

MyIntealth™ Applicant User Guide: Establishing Your MyIntealth Applicant Portal Account

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1 Access the MyIntealth Applicant Portal

New Applicant - If you have never used ECFMG's former Online Services (for example, IWA, OASIS, or the EPIC Physician Portal), follow the instructions in the **Create a MyIntealth Applicant Account as a New User** section.

Existing Applicant - If you have used ECFMG's former Online Services (for example, IWA, OASIS, or the EPIC Physician Portal), your account has been transferred to MyIntealth. Follow the instructions in the **Access a MyIntealth Applicant Account as a Previous User of ECFMG's Online Services** section.

1.1 Create a MyIntealth Applicant Account as a New User

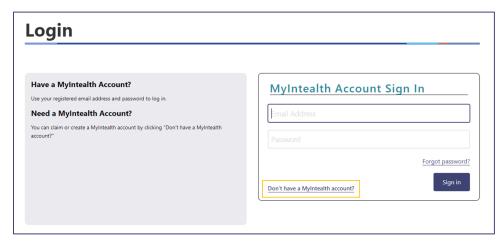
Step 1. Access the site at www.myintealth.app and click MyIntealth Applicant Portal.



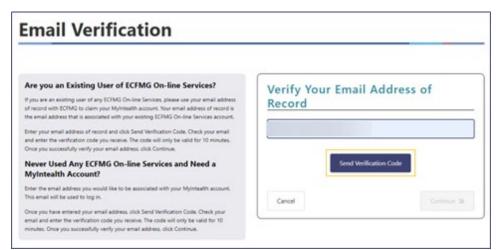
Step 2. Click Access MyIntealth.



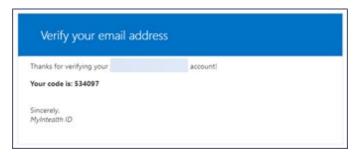
Step 3. Click **Don't have a MyIntealth account?**



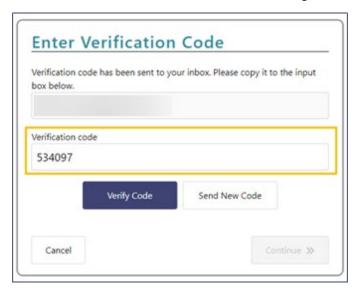
Step 4. Enter your email address and click **Send Verification Code**.



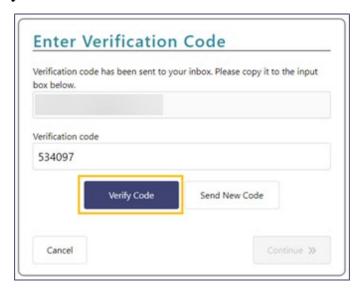
Step 5. The **Verification Code** is sent to the assigned email address.



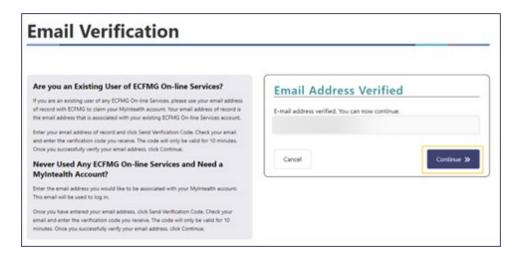
Step 6. Return to the **Email Verification** screen and enter the provided **Verification Code**.



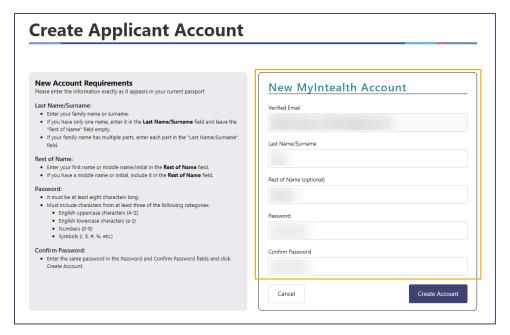
Step 7. Click Verify Code.



Step 8. The **Email Address Verified** section appears. Click **Continue**.



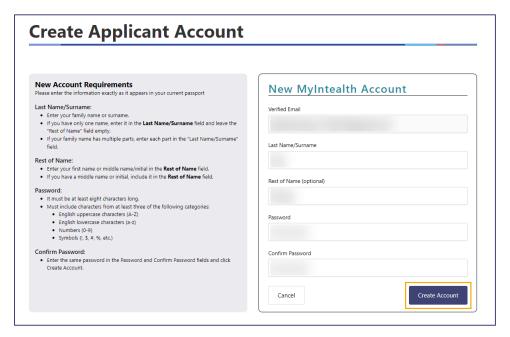
Step 9. Complete all of the required fields.



- 1) Password requirements when claiming an account:
- 2) Must be at least eight characters long.
- 3) Must include characters from at least three of the following categories:
 - a. Latin uppercase characters (A-Z)
 - b. Latin lowercase characters (a-z)
 - c. Numbers (0-9)
 - d. Symbols (!, \$, #, %, etc.)

