

Web App User Guide

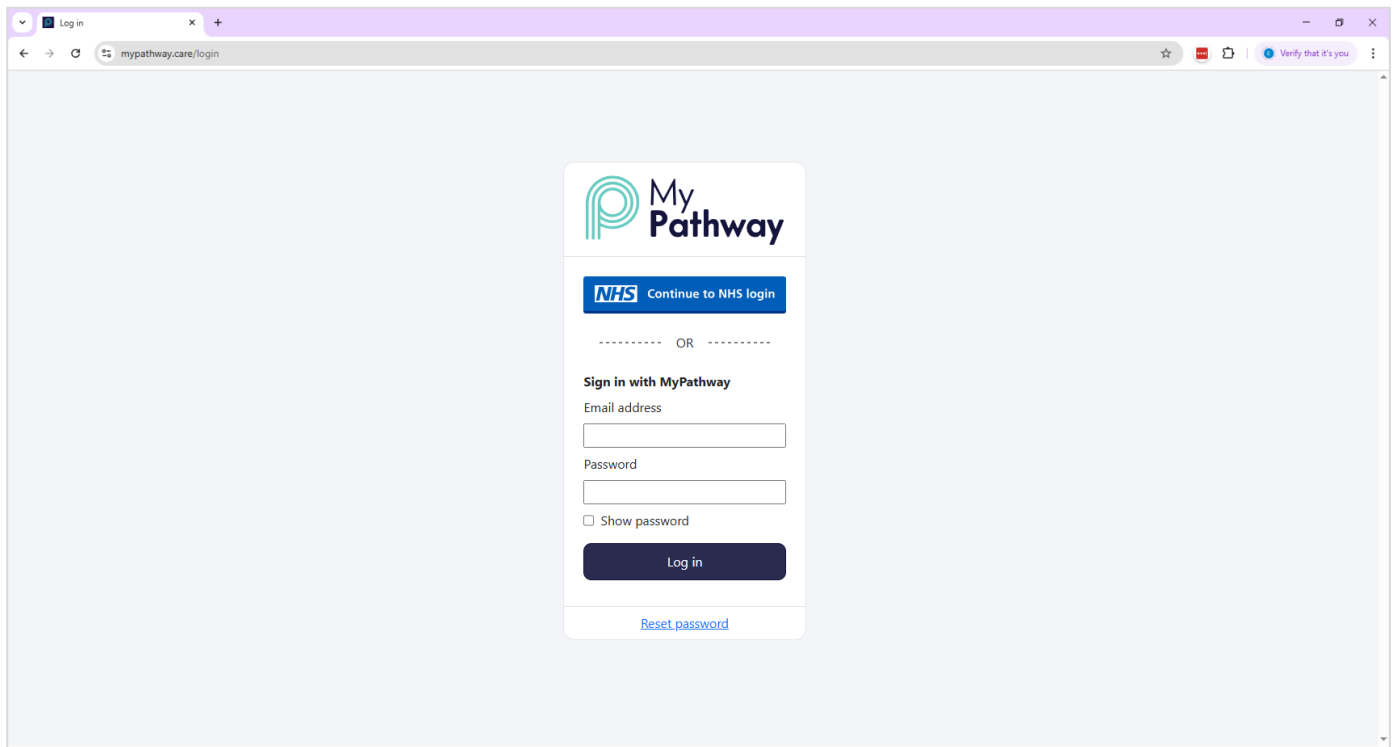
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LOGGING IN

How to log in

To access the MyPathway patient web portal, visit <https://mypathway.care/login> on a laptop, desktop computer, tablet or mobile device. Enter your email address and password into the relevant boxes. You can click the 'Show Password' tick box to view your password before logging in. Select 'Log in':



The screenshot shows a web browser window with the URL mypathway.care/login. The page features the MyPathway logo at the top. Below the logo is a blue button labeled "Continue to NHS login" with the NHS logo. Underneath is the text "OR". Below that is the heading "Sign in with MyPathway". There are two input fields: "Email address" and "Password". A checkbox labeled "Show password" is located below the password field. A dark blue "Log in" button is at the bottom of the form. A link for "Reset password" is located below the "Log in" button.

Resetting your password

To reset your password for your MyPathway account, go to the login page: <https://mypathway.care/login> and select 'Reset password'. Enter your registered email address and select Reset Password. Check your email for a password reset link. *(Be sure to check your spam or junk folder, just in case.)* Click the link in the email to create a new password.

You can now log in to your MyPathway account with your new password:

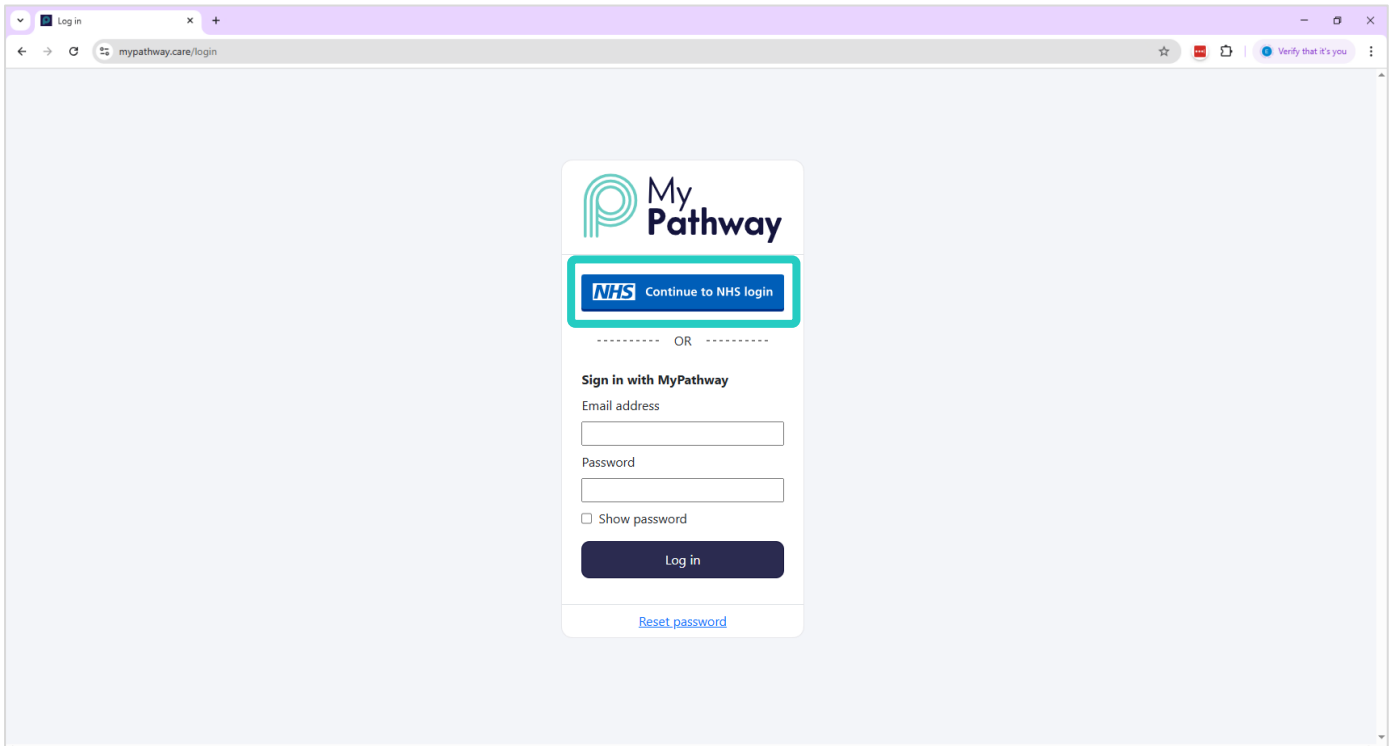
The diagram illustrates the password reset process in three stages:

- Step 1: Login Page** - The user is on the MyPathway login page. They click the [Reset password](#) link at the bottom left.
- Step 2: Password Reset Form** - The user is prompted to enter their email address. The example email is `John.smith@gmail.com`. They click the **Reset password** button.
- Step 3: Email Confirmation** - The user receives an email from MyPathway. The email text says: "If your email address was recognised, you will shortly receive an email which you can use to reset your password. Please remember to check your junk/spam folders." It includes a [Reset password again](#) link and a [Log in](#) link.

