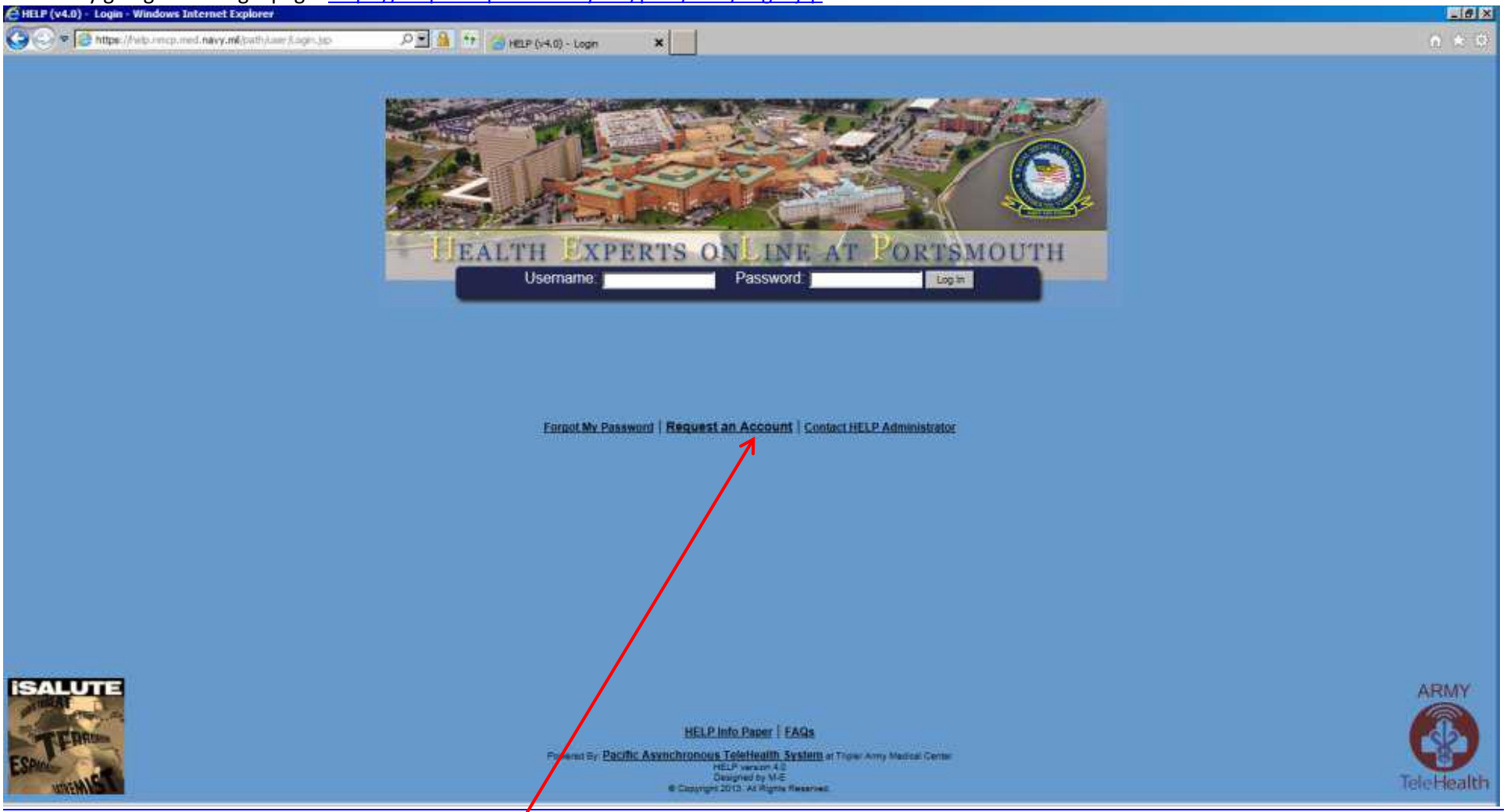
REQUESTING A HELP ACCOUNT

PREFACE

HELP (Health Experts online at Portsmouth) is designed to be a worldwide-accessible, HIPAA-compliant, secure, web-based system for health care providers (IDC, RN, NP, PA, MD, DO, GMOs), that allows them access to medical specialists at NMCP in Portsmouth, VA. The area of coverage includes Navy Medicine East, stretching from Texas to the 5th Fleet in the Persian Gulf.

