



Accessing HealthInfoNet

To get an account, please contact either your supervisor or technical support team. Since each healthcare organization has their own internal process for authorizing accounts, your supervisor or tech support team can best answer what is needed to approve your account request.

If you don't know your organization's contact, please contact HealthInfoNet Customer Care customer care@hinfonet.org

Accessing HealthInfoNet from Home

Users sometimes have difficulty accessing HealthInfoNet from home and find that the website doesn't open.

Accessing the Clinical Portal requires a secure connection, called a Virtual Private Network or VPN. The VPN ensures that that all information in the portal is securely viewed.

Personal computers must be configured to connect to the VPN. Personal computers will not be able to connect to the Clinical Portal unless your healthcare organization has set up the VPN connection. If you use a work-issued laptop at home, contact your internal helpdesk to check the VPN settings.

If you have questions or need additional assistance, please contact HealthInfoNet Customer Care at the following:

- Email: customer care@hinfonet.org
- Phone: 207-541-9250