You are only required to create and confirm a new password on your first login.

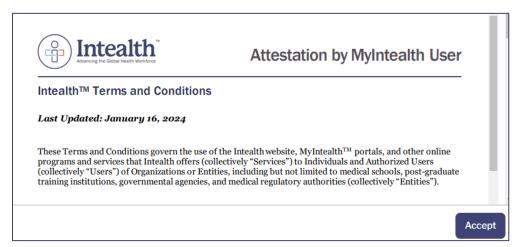
Step 10. Click Create Account.



- Step 11. Access the MyIntealth Applicant Portal.
- **Step 12.** The **MyIntealth Account Attestation** page appears. Click the **Terms and Conditions** checkbox.



Step 13. The **Terms and Conditions** appear. Review this information, and click **Accept** at the bottom of the page.



- **Step 14.** Click the **Privacy Notice** checkbox.
- **Step 15.** The **Privacy Notice** appears. Review this information, and click **Accept** at the bottom of the page.
- **Step 16.** The **MyIntealth Account Attestation** page appears. Click **Next**.



Step 17. The **MyIntealth Applicant Portal** homepage appears. Continue with **Establish Your MyIntealth Applicant Account**.



1.2 Access a MyIntealth Applicant Account as a Previous User of ECFMG's Online Services

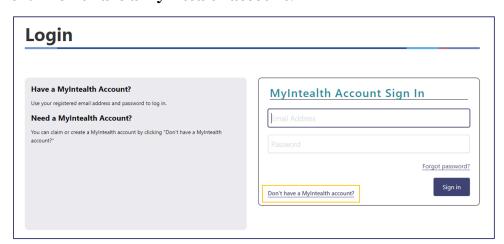
Step 1. Access the site at www.myintealth.app and click MyIntealth Applicant Portal.



Step 2. Click Access MyIntealth.

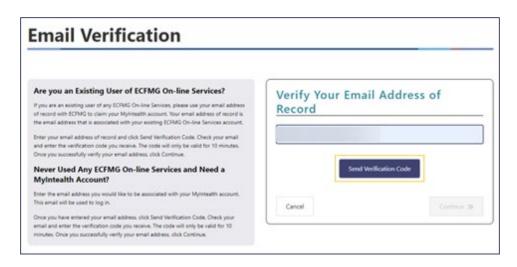


Step 3. Click **Don't have a MyIntealth account?**

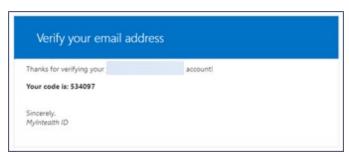


Step 4. Enter your email address of record (the email address that was associated with your former ECFMG Online Services account). Click **Send Verification Code**.

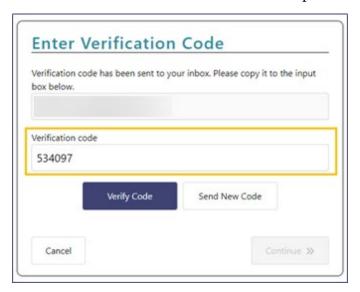
Important: Using your email address of record will link you to your transferred account in MyIntealth.



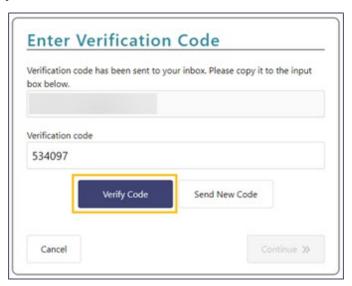
Step 5. The **Verification Code** is sent to the assigned email address.



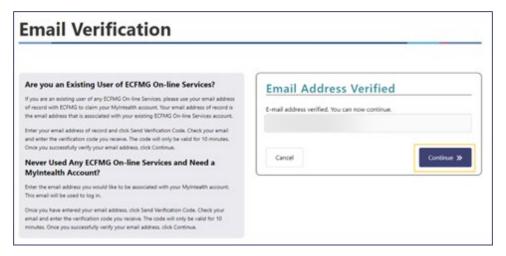
Step 6. Return to the **Email Verification** screen and enter the provided **Verification Code**.



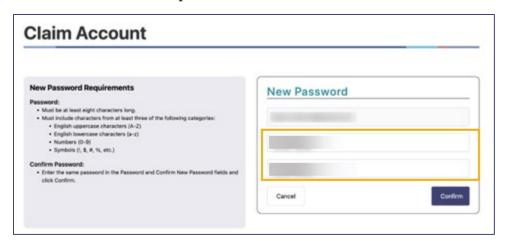
Step 7. Click Verify Code.



Step 8. The Email Address Verified section appears. Click **Continue**.