The final screenshot shows a Gmail interface with an email titled "Reset your MyPathway password" from "MyPathway Mailer <no-reply@mypathway.care>". The email body contains the instruction: "We have received a request to change your password for MyPathway. If you did not make this request, please ignore this email otherwise please click the link below" followed by the [Click here to reset your password](#) link.

Logging in with NHS login

To log in using your NHS login credentials, please click the Continue with NHS login button on the login page. Enter your email address and password for your NHS login account.



The screenshot shows a web browser window with the URL `mypathway.care/login`. The page features the MyPathway logo at the top. Below the logo is a button labeled "Continue to NHS login" with the NHS logo, which is highlighted with a red box. Below this button is an "OR" separator. Underneath, there is a section titled "Sign in with MyPathway" containing an "Email address" input field, a "Password" input field, a "Show password" checkbox, and a "Log in" button. A "Reset password" link is located at the bottom of the form.



Enter your email address

If you have used the NHS App or other NHS websites, you should enter the email address you used to register for them.

We will check if you have an NHS login. If not, you can set one up.

Email address

Continue

What is NHS login?

NHS login allows you to securely access health websites and apps with just your email address and a password.

[< Back to: Enter your email address](#)

Enter your password

Enter your password to log in.

Password
***** [Show](#)

[Reset your password](#), if you cannot remember it.

Continue

You will then be sent a text message with a code to confirm your NHS login. To prevent the need for further security codes, you can click the checkbox highlighted below to remember your device.

Enter the security code

We sent a text to *****1427.

[▶ Not received a text?](#)

Security code

The code is 6 digits

123456

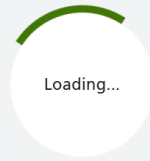
Remember this device and stop sending security codes

[▶ What does remember this device mean?](#)

[▶ I cannot log in using my mobile phone](#)

Continue

Checking your details



You will then be asked if you agree to share your NHS login information, which upon clicking 'I agree', will then automatically log you into MyPathway.

Agree to share your NHS login information

To continue, you need to agree to share your NHS login information with **MyPathway**.

MyPathway will use your:

- first names
- last name
- date of birth
- email address
- NHS number
- identity level

Read the terms of use and privacy policy for **MyPathway** to check how your information will be used.

If you do not agree to share this information you will not be able to use NHS login with **MyPathway**.

I agree

[I do not agree to share this information](#)

MFA

Multi-Factor Authentication (MFA) adds an extra layer of security by requiring more than one method to verify your identity before logging into your MyPathway account. You can set this up by having a text message sent to your phone or by using an authenticator app.

Please note

MFA is now **mandatory**, in line with NHS requirements, to ensure the highest standard of security for your health information.

Setting up MFA on login for the first time

When logging in for the first time, you will be routed to the MFA setup page which will ask you how you wish to set it up. You can either use a mobile phone or an authenticator app. If using a mobile phone, it will ask you to enter your mobile phone number.

My Pathway

Secure your account by setting up MFA

To help keep your account secure, you need to set up at least one additional authentication method.

You can change your preferred authentication method later from your profile page.

[Use my mobile phone](#) [Use an authenticator app](#)

[Reset password](#) [Log in](#)

My Pathway

Secure your account by setting up MFA

To help keep your account secure, you now need to choose your preferred authentication method.


You can change your preferred authentication method later from your profile page.

Please enter your UK mobile phone number beginning with 07

[Use an authenticator app](#) [CONTINUE](#)

[Reset password](#) [Log in](#)

If choosing to use an authenticator app, it will ask you to download an authenticator such as Google Authenticator on your mobile. Once downloaded, open the authenticator app and click the '+' button, when prompted choose to scan the QR code. Alternatively, enter the Account (your email) and Secret (secret key from your authenticator app) then click Continue.




Secure your account by setting up MFA

To help keep your account secure, you now need to choose your preferred authentication method.

You can change your preferred authentication method later from your profile page.

Download/use any authenticator app on your mobile device, e.g. [Google Authenticator](#)

On your authenticator app, click the '+' button and when prompted choose to scan the QR code below:



If you cannot scan the QR code, enter the account and secret information into the app instead:

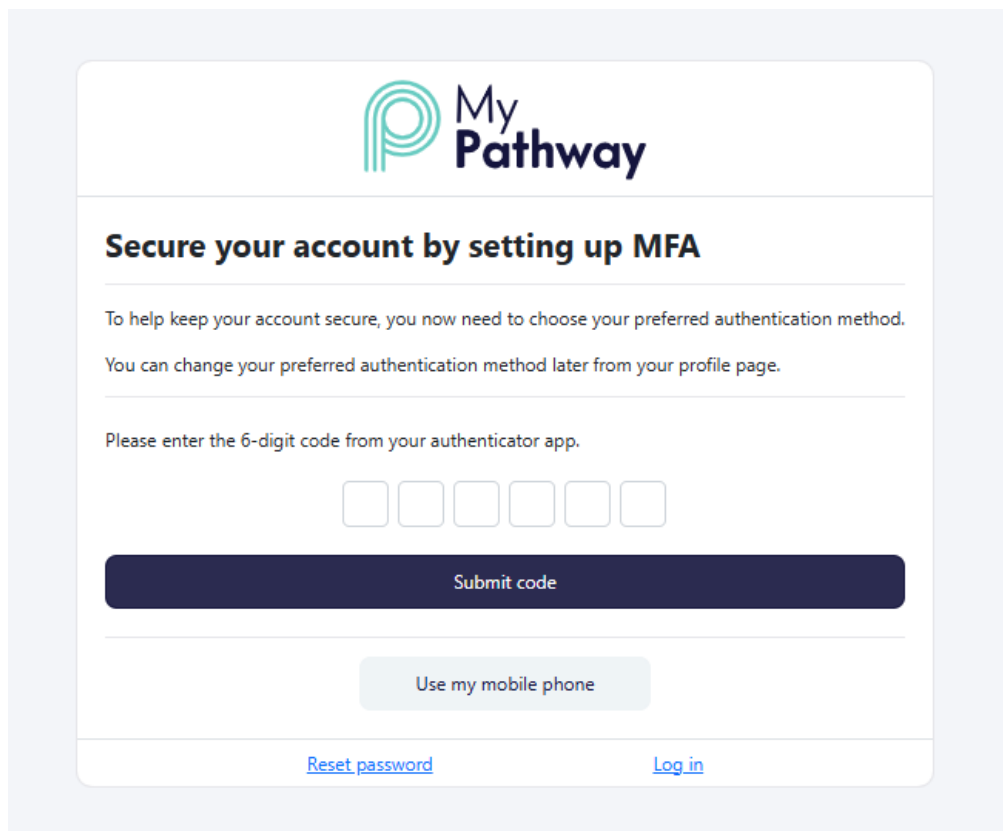
Account

Secret

[Use my mobile phone](#) **CONTINUE**

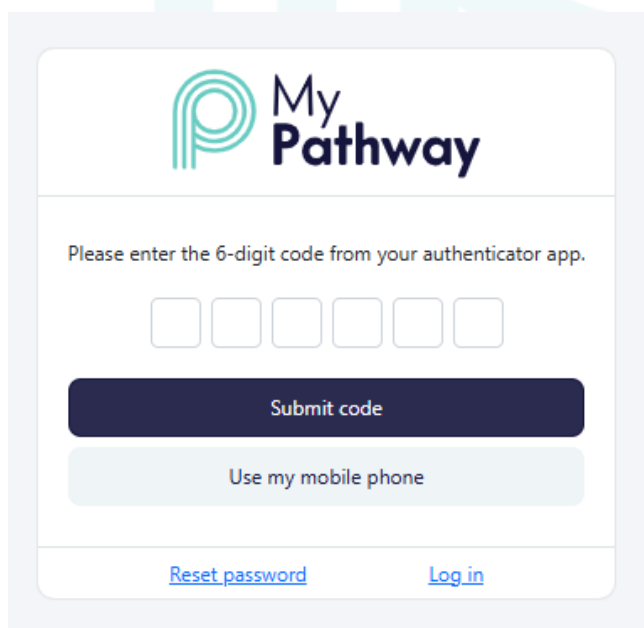
[Reset password](#) [Log in](#)

Depending on your chosen MFA method, you will then be asked to submit a 6-digit code from your authenticator app or from a text message to complete login.

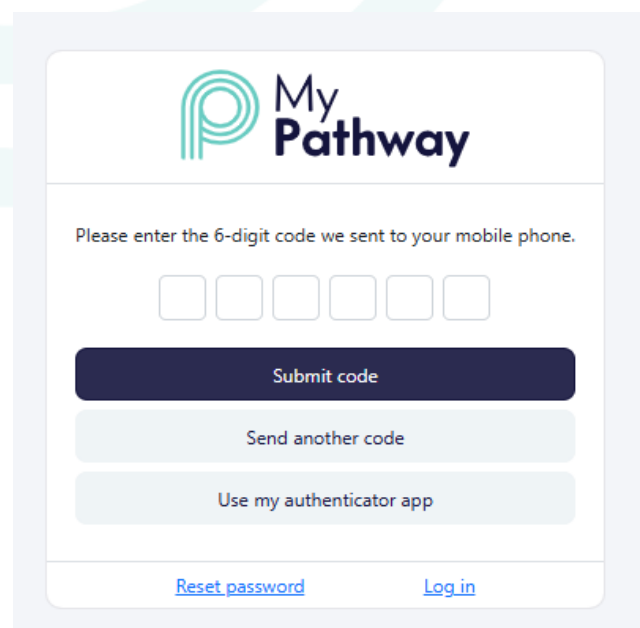


The screenshot shows the 'My Pathway' logo at the top. Below it is the heading 'Secure your account by setting up MFA'. The text explains that the user needs to choose an authentication method and that this can be changed later. It prompts the user to enter a 6-digit code from their authenticator app, with six empty input boxes. A dark blue 'Submit code' button is below the boxes. A light blue button labeled 'Use my mobile phone' is positioned below the submit button. At the bottom, there are two links: 'Reset password' and 'Log in'.

Each time you login, you will now be presented with a request to enter a 6-digit code either from using your authenticator app or through text message. To assign the preferred authentication method, you can configure this in your settings.



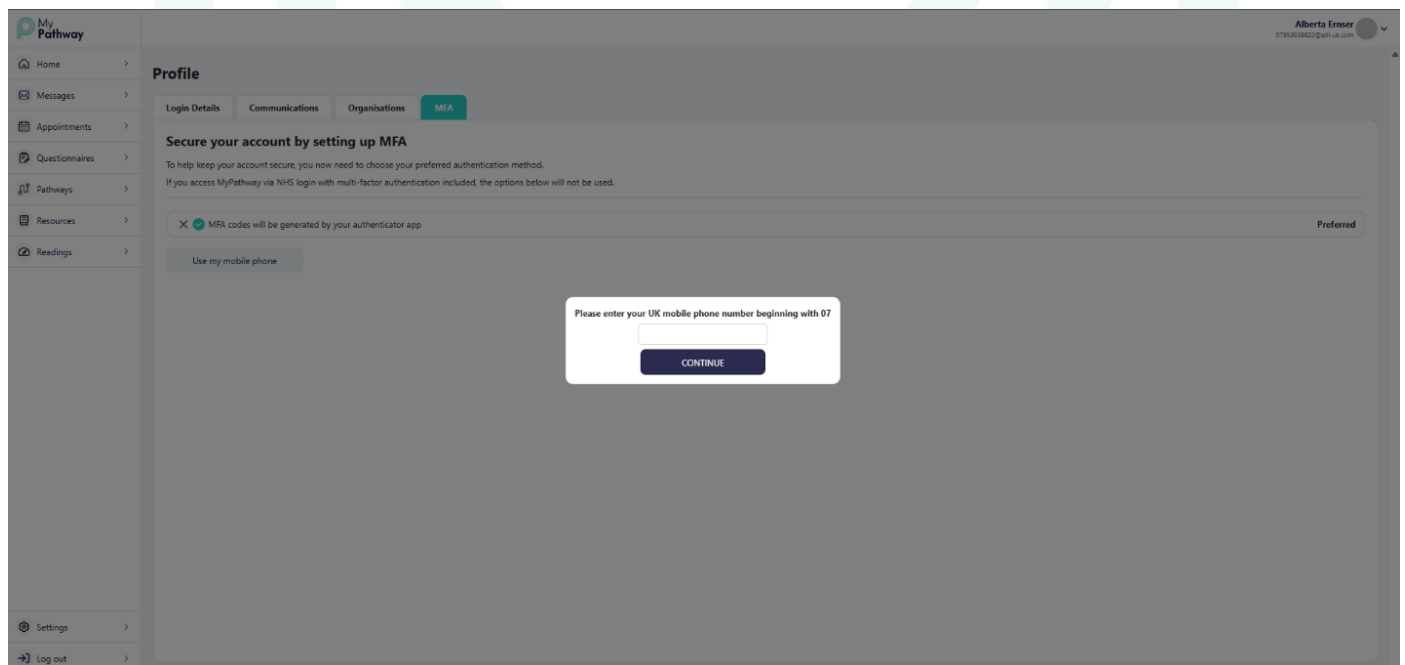
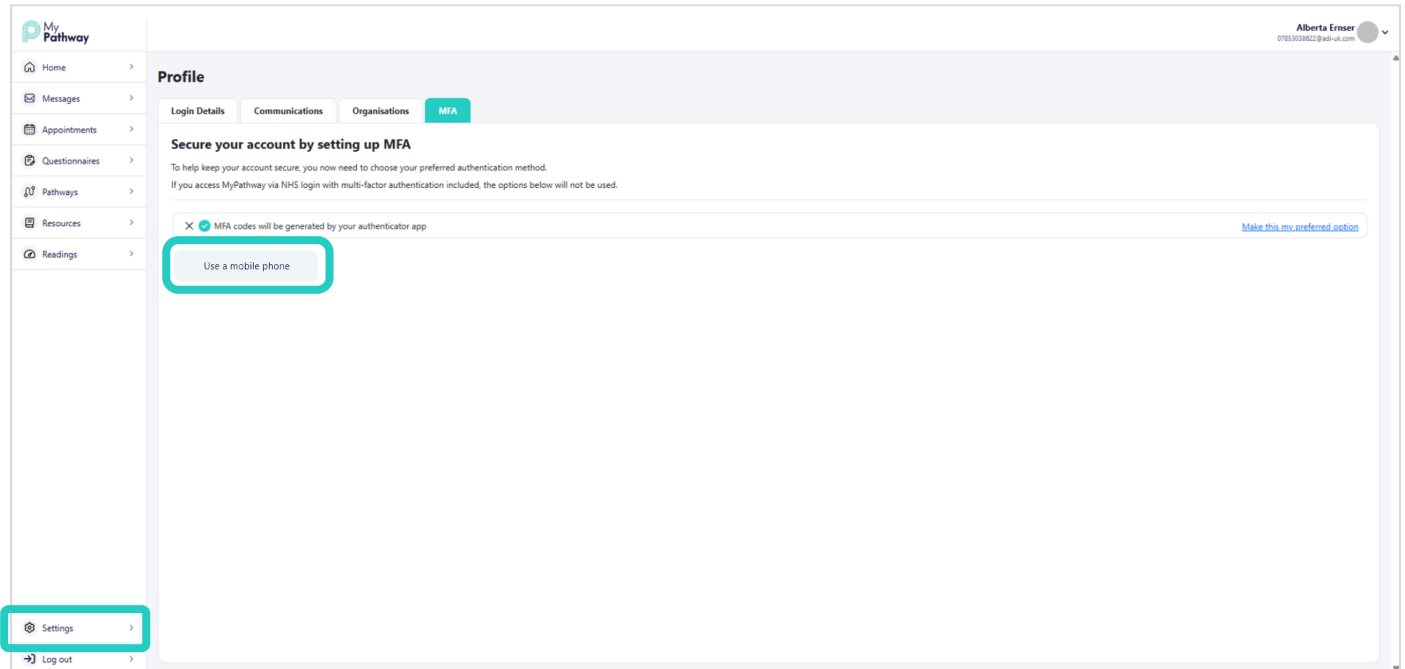
This screenshot shows the 'My Pathway' logo and the instruction 'Please enter the 6-digit code from your authenticator app.' Below this are six empty input boxes. A dark blue 'Submit code' button is located below the boxes. A light blue button labeled 'Use my mobile phone' is positioned below the submit button. At the bottom, there are two links: 'Reset password' and 'Log in'.