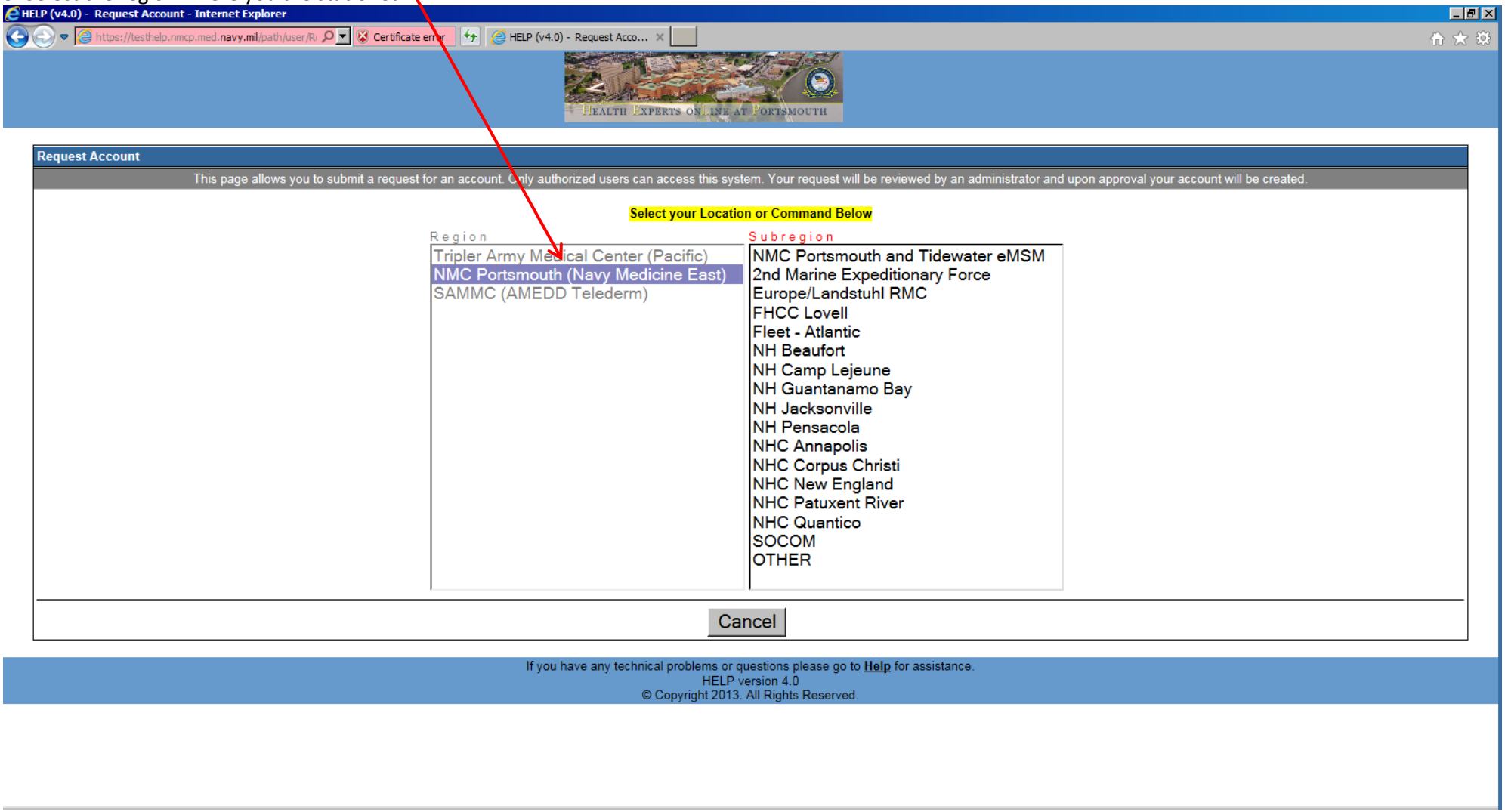
HOW TO PLACE AN ACCOUNT REQUEST IN HELP

1. Start by going to the login page: https://help.nmcp.med.navy.mil/path/user/Login.jsp