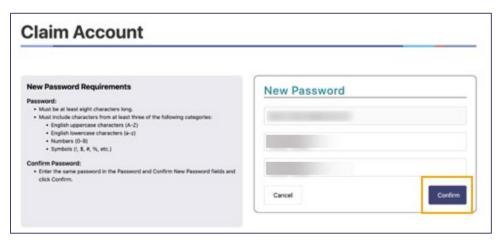
Step 9. Create and confirm a new password on the **Claim Account** screen.



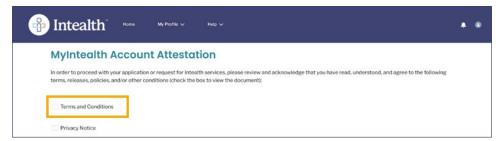
- a. Password requirements when claiming an account:
 - 1) Must be at least eight characters long.
 - 2) Must include characters from at least three of the following categories:
 - i. Latin uppercase characters (A-Z)
 - ii. Latin lowercase characters (a-z)
 - iii. Numbers (0-9)
 - iv. Symbols (!, \$, #, %, etc.)

You are only required to create and confirm a new password on your first login.

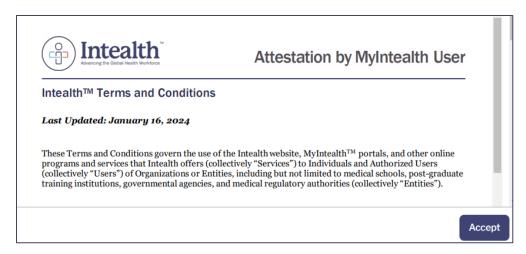
Step 10. Click Confirm.



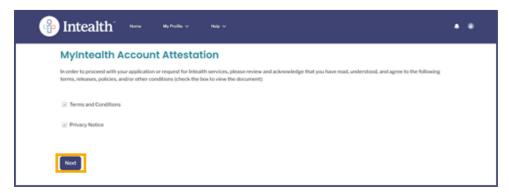
- **Step 11.** Access the **MyIntealth Applicant Portal**.
- **Step 12.** The **MyIntealth Account Attestation** page appears. Click the **Terms and Conditions** checkbox.



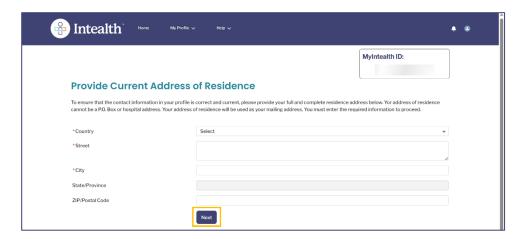
Step 13. The **Terms and Conditions** appear. Review this information and click **Accept** at the bottom of the page.



- **Step 14.** Click the **Privacy Notice** checkbox.
- **Step 15.** The **Privacy Notice** appears. Review this information and click **Accept** at the bottom of the page.
- **Step 16.** The **MyIntealth Account Attestation** page appears. Click **Next**.



Step 17. The **Provide Current Address of Residence** page appears. Confirm your mailing address details. Click **Next**.

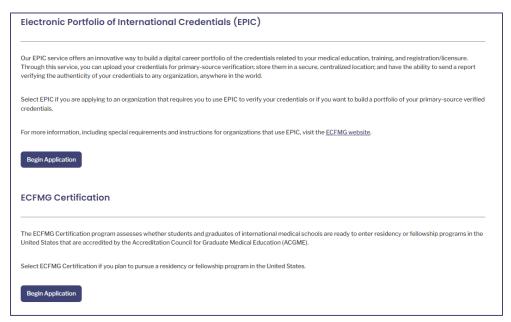


Step 18. The **MyIntealth Applicant Portal** homepage appears. Continue with **Establish Your MyIntealth Applicant Account**.

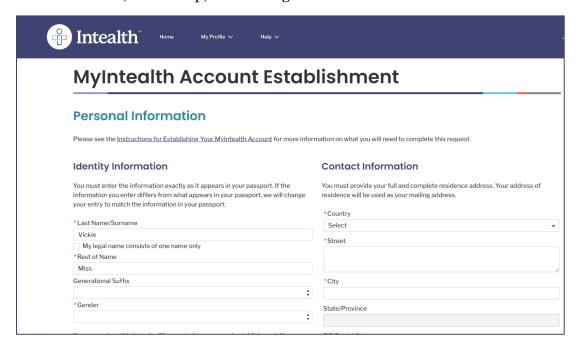


1.3 Establish Your MyIntealth Applicant Account

From the **MyIntealth Applicant Portal** homepage, click **Begin Application** under the service you are interested in pursuing (EPIC, ECFMG Certification, J-1 Visa).