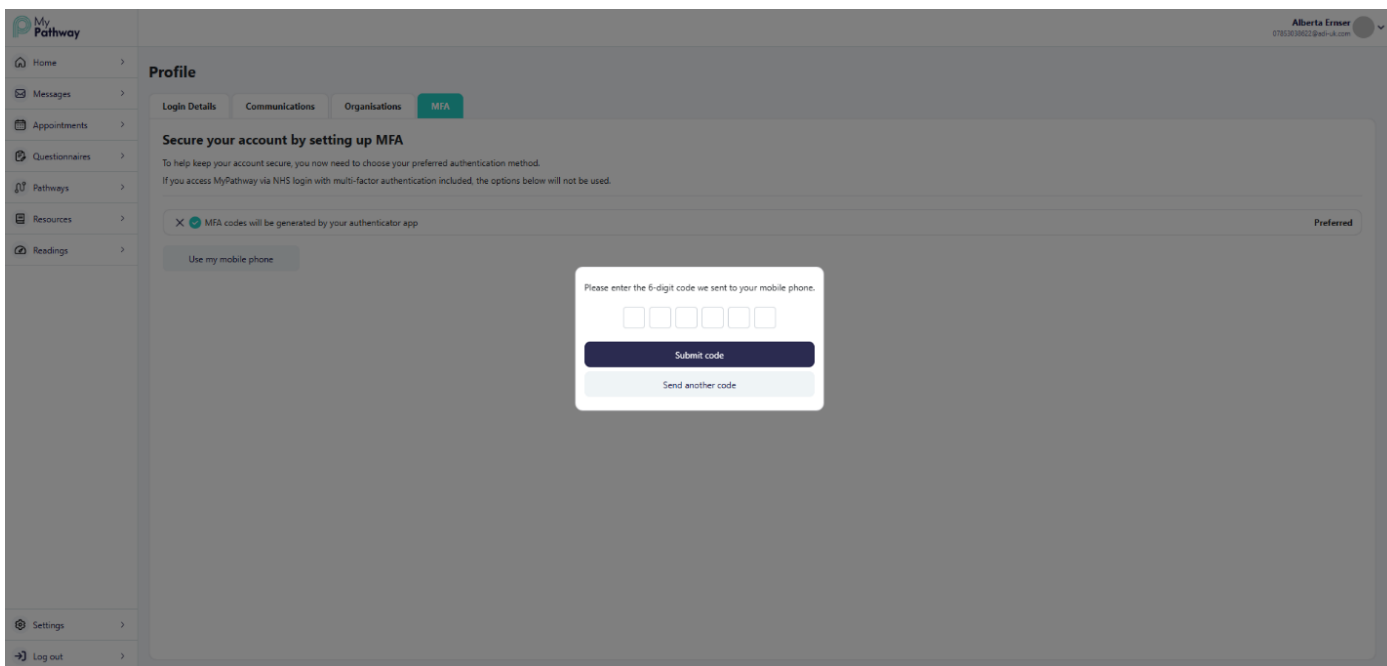


This screenshot shows the 'My Pathway' logo and the instruction 'Please enter the 6-digit code we sent to your mobile phone.' Below this are six empty input boxes. A dark blue 'Submit code' button is located below the boxes. Below the submit button are two light blue buttons: 'Send another code' and 'Use my authenticator app'. At the bottom, there are two links: 'Reset password' and 'Log in'.

