

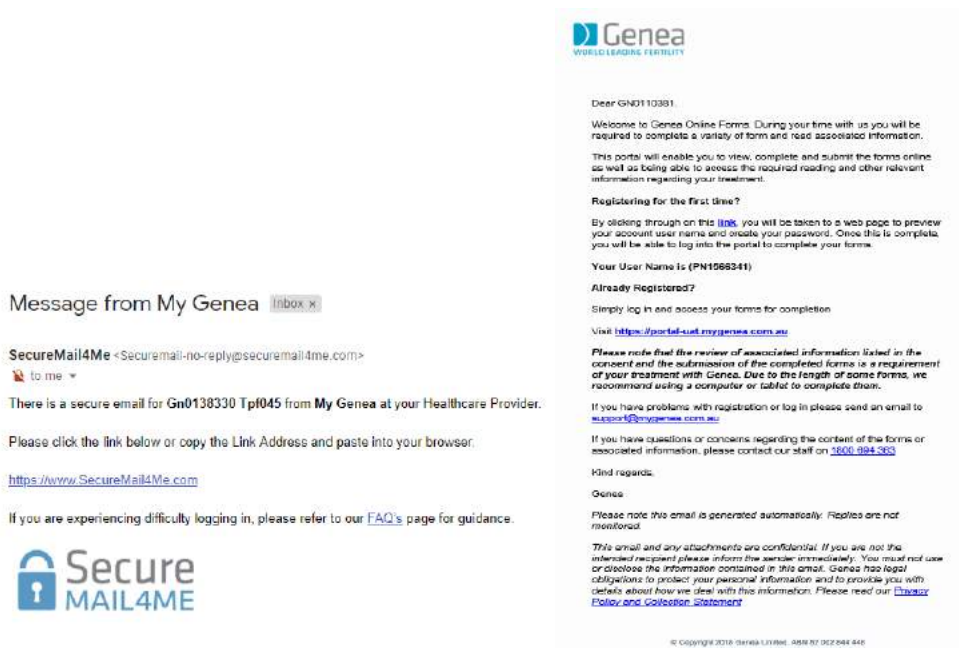
MyGenea Access Guide

A guide on how to register for and access the MyGenea patient portal.

Registration

Prior to beginning your treatment, you will be sent an email (via Secure Mail4Me) with a link to MyGenea for registration. This email can occasionally be marked as spam by some email providers so please check your spam folder if you are unable to locate it.

SecureMail4Me Message from My Genea - There is a secure email for Gn0138330 Tpf045 from My Genea at your Healthcare Provider.



Dear GN013831,

Welcome to Genea Online Forms. During your time with us you will be required to complete a variety of form and read associated information.

This portal will enable you to view, complete and submit the forms online as well as being able to access the required reading and other relevant information regarding your treatment.

Registering for the first time?

By clicking through on this [link](#), you will be taken to a web page to preview your account user name and create your password. Once this is complete you will be able to log into the portal to complete your forms.

Your User Name is (PN1588241)

Already Registered?

Simply log in and access your forms for completion

Visit <https://portal-link.mygenea.com.au>

Please note that the review of associated information listed in the consent and the submission of the completed forms is a requirement of your treatment with Genea. Due to the length of some forms, we recommend using a computer or tablet to complete them.

If you have problems with registration or log in please send an email to support@mygenea.com.au

If you have questions or concerns regarding the content of the forms or associated information, please contact our staff on [1800-984-353](tel:1800-984-353)

Kind regards,
Genea

Please note this email is generated automatically. Replies are not monitored.

This email and any attachments are confidential. If you are not the intended recipient please inform the sender immediately. You must not use or disclose the information contained in this email. Genea has legal obligations to protect your personal information and to provide you with details about how we deal with this information. Please read our [Privacy Policy and Collection Statement](#)

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When registering for the first time click the relevant 'link' in the email and you will be directed to MyGenea to register. Here your Username (Patient number) will already be pre-filled so you will only need to create a password. Your Username/Patient number will be listed in the email you receive for future reference.