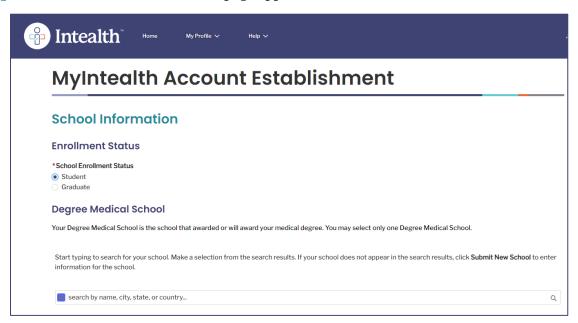


- **Step 2.** A page with information about your selected service appears. Click **Next**.
- **Step 3.** Additional information about the service displays. Click **Next**.
- **Step 4.** The **Personal Information** page appears. Enter all required information (*).
 - a. This page requires you to enter information about your Identity, Address and Phone Number, Citizenship, and existing ECFMG service identification numbers.

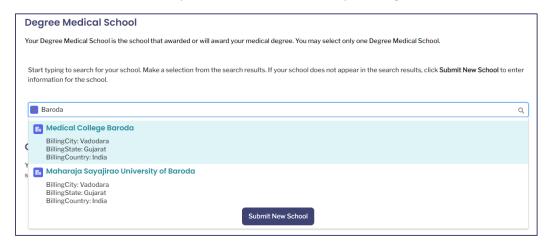


Note: When entering your Identity Information, you are required to upload a recent, color photograph of yourself along with an image of your passport.

- **Step 5.** Click **Save Changes** if you are not ready to submit your information; otherwise, click **Next** to continue.
- **Step 6.** The **School Information** page appears.



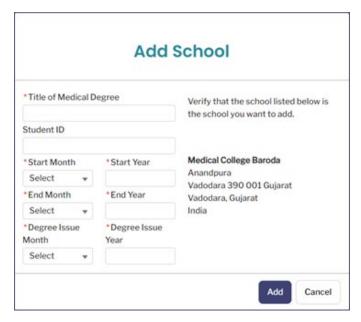
- Step 7. Indicate your School Enrollment Status: Student or Graduate.
- **Step 8.** Using **search by name, city, state, or country**, enter/select the medical school or institution from which you received/will receive your degree.



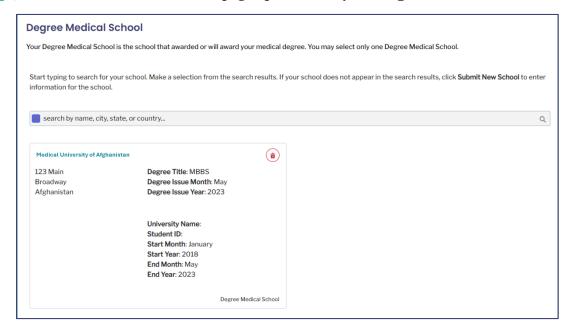
- a. Type the name of the school or institution in the search bar.
- b. Select the school.
 - (1) If your school does not appear, click **Submit New School**, enter all required information (*), and click **Submit.** Continue to next step.



c. The **Add School** pop-up appears. Verify the school shown and enter the required information (*). Click **Add**.



Step 9. The **School Information** page updates with your **Degree Medical School** information.

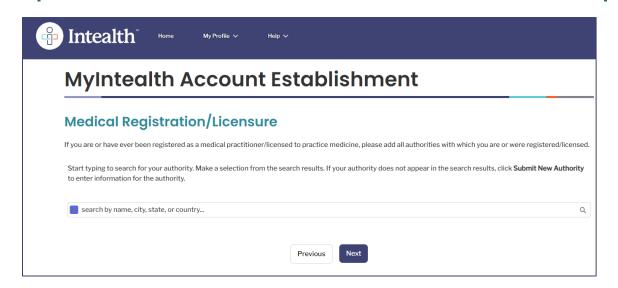


Step 10. Follow the instructions above to add **Other Medical Schools** you attended.

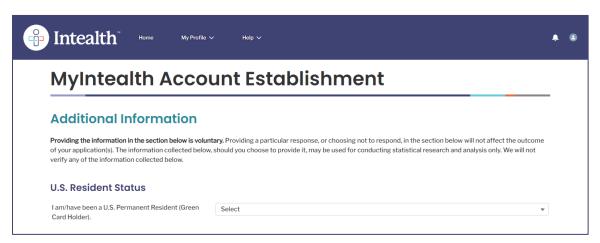
Step 11. Click Next.

Step 12. The **Medical Registration/Licensure** page appears. This information is optional for MyIntealth Applicant account establishment. Click **Next**.

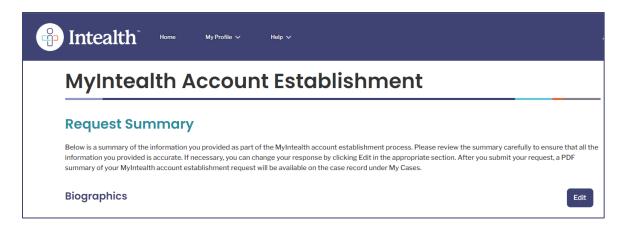
Note: Depending on which service you chose, additional pages may appear prior to the **Medical Registration/Licensure** page. If so, enter required information (*) and click **Next.**



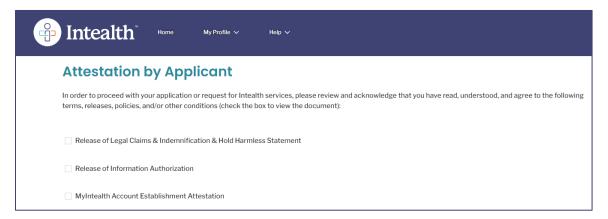
Step 13. The **Additional Information** page appears. This information is voluntary. Enter information if desired. Click **Save Changes** to save your information without submitting or click **Next** to continue.