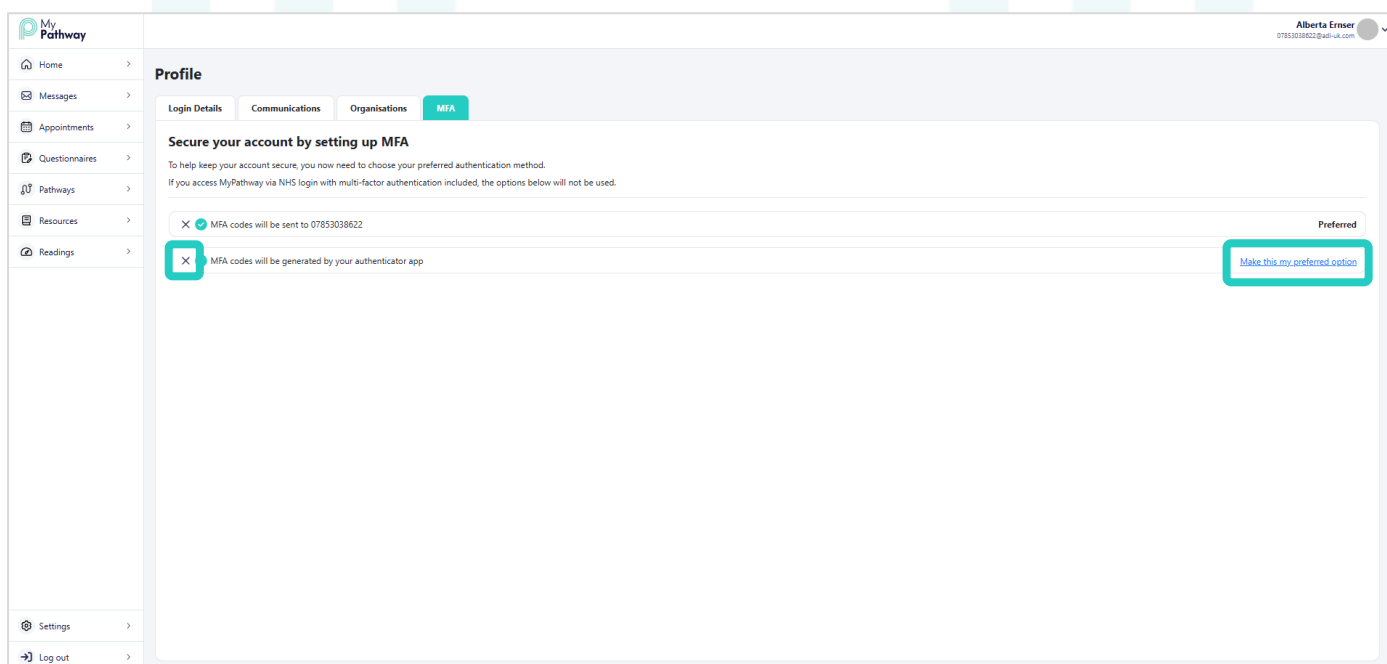
Configuring MFA

Once logged in, you can configure MFA by clicking Settings in the left-hand menu and then select the MFA tab. You will be given the option to switch between your preferred authentication method. In the example below, the user has already setup the authenticator app but also wishes to add a mobile phone for an authentication method. To do this, click on Use a mobile phone and a prompt will appear to enter a mobile phone number, and then to enter a 6-digit code for confirmation.



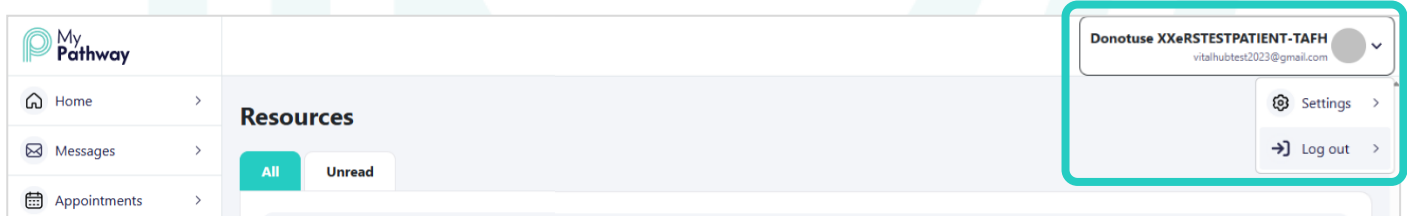
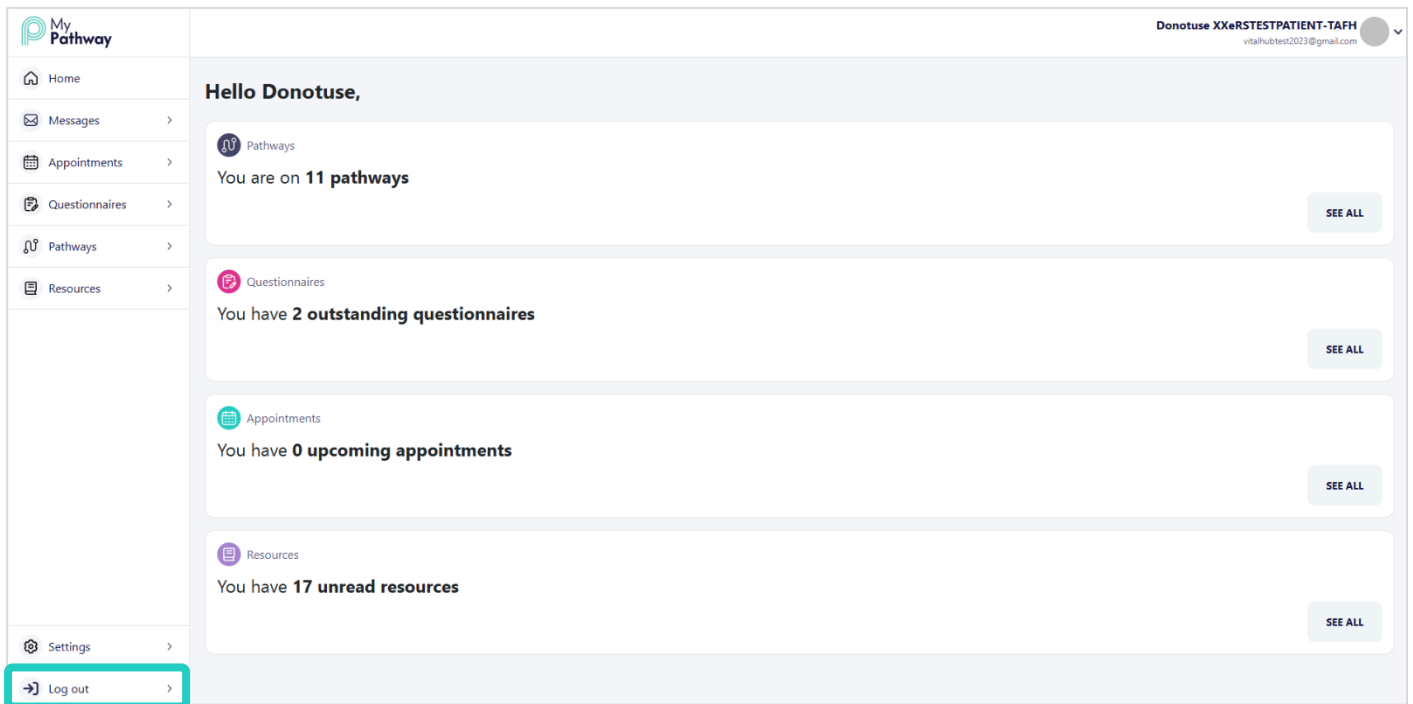


Once complete, you will then be able to choose between preferred methods by clicking on the link to the right of each method labelled 'Make this my preferred option'. Should you wish to delete a method, then simply click on the 'x' icon to the left of each method.