Genea
WORLD LEADING FERTILITY

My Genea

Username

Password

Confirm Password

* Password must be a minimum of 7 characters.
* Include at least 1 capital, 1 number and 1 symbol

<https://geneaivf.sharepoint.com/sites/isodocs/Fertility Systems/My Genea/MyGenea Patient Access Guide.docx>

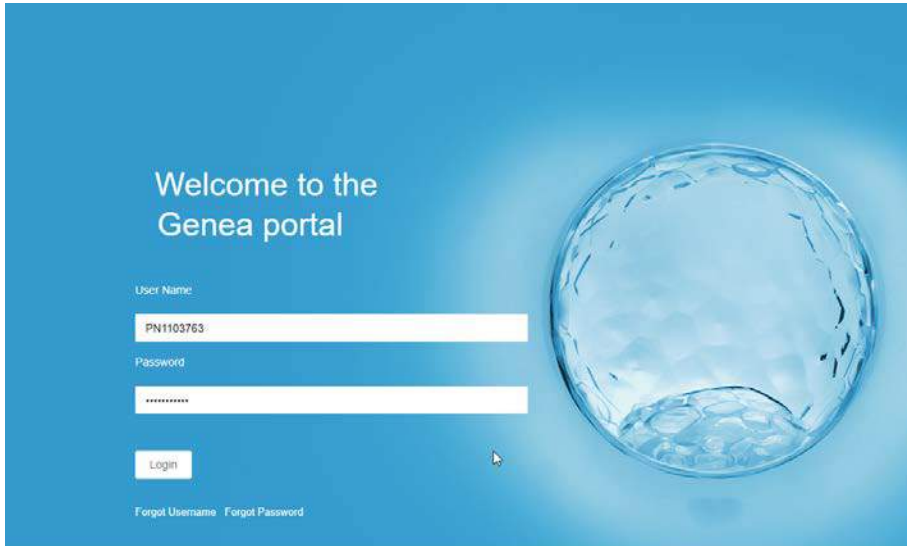
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Logging in

Once registered, you will access MyGenea through the log in screen using your patient number as the user name and the password you created at registration. <https://portal.mygenea.com.au/#!/login>

There is an option to recover your username and/or password should you need to.



The screenshot shows the login page for the Genea portal. It features a blue background with a large image of a glass petri dish containing several embryos. The text "Welcome to the Genea portal" is displayed in white. Below this, there are two input fields: "User Name" with the value "PN1103763" and "Password" with masked characters. A "Login" button is positioned below the password field. At the bottom left, there are two links: "Forgot Username" and "Forgot Password".

Forgot User name

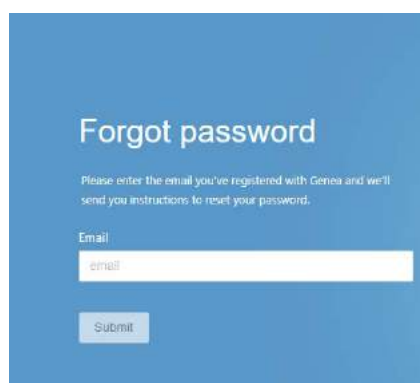
If you cannot remember your user name, select this option from the log in screen and enter your email address. You will be sent an email containing the user name. You can also refer to your registration email which displays your user name.

Forgot Password

If you cannot remember your password, select this option from the log in screen and enter your email address. You will be sent a link to reset your password. NOTE: the link expires 1 hour after being sent and can only be used once.



The screenshot shows the "Forgot Username" form. It has a blue background. The title "Forgot Username" is at the top. Below it, a message reads: "Please enter the email you've registered with Genea and we'll send you Username." There is an "Email" input field with the placeholder text "email" and a "Submit" button below it.



The screenshot shows the "Forgot password" form. It has a blue background. The title "Forgot password" is at the top. Below it, a message reads: "Please enter the email you've registered with Genea and we'll send you instructions to reset your password." There is an "Email" input field with the placeholder text "email" and a "Submit" button below it.

<https://geneaivf.sharepoint.com/sites/isodocs/Fertility Systems/My Genea/MyGenea Patient Access Guide.docx>

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