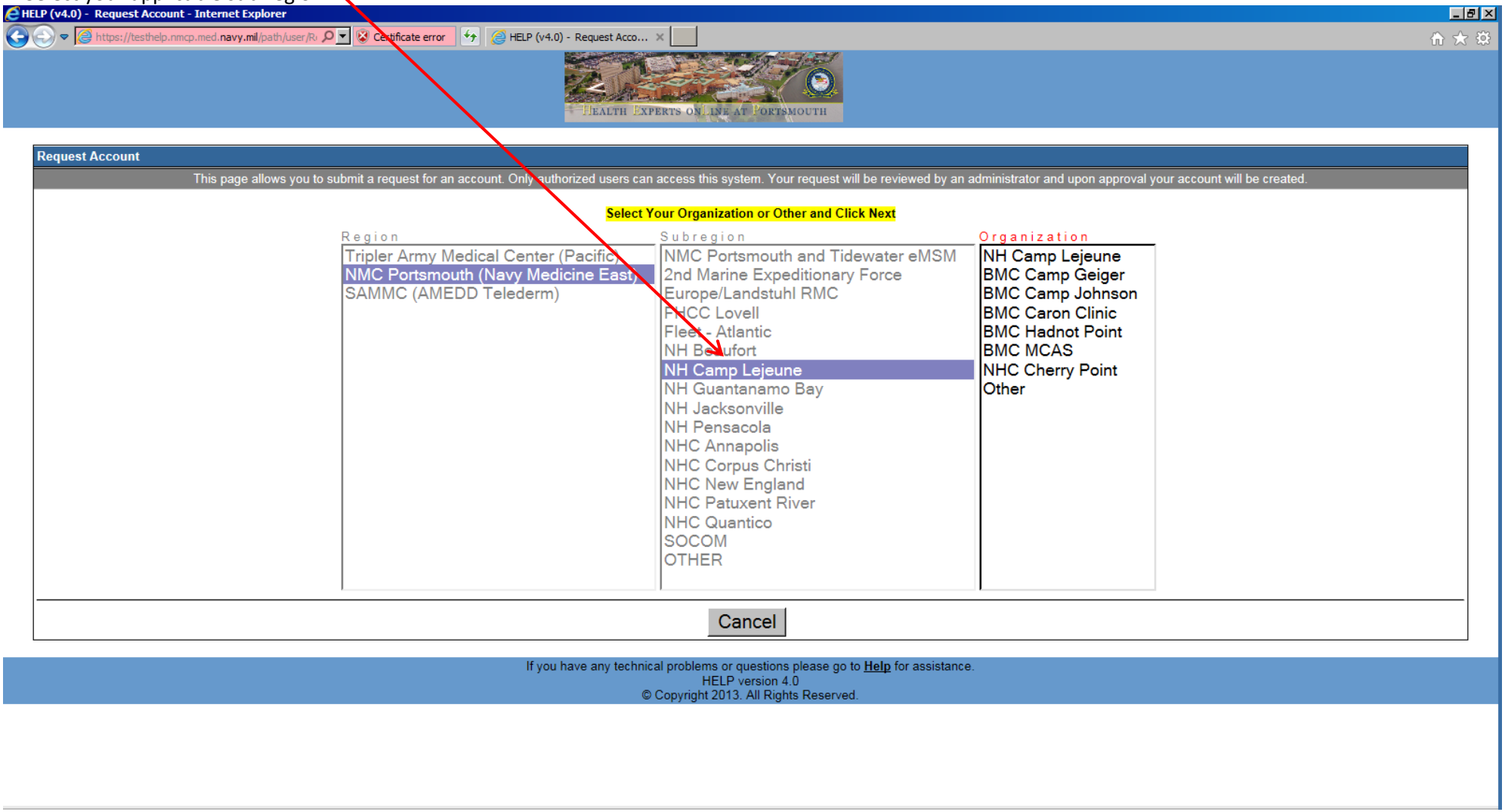


2. Request an account by clicking Request an Account.

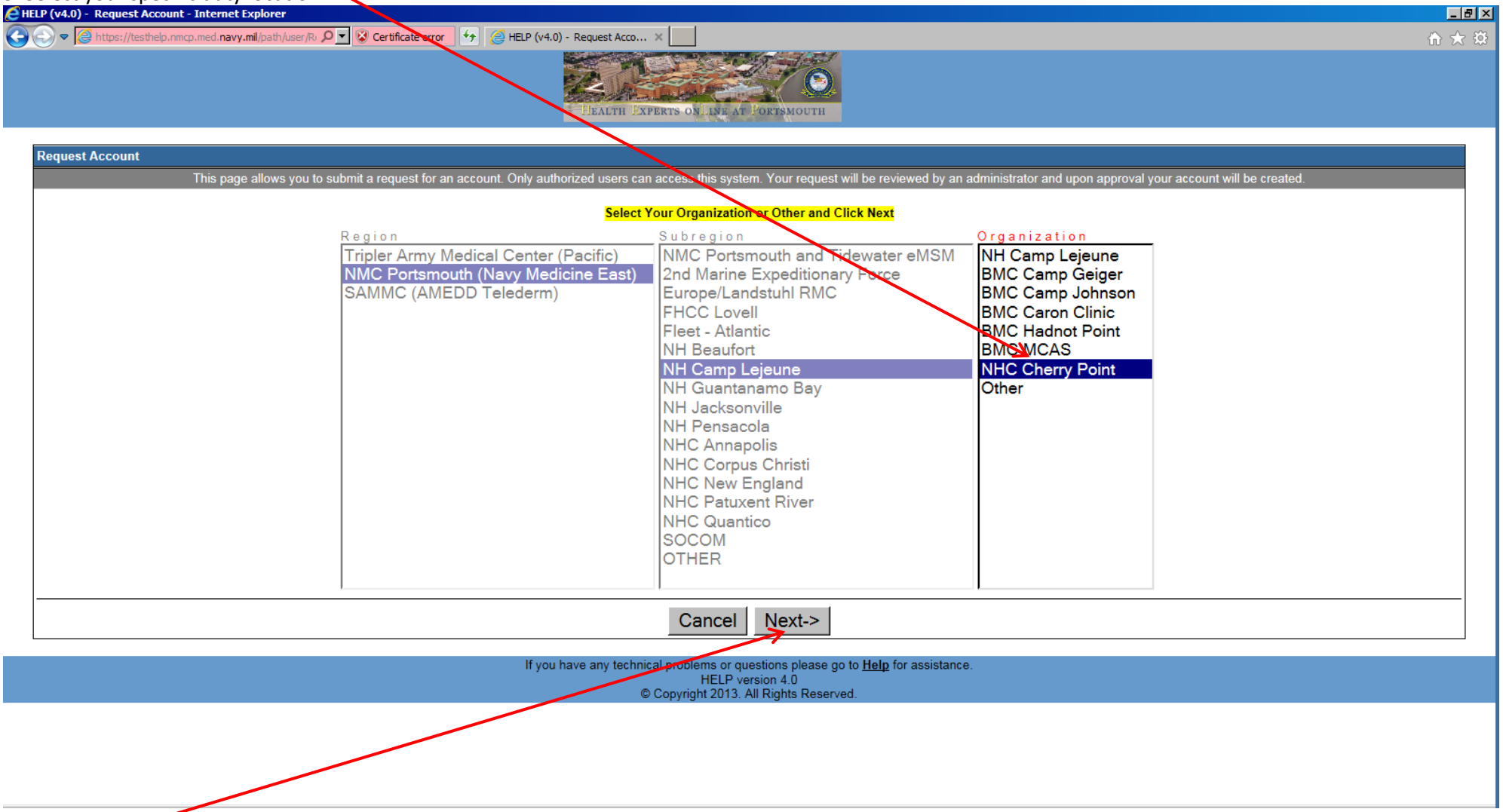
3. Select the region where you are stationed.