Step 14. The **Request Summary** page appears. Review and, if necessary, edit the information and click **Next**.

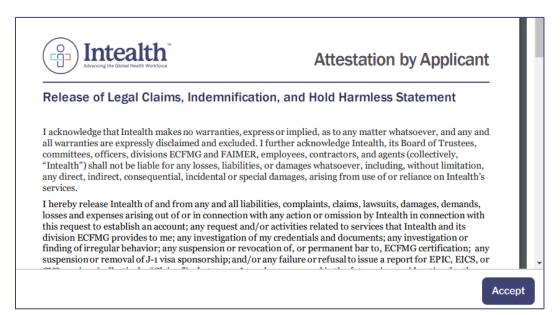


Step 15. The **Attestation by Applicant** page appears.



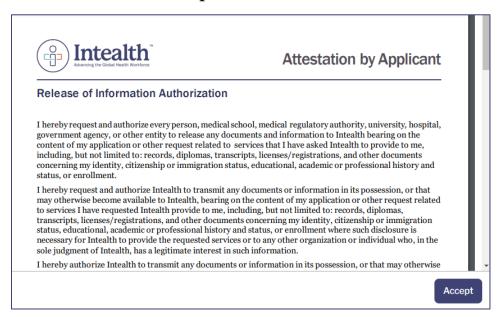
Step 16. Click **Release of Legal Claims, Indemnification, and Hold Harmless Statement** checkbox.

a. The Release of Legal Claims, Indemnification, and Hold Harmless Statement Attestation appears. Review the attestation and click Accept.



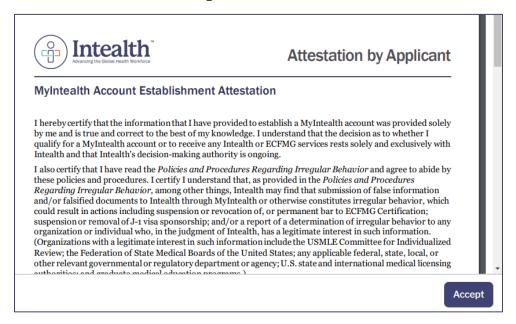
Step 17. Click **Release of Information Authorization** checkbox.

a. The **Release of Information Authorization Attestation** appears. Review the attestation and click **Accept**.



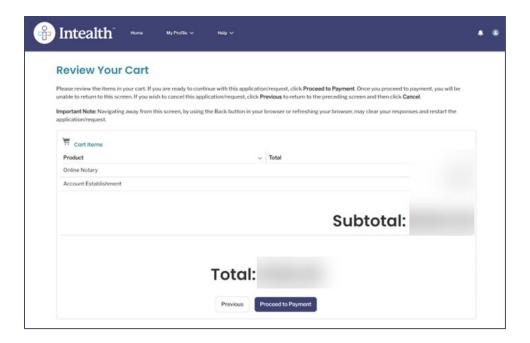
Step 18. Click the **MyIntealth Account Establishment** checkbox.

a. The **MyIntealth Account Establishment Attestation** appears. Review the attestation and click **Accept**.

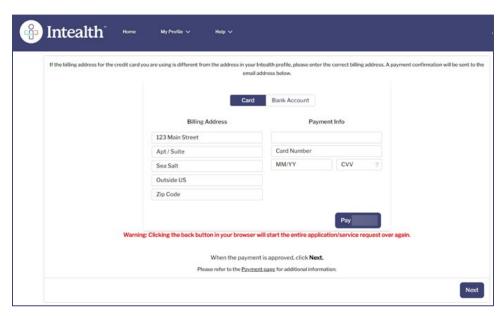


Step 19. Once you have viewed and accepted all attestations, click **Next**.

Step 20. The **Review Your Cart** page appears with an overview of your **Cart Items**.



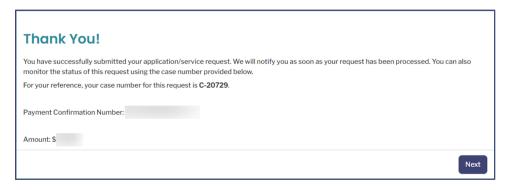
- **Step 21.** Click **Proceed to Payment** at the bottom of the screen.
- **Step 22.** Choose your payment method, **Card** or **Bank Account**, and enter your payment information.



Step 23. Once all information has been entered, click Pay \$.