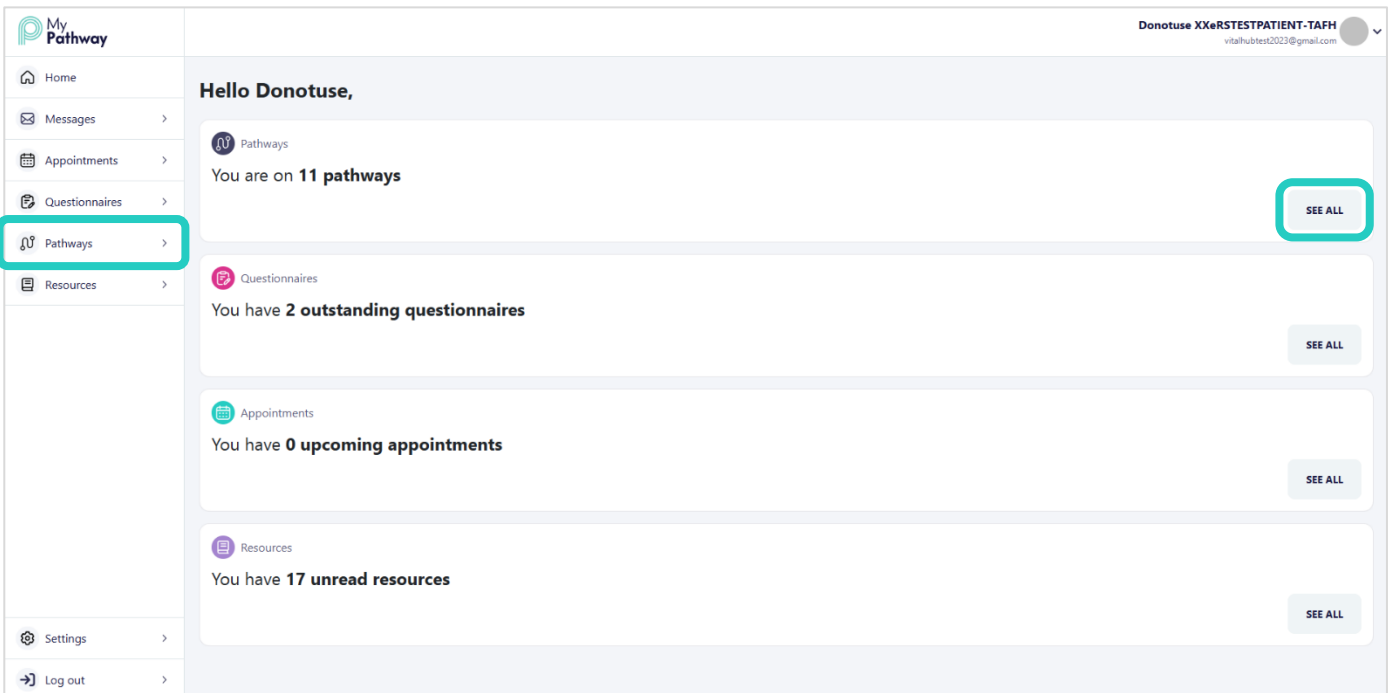
LOGGING OUT OF MYPATHWAY

To log out of MyPathway, select the 'Log out' button in the bottom left-hand corner of the screen. Alternatively, click the dropdown arrow next to your email address, in the top right-hand corner, and select 'Log out':



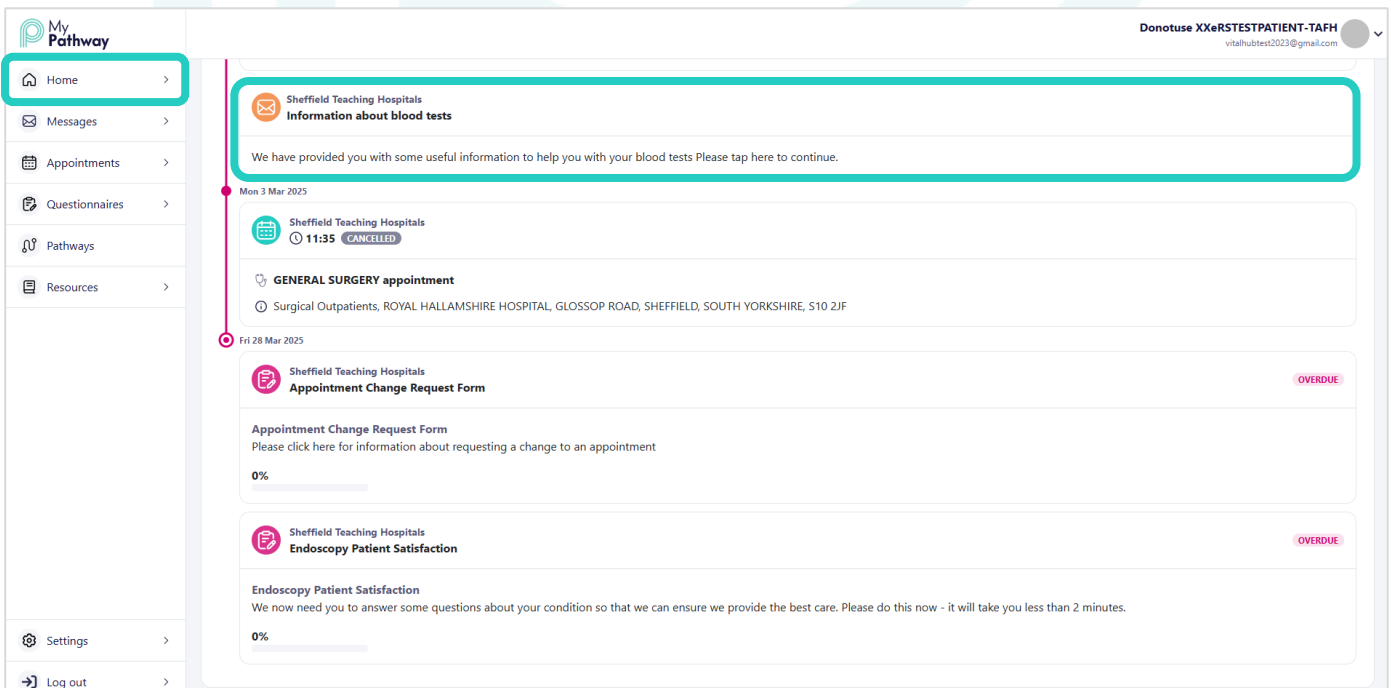
PATHWAY TIMELINE

When you log in to your account, you will arrive on the patient homepage, which displays all your key information in one place and will allow you to view all your outstanding actions. To access your pathway, select Pathways from the left-hand panel, or SEE ALL on the Pathways tab:



This will load your pathway timeline and show you the most up-to-date information available to you. The timeline will show your entire healthcare journey, including information about appointments, health-related resources and messages from your health service provider. To expand the detail for each action and access further information, simply click on the relevant action.

To navigate back to the homepage at any time, click the Home icon in the left-hand panel.



APPOINTMENTS

To view your appointments, select the Appointments button on the left-hand panel, or SEE ALL on the Appointments tab on the homepage. Your upcoming appointments will be shown in order, under the Future tab, with the next one shown first. To view your past appointments, select the Past tab, and for cancelled appointments, select the Cancelled tab. Your appointments will also be tagged with the hospital or trust that you will be attending.

The screenshot shows the My Pathway homepage. On the left is a navigation menu with options: Home, Messages, Appointments (highlighted with a red box), Questionnaires, Pathways, Resources, Settings, and Log out. The main content area is titled "Hello Donotuse," and displays four summary cards: "You are on 11 pathways" (with a "SEE ALL" button), "You have 2 outstanding questionnaires" (with a "SEE ALL" button), "You have 0 upcoming appointments" (with a "SEE ALL" button highlighted by a red box), and "You have 17 unread resources" (with a "SEE ALL" button). The top right corner shows the user profile "Donotuse XXeRSTESTPATIENT-TAFH" with an email address "vitalhubtes2023@gmail.com".

The screenshot shows the "Appointments" page. At the top, there are three tabs: "Future", "Past" (highlighted with a red box), and "Cancelled". Below the tabs, two appointment cards are displayed for "Sheffield Teaching Hospitals". Both appointments are for "Rheumatology appointment" at "Rheumatology Clinic, Royal Hallamshire Hospital, S10 2JF" on "Sunday 15 May". The first appointment is at "01:27" and is marked "ATTENDED". The second appointment is at "01:09" and is also marked "ATTENDED". Each appointment card has four action buttons on the right: "VIEW FULL DETAILS", "VIEW LINKED ITEMS", "REQUEST RESCHEDULE", and "REQUEST CANCELLATION".