4. Select your applicable sub-region.

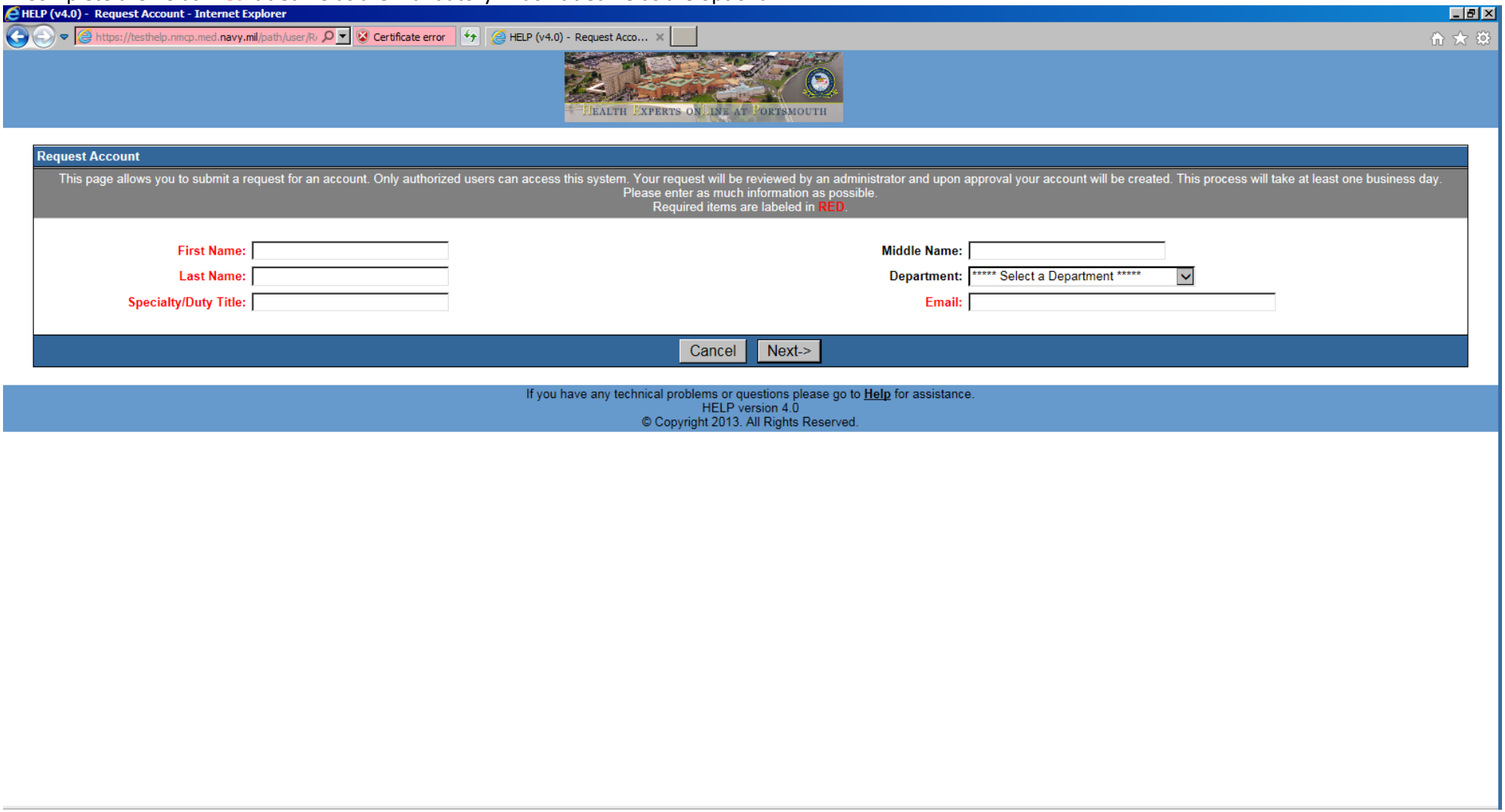


5. Select your specific duty location.

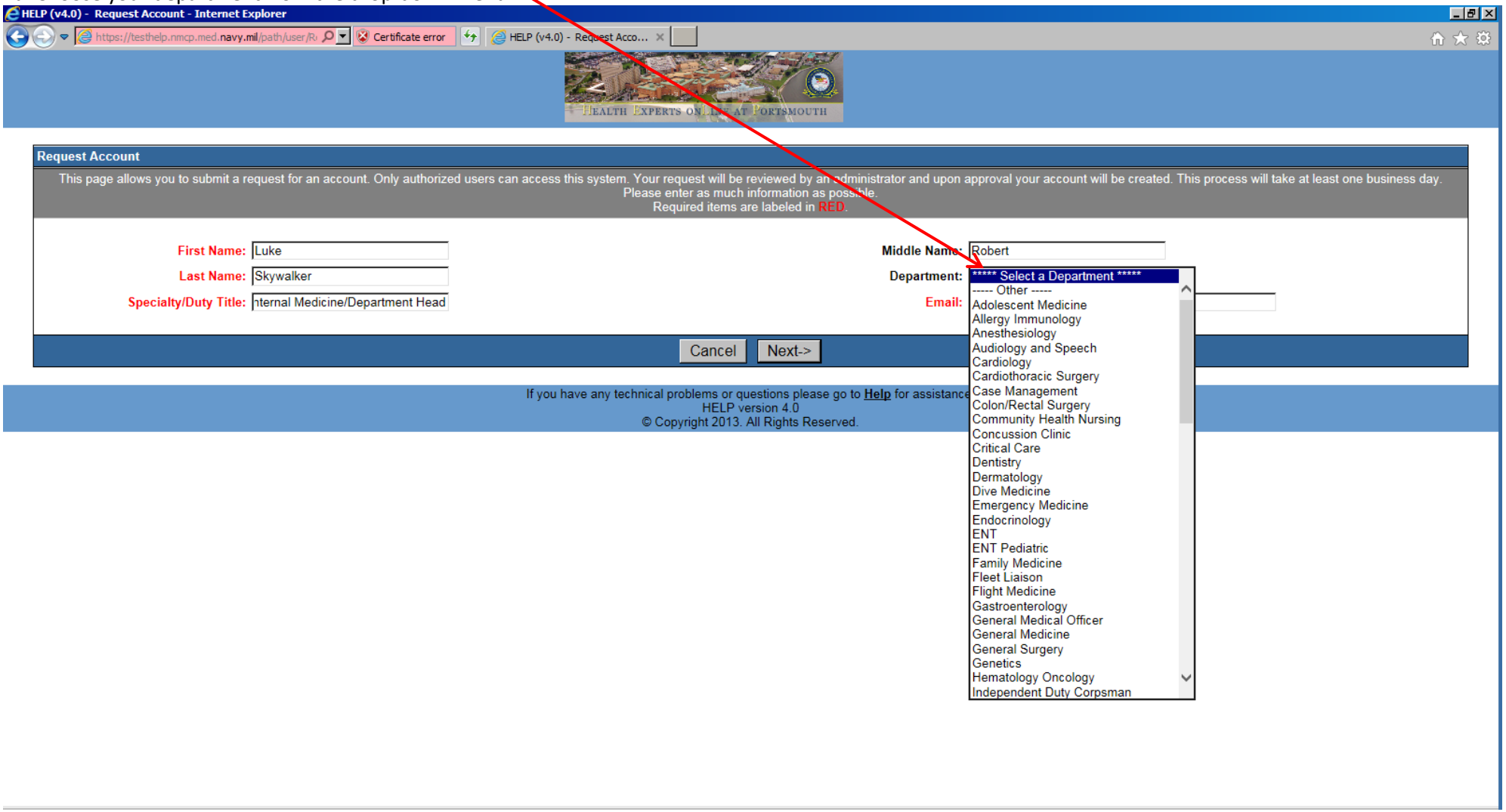