Step 24. When your payment is successfully processed, a **Thank You!** confirmation message appears, and an email confirmation is sent to your email address on file. Click **Next** to finish.



Note: It is recommended that you document your case number (**C-#**) for this request. It may be useful if you need an Intealth Advisor to locate your case quickly.

1.4 Notarize an Identification Form - NotaryCam

This section highlights how to notarize an **Identification Form** using **NotaryCam**.

1.4.1 Notarize an Identification Form (Applicant)

At this stage in the process, you have submitted your request for an account, it has been reviewed, and your **Passport** and **Photo** have been accepted. Once this happens, your personalized **Intealth Identification Form (IIF)** will be created. You will be notified by email to log in to the portal for a status update. A copy of your IIF will be accessible via the **MyIntealth Applicant Portal**. You need to have your IIF notarized through NotaryCam.

Step 1. On the MyIntealth Applicant Portal homepage, scroll to the MyIntealth Account Establishment Request Progress section, which shows a Current Status of Pending Applicant Action-Notarize Identity Form.

For more information, including special requirements and instructions for organizations that use EPIC, visit the ECFMG website-		
MyIntealth Account Establishment	Request Progress	Current Status: Pending Applicant Action-Notarize Identity Form
Submitted for Identification Review	Submitted for Identity Verification Review	w Account Established

Step 2. Click Continue.

MyIntealth Account Establishment I	Request Progress c	Current Status: Pending Applic	ant Action-Notarize Identity Form
Submitted for Identification Review	Submitted for Identity Verification Review	Acco	unt Established
Continue		B	See Case Details

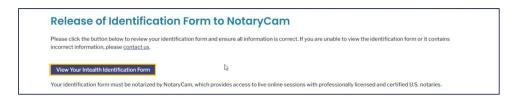
Step 3. The **Release of Identification Form to NotaryCam** screen appears.

Release of Identification Fo	Release of Identification Form to NotaryCam	
Please click the button below to review your identification incorrect information, please $\underline{contactus}.$	n form and ensure all information is correct. If you are unable to view the identification form or it contains	
View Your Intealth Identification Form	Þ	
Your identification form must be notarized by NotaryCam,	$\ \ \text{which provides access to live online sessions with professionally licensed and certified U.S.\ notaries.}$	

Note: If the **Provide Notarized Identification Form** page appears instead of the one above, refer to the **Notarize an Identification Form – Alternate Process** section for full instructions. This screen only appears if you cannot use **NotaryCam** to have your identification form notarized.



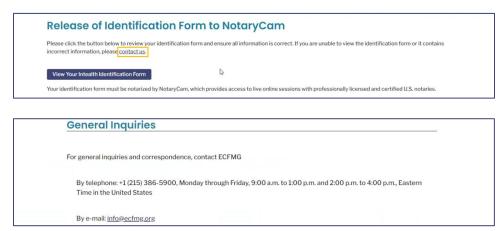
Step 4. Click **View Your Intealth Identification Form**.



Step 5. The **Intealth Identification Form** (**IIF**), which was also previously emailed, opens in a new tab for reference. Review this form to ensure all information is correct before having it notarized.



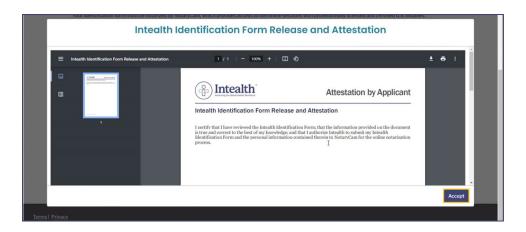
a. If there are any errors on the form that need to be corrected prior to notarization, click the **contact us** link to open a new page with contact information.



Step 6. If the form is ready to be notarized, scroll to the **Identification Form Release and Attestation** section, and click the checkbox.



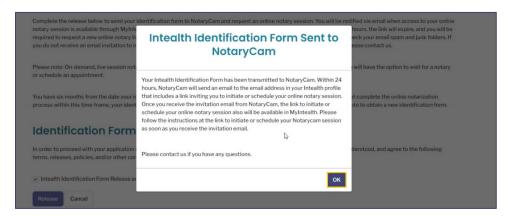
Step 7. The **Intealth Identification Form Release and Attestation** appears. Review the information and click **Accept** to continue.



Step 8. Click Release.



Step 9. An **Intealth Identification Form Sent to NotaryCam** pop-up appears. Review the information and click **OK**.



Step 10. The MyIntealth Application Portal homepage appears.



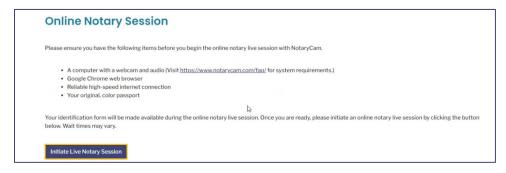
Step 11. Scroll to the MyIntealth Account Establishment Request Progress section. The Current Status is updated to Online Notary Session Created.