Appointments

Future Past **Cancelled**

<p>Monday 3 March</p>	<p>Sheffield Teaching Hospitals 🕒 11:35 Mon 3 Mar 2025 CANCELLED</p> <p>📍 GENERAL SURGERY appointment 📍 Surgical Outpatients, ROYAL HALLAMSHIRE HOSPITAL, GLOSSOP ROAD, SHEFFIELD, SOUTH YORKSHIRE, S10 2JF</p>	<p>VIEW FULL DETAILS</p> <p>VIEW LINKED ITEMS</p> <p>REQUEST RESCHEDULE</p> <p>REQUEST CANCELLATION</p>
<p>Thursday 23 May</p>	<p>Sheffield Teaching Hospitals 🕒 14:45 Thu 23 May 2024 CANCELLED</p> <p>📍 INFECTIOUS DISEASES appointment 📍 Infectious Disease Clinic, ROYAL HALLAMSHIRE HOSPITAL, GLOSSOP ROAD, SHEFFIELD, SOUTH YORKSHIRE, S10 2JF</p>	<p>VIEW FULL DETAILS</p> <p>VIEW LINKED ITEMS</p> <p>REQUEST RESCHEDULE</p> <p>REQUEST CANCELLATION</p>

To view any details of the appointments, click the View Full Details button. This may include the time, date and location of the appointment, contact details for the healthcare provider, and any resources relating to the appointment. Select View Linked Items to see any related resources about your appointment:

Appointments

Future Past **Cancelled**

<p>Monday 3 March</p>	<p>Sheffield Teaching Hospitals 🕒 11:35 Mon 3 Mar 2025 CANCELLED</p> <p>📍 GENERAL SURGERY appointment 📍 Surgical Outpatients, ROYAL HALLAMSHIRE HOSPITAL, GLOSSOP ROAD, SHEFFIELD, SOUTH YORKSHIRE, S10 2JF</p>	<p>VIEW FULL DETAILS</p> <p>VIEW LINKED ITEMS</p> <p>REQUEST RESCHEDULE</p> <p>REQUEST CANCELLATION</p>
<p>Thursday 23 May</p>	<p>Sheffield Teaching Hospitals 🕒 14:45 Thu 23 May 2024 CANCELLED</p> <p>📍 INFECTIOUS DISEASES appointment 📍 Infectious Disease Clinic, ROYAL HALLAMSHIRE HOSPITAL, GLOSSOP ROAD, SHEFFIELD, SOUTH YORKSHIRE, S10 2JF</p>	<p>VIEW FULL DETAILS</p> <p>VIEW LINKED ITEMS</p> <p>REQUEST RESCHEDULE</p> <p>REQUEST CANCELLATION</p>

Sunday

15
May

Sheffield Teaching Hospitals

🕒 01:27 Sun 15 May 2022 **ATTENDED**

🔔 Rheumatology appointment

- 📍 Your Rheumatology appointment is at Rheumatology Clinic, Royal Hallamshire Hospital, S10 2JF. Rheumatology Clinic is location 12 on the site map. To speak to someone about your appointment please call 0114 271 1947.
- 📍 Rheumatology Clinic, Royal Hallamshire Hospital, S10 2JF

VIEW LINKED ITEMS

REQUEST RESCHEDULE

REQUEST CANCELLATION

< [Back](#)

🔗 Rheumatology Clinic location ✓ READ

[Clinic location for Rheumatology](#)

Rate ☆☆☆☆

📄 Hospital Site Map ✓ READ

[Detailed site map, travel and parking related information for your hospital](#)

Rate ☆☆☆☆

QUESTIONNAIRES

To view your questionnaires, select the Questionnaires button in the left-hand panel or SEE ALL on the Questionnaires tab on the homepage. Any questionnaires that haven't been started, or are in progress, will be stored under the Incomplete tab. Completed questionnaires will be stored under the Completed tab for you to review. Each questionnaire will also show the organisation that it has been allocated by, so you know which service is asking for this information, if you are under the care of more than one trust.

The screenshot shows the 'My Pathway' dashboard. On the left is a navigation menu with options: Home, Messages, Appointments, Questionnaires (highlighted with a red box), Pathways, Resources, Settings, and Log out. The main content area is titled 'Hello Donotuse,' and displays four summary cards: 'You are on 11 pathways' (with a 'SEE ALL' button), 'You have 2 outstanding questionnaires' (with a 'SEE ALL' button highlighted in red), 'You have 0 upcoming appointments' (with a 'SEE ALL' button), and 'You have 17 unread resources' (with a 'SEE ALL' button). The top right corner shows the user profile 'Donotuse XXeRSTESTPATIENT-TAFH'.

The 'Questionnaires' page has two tabs: 'Incomplete' (selected) and 'Completed'. It lists two questionnaires from Sheffield Teaching Hospitals:

- Appointment Change Request Form**: Due 24 Jun, OVERDUE. Description: 'Please click here for information about requesting a change to an appointment'. Progress: 0%. Button: 'START QUESTIONNAIRE'.
- Endoscopy Patient Satisfaction**: Due 4 Feb, OVERDUE. Description: 'We now need you to answer some questions about your condition so that we can ensure we provide the best care. Please do this now - it will take you less than 2 minutes.' Progress: 0%. Button: 'START QUESTIONNAIRE'.

The 'Questionnaires' page has two tabs: 'Incomplete' and 'Completed' (selected). It lists one completed questionnaire from Sheffield Teaching Hospitals:

- Endoscopy Patient Satisfaction**: Due 4 Feb, COMPLETED. Description: 'Important questions about your condition. We now need you to answer some questions about your condition so that we can ensure we provide the best care. Please do this now - it will take you less than 2 minutes.' Progress: 100%. Button: 'REVIEW QUESTIONNAIRE'.

How to complete a questionnaire

Select Start Questionnaire and complete the questions that are shown on screen. Once you reach the end of the questionnaire, you will be shown a summary of your questions and answers on screen for you to review before submitting your responses. Select Submit to confirm your submission.

Questionnaires

Incomplete Completed

Sheffield Teaching Hospitals
Oxford Hip Score (OHS) 24 Jun OVERDUE

Oxford Hip Score (OHS)
We now need you to answer some questions about your condition so that we can ensure we provide the best care. Please do this now – it will take you less than 2 minutes.

0% START QUESTIONNAIRE

Oxford Hip Score (OHS)

3% Complete 1/26

Section 1 - Which hip
We need to know on which side of your body is the affected hip **for which you are receiving treatment**.
If you answer 'both', please complete the first set of questions (q2-13) thinking about your right side. A second set of questions (q15-26), for the left side, will follow.

1. On which side of your body is the affected hip, **for which you are receiving/have received treatment**?

Left
Right
Both

GO BACK CONTINUE

Oxford Hip Score (OHS)

99% Complete 26/26

Please review your answers before submitting the completed questionnaire SUBMIT

1. On which side of your body is the affected hip, **for which you are receiving/have received treatment**? Go to question

Left

15. During the past 4 weeks... Go to question

How would you describe the pain you usually have in your hip?

Very mild

Thank you for completing your Oxford Hip Score (OHS)

Your results have been saved and are now available for review.