6. Click **Next->**.

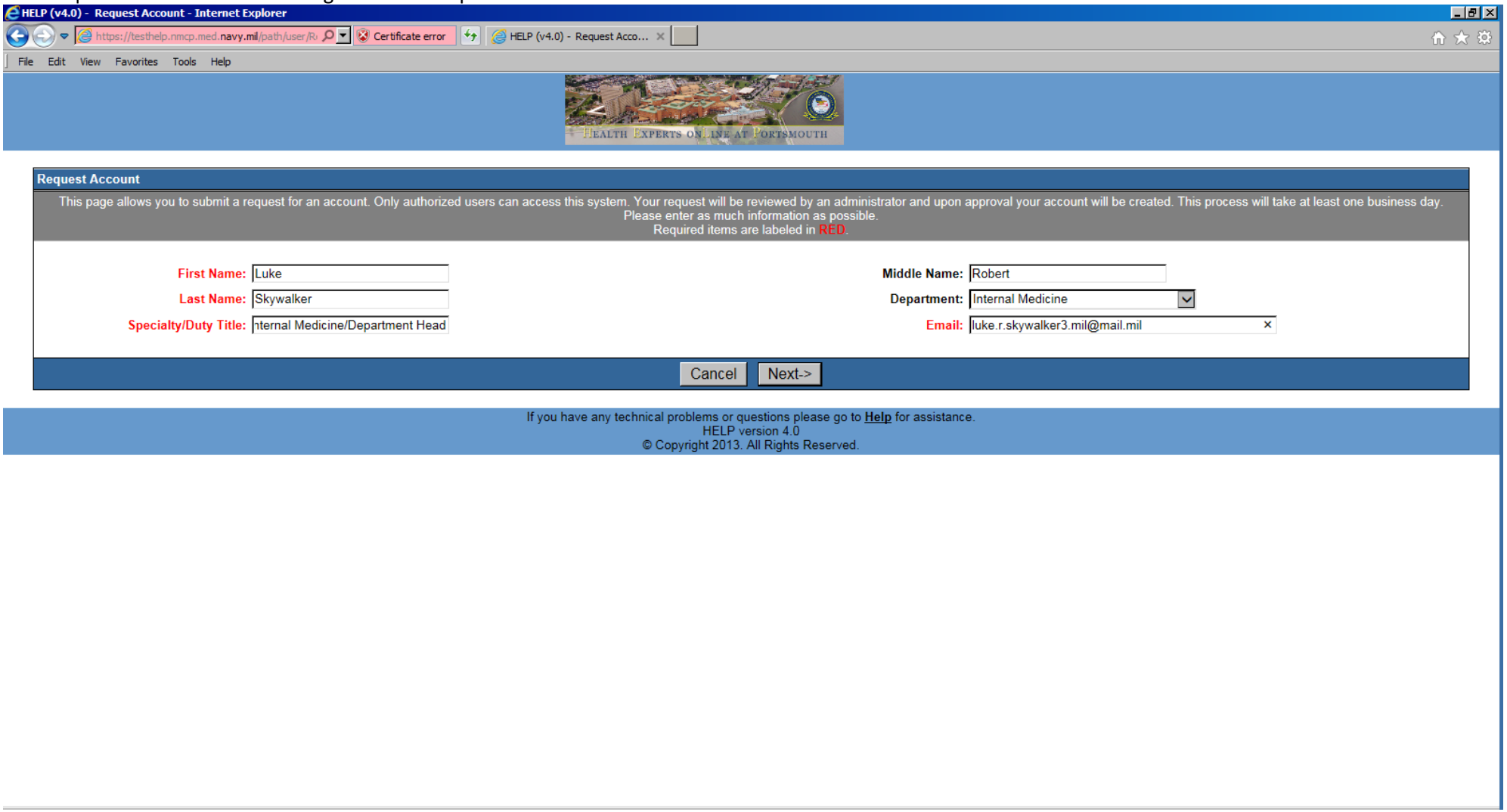
7. Complete the fields. **Red**-titled fields are mandatory. **Black**-titled fields are optional.