Step 12. Click Continue.



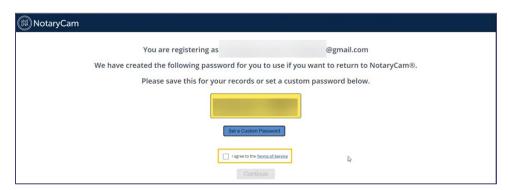
Step 13. The **Online Notary Session** page appears. Review the information and click **Initiate Live Notary Session**.



Step 14. Click **Proceed** to initiate the live notary session.



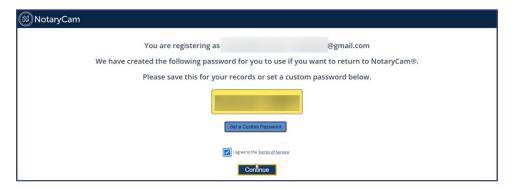
Step 15. The **NotaryCam** site opens. To begin, you must agree to the **Terms of Service** by clicking the checkbox.



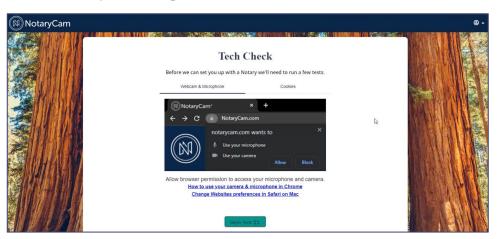
a. A password is provided in case you need to return to NotaryCam. You may also Set a

Custom Password.

Step 16. Click Continue.



Step 17. The **NotaryCam** interview session opens. At this time, set your browser permissions to allow access to your microphone and camera.



Step 18. Click Begin Tests.



Step 19. The notary session begins. You can communicate with the **NotaryCam** representative during this session.

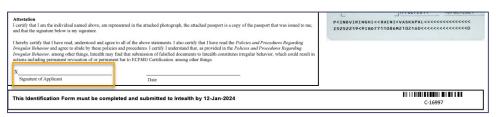


Step 20. The notary requests that you complete an **eSign Consent**. Review the **eSign Consent and Terms of Services** information, click the checkbox, and then click **Yes**.



Step 21. At this stage, the notary grants you permission to update your account and walks through the process step-by-step for all required fields, including:

a. Signature of Applicant





b. **Date** (of completion)



Step 22. The notary completes their section, accordingly, including adding a seal to the **Identification Form**.



Step 23. The document is locked by the notary and the interview is complete. The notarized **Identification Form** is sent directly to **Intealth** for review.



Step 24. Return to the MyIntealth Applicant Portal homepage.



Step 25. Scroll to the **MyIntealth Account Establishment Request Progress** section, which shows a **Current Status** of **Submitted for Identity Verification Review**.



1.5 Notarize an Identification Form – Alternate Process

This process highlights the process for applicants that Intealth has determined must use an alternate process for getting their IIF notarized.

Step 1. Login to the **MyIntealth Applicant Portal**.



Step 2. On the MyIntealth Applicant Portal homepage, scroll to the MyIntealth Account Establishment Request Progress section. The Current Status is listed as Pending Applicant Action-Notarize Identity Form.

MyIntealth Account Establishment F			
,	reducati regi ças	Current Status: Pending Applicant Action-Notarize Ident	tity Forn
Submitted for Identification Review	Submitted for Identity Verification Review	ew Account Established	

Step 3. Click Continue.

MyIntealth Account Establishmen	t Request Progress Current State	us: Pending Applicant Action-Notarize Identity Form
Submitted for Identification Review	Submitted for Identity Verification Review	Account Established

Step 4. The **Provide Notarized Identification Form** page appears.

Provide Notariz	ed Identification Form
View and Download Ide	entification Form
Your personalized Intealth Identification Form has you are unable to view the document or it contains	been created. Please click the button below to review your identification form and ensure all information is correct. If incorrect information, please contact us.
View Your Intealth Identification Form	₽

a. The screen states: "We have determined that you cannot use NotaryCam to have your identification form notarized."

We have determined that you cannot use NotaryCam to have your identification form notarized. You must have your identification form notarized in person by a Notary Public, Consular Official, First Class Magistrate, or Commissioner of Oaths (each, an "Authorized Official"). Once you have determined that your identification form is correct, download the PDF file of your identification form, print it, and sign it in the presence of an Authorized Official. The Authorized Official must then sign the form and affix his/her seal in the location designated on the form. The seal must cover a portion of your photo and a portion of your passport, as directed on the form. You must then sean and upload the notarized identification form below.

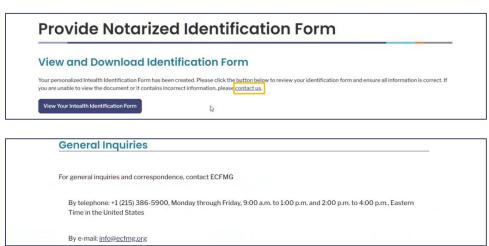
Step 5. Click **View Your Intealth Identification Form**.



a. The **Intealth Identification Form (IIF)**, which was also previously emailed, opens in a new tab for reference. This document is also downloadable.



b. If there are any errors with the form that need to be corrected prior to being notarized, click the **contact us** link to open a new page with contact information.