RETURN TO SUMMARY

CLOSE



RESOURCES

To view your resources, select the Resources button on the left-hand panel of the Homepage or SEE ALL on the Resources tab on the homepage. Resources that you have not yet viewed will be stored under the Unread tab, while those you have viewed will be stored under the All tab.

Your resources are organised into categories. Use the arrow on the right-hand side to expand the view and see all related resources. Click on the resource name to view the resource.

The screenshot shows the My Pathway homepage dashboard. On the left is a navigation menu with items: Home, Messages, Appointments, Questionnaires, Pathways, Resources (highlighted with a red box), Settings, and Log out. The main content area is titled "Hello Donotuse," and displays four summary cards: "You are on 11 pathways" (with a "SEE ALL" button), "You have 2 outstanding questionnaires" (with a "SEE ALL" button), "You have 0 upcoming appointments" (with a "SEE ALL" button), and "You have 17 unread resources" (with a "SEE ALL" button highlighted by a red box). The user's name "Donotuse XXeRSTESTPATIENT-TAFH" and email "vitalhubtest2023@gmail.com" are visible in the top right corner.

The screenshot shows the "Resources" section. At the top, there are two filter buttons: "All" (highlighted with a red box) and "Unread". Below the filters is a list of resource categories, each with a count and a dropdown arrow on the right (highlighted with a red box): "Blood Monitoring (1)", "Maps (2)", and "New MyPathway Patient Portal (1)".

You can also rate resources by clicking the Rate button in the bottom-right of the screen. This information will be shared with your healthcare provider to support your health journey.

Resources

All Unread

Blood Monitoring (1) NEW

Maps (2)

New MyPathway Patient Portal (1) NEW

New MyPathway Patient Portal NEW

[Information regarding new features to the web browser.](#)

Sheffield Teaching Hospitals Rate ☆☆☆☆



MESSAGES

To view any messages sent to you by your healthcare provider, please select the Messages button in the left-hand panel of the homepage. These can also be viewed on your pathway timeline. Click on the message box to view the message in full. Each message will also be tagged with the hospitals or trust that sent you the message, in case you are registered with multiple healthcare services.

The screenshot shows the 'My Pathway' homepage. On the left is a navigation menu with 'Messages' highlighted in a red box. The main content area displays a personalized dashboard for user 'Donotuse XXeRSTESTPATIENT-TAFH'. It includes a greeting 'Hello Donotuse,' and four summary cards: 'You are on 11 pathways', 'You have 2 outstanding questionnaires', 'You have 0 upcoming appointments', and 'You have 17 unread resources'. Each card has a 'SEE ALL' button.

The screenshot shows a message card titled 'Information about blood tests' from 'Sheffield Teaching Hospitals' dated '12 Feb 2025'. The message text reads: 'We have provided you with some useful information to help you with your blood tests Please tap here to continue.' A 'Show related resources' button is located at the bottom right of the card.

ACCOUNT SETTINGS

To view or amend your account settings, select the Settings button on the bottom left corner of the screen to display your My Profile section. From here, you will be able to view your login details, communications details and organisation details, MFA (Multi-Factor Authentication), as well as log out of your account. Simply select the relevant tab to view the section.

Login Details

From this tab, you can view the email address that your account is registered with. If you need to change the email address on your account, then you can make the change here. Though you will need to contact your healthcare provider about the change to make sure your records are up to date.

You can also change your MyPathway password here; enter your current password, then enter your new password, and finally confirm your new password by entering once more. Select CHANGE PASSWORD to complete.

My Pathway Donotuse XXeRSTESTPATIENT-TAFH
vitalhubtest2023@gmail.com

Home > Messages > Appointments > Questionnaires > Pathways > Resources > Settings > Log out >

My Profile

Login Details | Communications | Organisations

Your email address
vitalhubtest2023@gmail.com

Please enter your new email address

Please confirm your new email address

CHANGE EMAIL ADDRESS

Please enter your current password

Please enter your new password

Please confirm your new password

Your password must be at least 8 characters in length and must not match your email address.

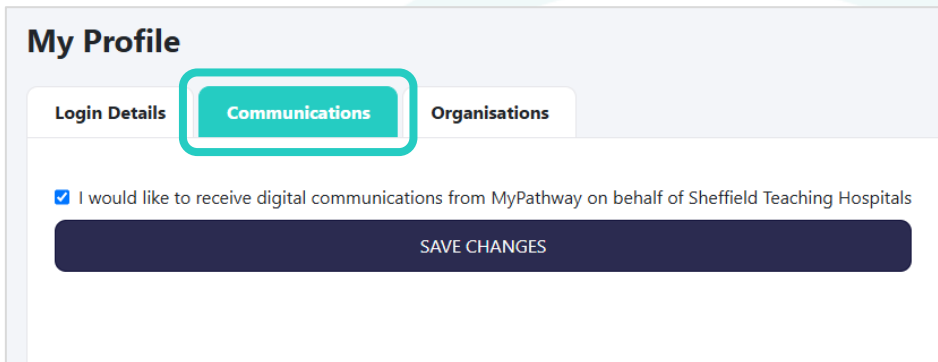
CHANGE PASSWORD

Communications

Select Communications to set your digital communications preferences. Tick the organisations that you would like to receive digital communications from and select Save Changes to confirm this action. If you untick this box, you will no longer receive emails and text messages from the specified organisation(s) via the MyPathway app.

Please note

'Push Notifications' from the MyPathway app are controlled through your device's normal app settings.



My Profile

Login Details **Communications** Organisations

I would like to receive digital communications from MyPathway on behalf of Sheffield Teaching Hospitals



SAVE CHANGES

ORGANISATIONS

Select Organisations to view all the details your organisation(s) hold about you. If you are registered to more than one hospital or trust, you will see multiple organisations listed here. Click the arrow on the right-hand side to expand this view and see all information held about you. You can see general information about your organisation, contact information for the organisation's support team and your personal information. You can also view your organisation's privacy policy in this page by clicking the 'View Organisation Privacy Policy'.

My Profile

Login Details Communications **Organisations**

 **Sheffield Teaching Hospitals** 

Sheffield Teaching Hospitals

You are registered for MyPathway with Sheffield Teaching Hospitals

Contact support

For any details regarding your care, or appointment, please refer to your appointment letter.

If you need support with the MyPathway application, you can contact your local service desk using the details below:

Sheffield Teaching Hospitals, System Administrator:

[View organisation privacy policy](#)

[Give feedback](#)

Personal information

Personal information Sheffield Teaching Hospitals holds about you

NHS Number
9990501505

Hospital number
[Redacted]

Name
Donotuse XxERSTESTPATIENT-TAFH

Date of birth
1995-09-09

Address
GP Practice
Hospital Lane
[Redacted]

MYPATHWAY APP FEEDBACK

If you would like to give feedback about MyPathway, select the Give Feedback button on the Organisations tab. Complete the relevant sections and add any comments for feedback, before selecting Submit to complete. Please note that this feedback is not seen by your healthcare provider, so please do not give any personal or health-related information in this feedback box.

Please give feedback about your experience using MyPathway with Sheffield Teaching Hospitals ✕

We love to get feedback about using MyPathway. This helps us to continue to improve the app in ways that matter to our patients.
Please leave feedback only about your experience when using the app, rather than your overall experience with Sheffield Teaching Hospitals.

Usability
How easy to use do you find the app?
☆☆☆☆☆

Recommendation
How likely are you to recommend this app to a friend?
☆☆☆☆☆

Features
How useful do you find the app?
☆☆☆☆☆

Any comments or recommendations about the app
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