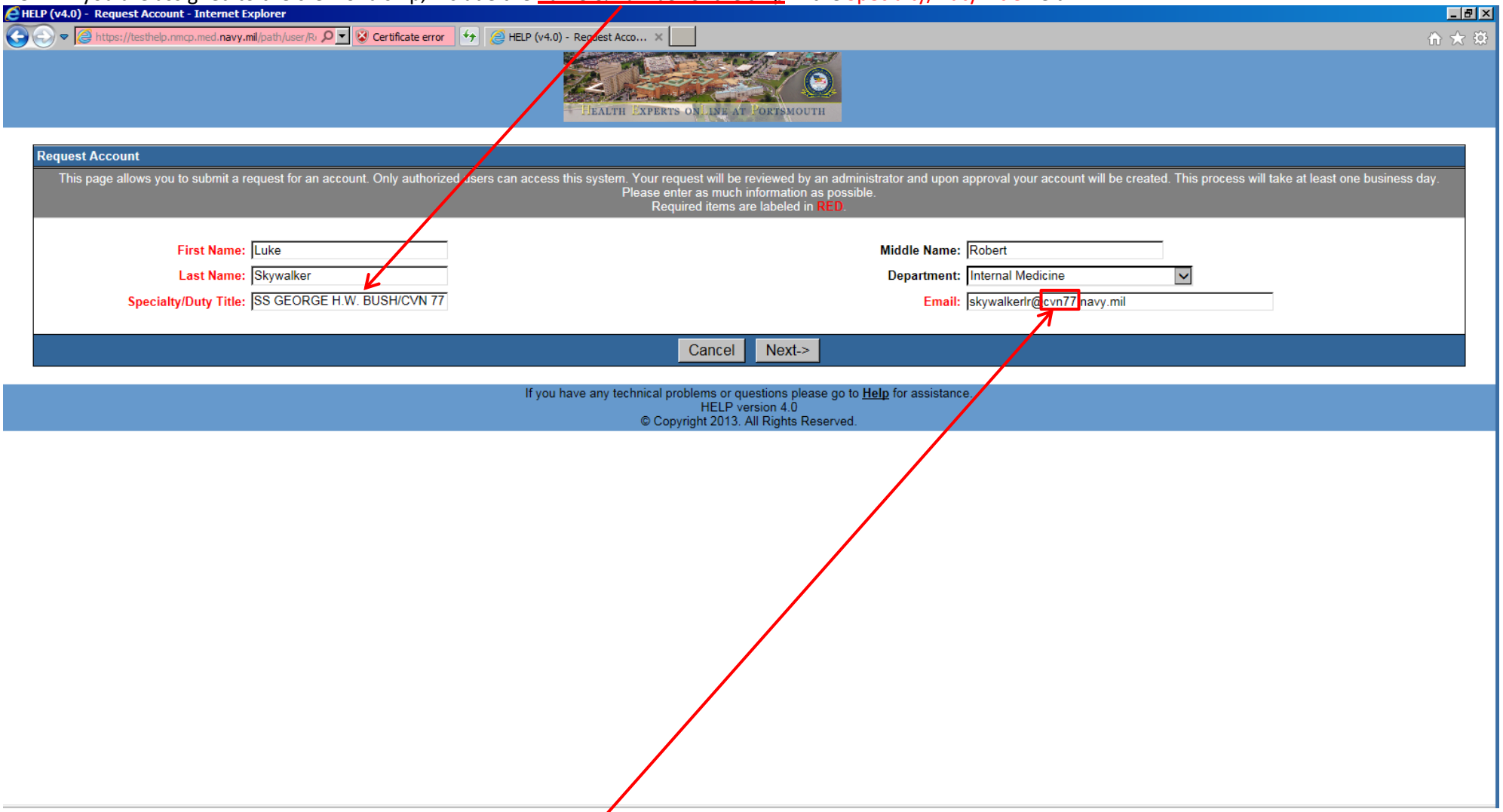
7a. Choose your department from the drop-down menu.



Your request form should something like the example below.