- **Step 6.** At this point, you are responsible for getting the document notarized in person.
 - a. Do not continue to the next step until that document has been notarized.
 - b. Once you have had your document notarized in person by a notary, continue with the next step and upload that document to your MyIntealth account for review.
- Step 7. Return to the **Provide Notarized Identification Form** page and scroll to the **Upload Your Notarized Identification Form** section.



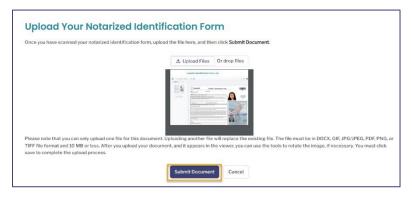
Step 8. Click **Upload Files** and upload the notarized document.



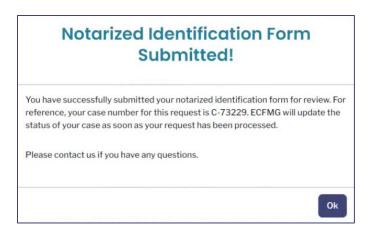
Step 9. A preview of the notarized document appears. Click **Save** (disk icon) in the top right corner.



Step 10. A preview of the uploaded file appears below the **Upload Your Notarized Identification Form** section. Click **Submit Document**.



Step 11. A pop-up appears stating the Notarized Identification Form was submitted. Click **Ok**.



Step 12. The MyIntealth Account Establishment homepage displays. Scroll to the MyIntealth Account Establishment Request Process section to see the updated status: Submitted for Identity Verification Review.



Step 13. The form is sent to Intealth for review.

1.6 ID Rejection Review and Application Resubmission

This section shows next steps after one or more of your identity documents has been rejected and the application resubmission process.

If your application status updated to **Pending Applicant Action-Resubmit Identification Documents**, use the following instructions to resolve any issues.

Step 1. From the MyIntealth Applicant Portal homepage, scroll to the MyIntealth Account Establishment Request Progress section, the Current Status appears as Pending Applicant Action-Resubmit Identification Documents.



Step 2. Click **Continue**.



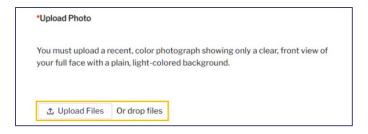
Step 3. The **Resubmit Documentation** page appears. Use the following instructions to upload a new file.



a. Below each subsection (**Resubmit Photograph** and **Resubmit Passport**), reasons are shown regarding why the document was marked as unacceptable.



b. Click **Upload Files** in either subsection to upload the required file. The previous version of the document appears for reference.



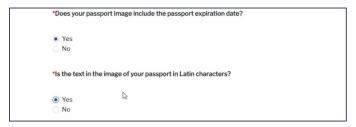
c. Follow the on-screen prompts to upload a file. A preview of the selected file appears onscreen. Click **Save** (disk icon) in the right corner of the preview.



d. A **Success** notification appears, and the image now displays below the **Upload Files** button.



- e. Repeat the same steps for the **Resubmit Passport** (if marked as unacceptable).
- f. Answer the subsequent **Yes/No** questions pertaining to that newly uploaded Passport.



Step 4. Review the **Identify Information** section at the bottom of the screen. If any edits need to be made to this section, update those fields now.



Step 5. Click Submit.



Step 6. The **MyIntealth Applicant Portal** home page appears.



Step 7. Scroll to the **MyIntealth Account Establishment Request Progress** section to view the newly updated **Current Status**: **Resubmitted for Identification Review**.

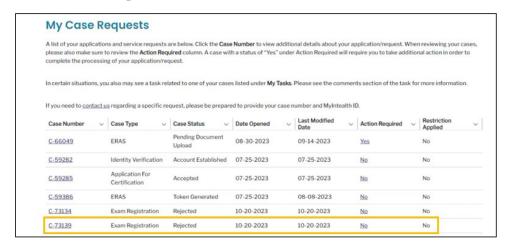


1.7 Review My Case Requests

Step 1. From the **MyIntealth Applicant Portal**, click **My Cases** in the top banner.



- **Step 2.** The **My Case Requests** section will now appear. Click the **Case Number** to review the case status and details.
 - a. If **Yes** appears in the **Action Required** column, click the **Case Number** to see what actions are required.



Step 3. The **Case Information** page appears.



- a. If this case was **Rejected**, a **Deficiency Reason** appears indicating why the case was rejected.
- b. Once you submit updated information (via portal or email) for a case with an **Action Required**, the document is re-reviewed. As progress is made on your case, you can find additional information under the same **Case Number**.