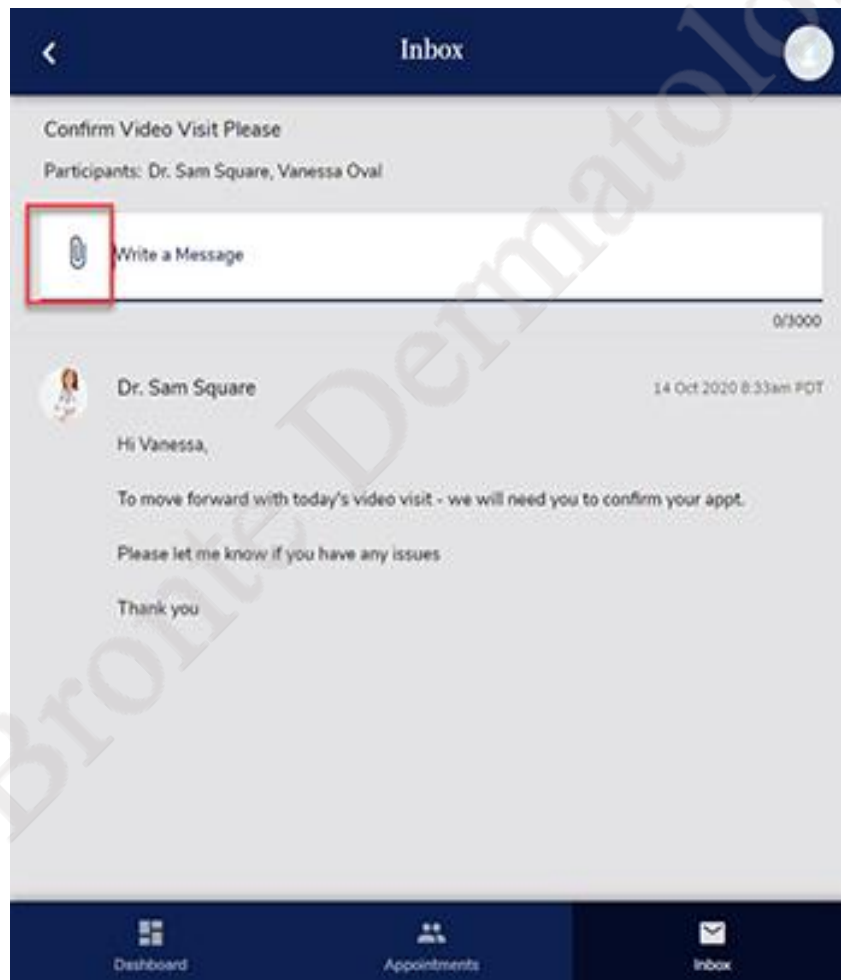
5. Click the **Send** button.

# How Do I Send Attachments or Pictures?

Using Medeo, you can send attachments such as photographs to our clinic.

To send an attachment:

1. Log in to Medeo, then select **Inbox** to view your messages.
2. Select a current Inbox Message to view its conversation thread in the right-hand section.
3. Click the **Paperclip** icon to attach a file.



5. In the File Explorer window, locate the attachment you'd like to send, then click **Open**.
6. Your attached file appears as a preview beneath the message entry field.
7. Click **Send** to send your message and attachment.