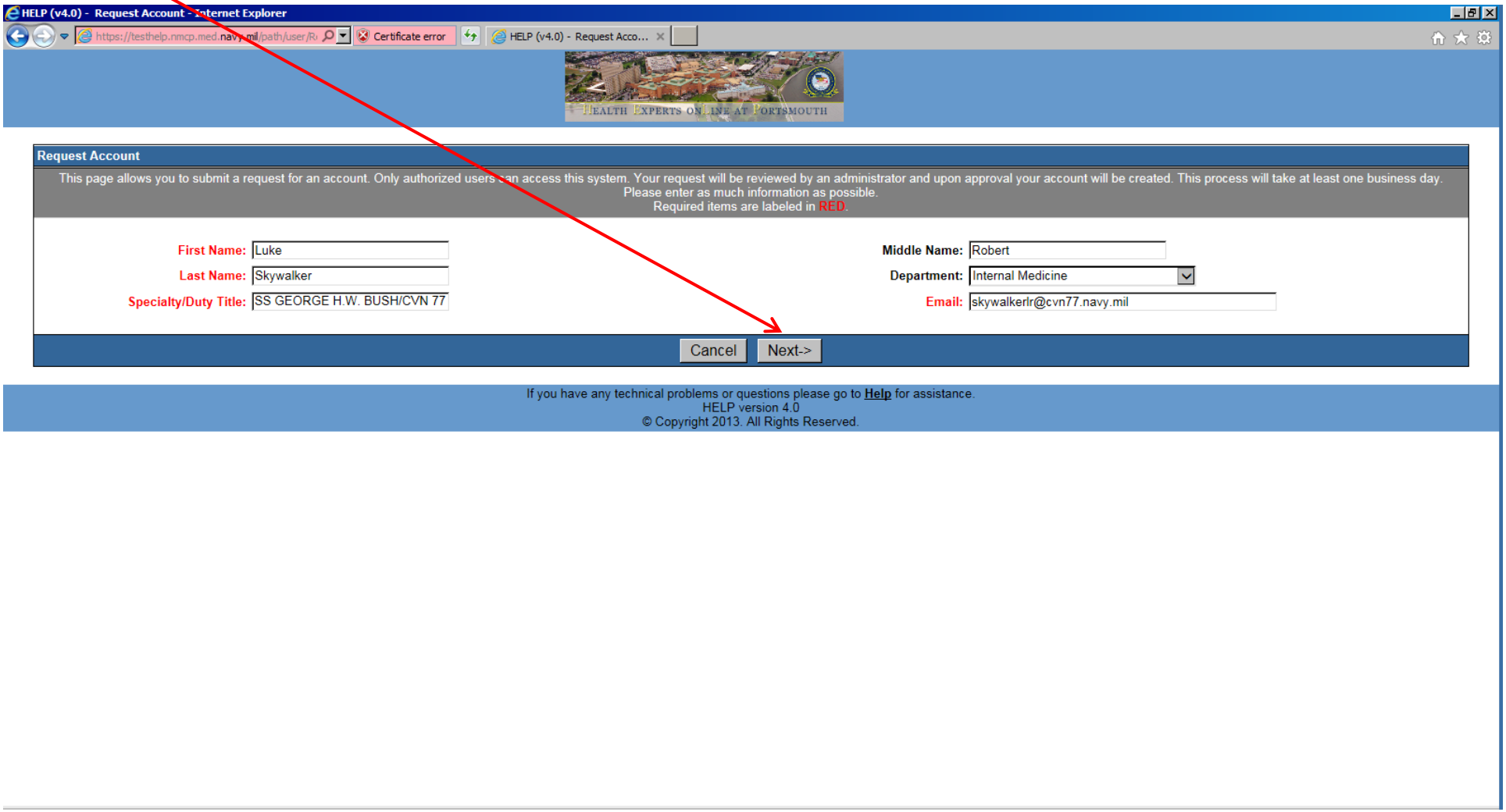


NOTE: If you are assigned to the crew of a ship, include the name & number of the ship in the Specialty/Duty Title field:



NOTE: The e-mail will usually have the ship number in its domain.

8. Click **Next->**.


HELP (v4.0) - Request Account - Internet Explorer
https://testhelp.nmcp.med.navy.mil/path/user/R
Certificate error
HELP (v4.0) - Request Acco...
Health Experts on Line at Portsmouth
Request Account
This page allows you to submit a request for an account. Only authorized users can access this system. Your request will be reviewed by an administrator and upon approval your account will be created. This process will take at least one business day.
Please enter as much information as possible.
Required items are labeled in RED.
First Name: Luke
Middle Name: Robert
Last Name: Skywalker
Department: Internal Medicine
Specialty/Duty Title: SS GEORGE H.W. BUSH/CVN 77
Email: skywalkerlr@cvn77.navy.mil
Cancel
Next->
If you have any technical problems or questions please go to Help for assistance.
HELP version 4.0
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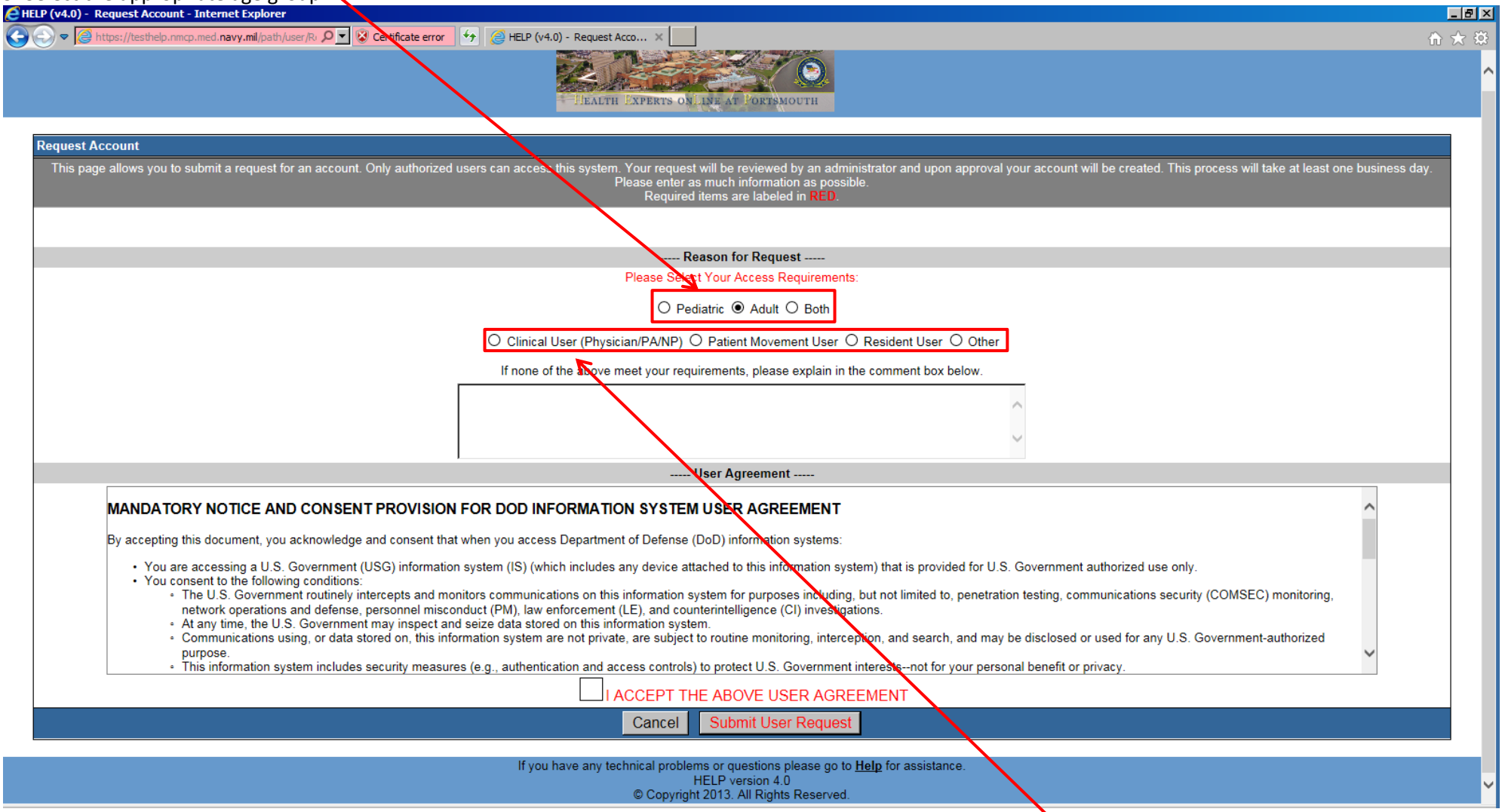
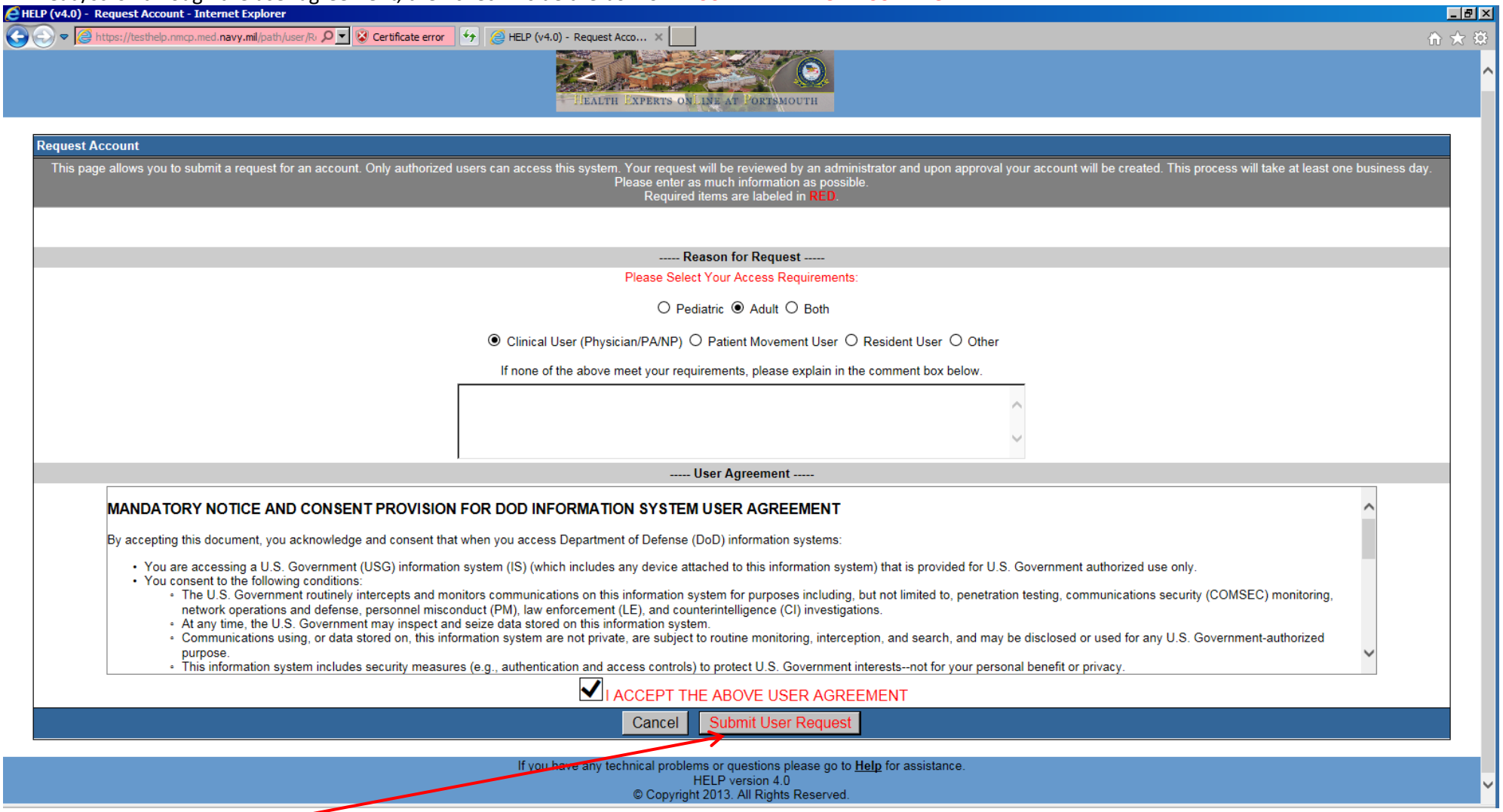
9. Select the appropriate age group.



10. Select the type of HELP account or explain what you need if you're not sure, need 2 user types, or choose other.

11. Read/scroll through the user agreement, then check inside the box for I ACCEPT THE ABOVE USER AGREEMENT.



12. Click Submit User Request.

THINGS TO REMEMBER

The HELP administration office will review your submitted request and call/e-mail with any questions. You should receive 2 confirmation e-mails within 2 business days. One, a form letter sent by administrative staff, welcoming new users, giving further instructions, background information, and POC. The second is automatically sent from the HELP system itself when your account is created. Both should contain your new user name. However, only the automatically generated e-mail will contain your temporary password. You will be required to change your password on initial login. After you have changed your password, you will be required to ensure the information in your profile is correct. Once you confirm, you may start using HELP.