# Contents

1. **Access the MyIntealth Entity Portal**
   - 1.1 Establish New Entity and Authorized User Account(s)  ........................................ 2
   - 1.2 Access MyIntealth Account for an Authorized User of ECFMG's Former Online Services  2

2. **Enrollment Verification**
   - 2.1 Complete an Enrollment Verification Request ............................................................. 7

3. **Performance Data**
   - 3.1 Access USMLE Performance Data ................................................................. 10

4. **Credentials Verification**
   - 4.1 Complete a Credential Verification Request .......................................................... 12
   - 4.2 Upload and Certify the Authenticity of a Requested Credential ............................ 20

5. **Electronic Residency Application Service (ERAS)**
   - 5.1 Credential Uploads and Reuploads for ERAS ...................................................... 27
     - 5.1.1 Credential Uploads for ERAS ............................................................................. 27
     - 5.1.2 Credential Reupload Requests for ERAS .......................................................... 29

6. **J-1 Visa Sponsorship (Training Program Liaison)**
   - 6.1 Add an Appointment Profile .................................................................................. 32
   - 6.2 View an Uploaded J-1 Document Status ................................................................. 38

7. **Certification Verification Service (CVS)**
   - 7.1 Submit New CVS Requests .................................................................................... 41
   - 7.2 View CVS Requests ............................................................................................... 45

8. **Electronic Portfolio of International Credentials (EPIC)**
   - 8.1 View EPIC Notifications ....................................................................................... 46
   - 8.2 Receive an EPIC Report – EPIC Partner Organization  ........................................... 48
1 Access the MyIntealth Entity Portal

1.1 Establish New Entity and Authorized User Account(s)

If your organization does not already work with Intealth and you are interested in using Intealth services such as Credentials Verification, Enrollment Verification, or Certification Verification Service (CVS), please contact us at entitysupport@ecfmg.org.

If your organization already uses Intealth services and you were an authorized User of ECFMG’s former Online services, please refer to the Access MyIntealth Account for an Authorized User of ECFMG's Former Online Services section below on how to access your account.

1.2 Access MyIntealth Account for an Authorized User of ECFMG’s Former Online Services

   **Step 1.** Access the MyIntealth login page at www.myintealth.app, and click MyIntealth Entity Portal.
Step 2. Click **Access MyIntealth**.

![Access MyIntealth](image1)

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

![Don't have a MyIntealth account](image2)

Step 4. Provide the previously used email address within the ECFMG online services, and click **Send Verification Code**.

![Send Verification Code](image3)
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:

   1. Latin uppercase characters (A-Z)
   2. Latin lowercase characters (a-z)
   3. Numbers (0-9)
   4. 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 Entity Portal**.
2 Enrollment Verification

2.1 Complete an Enrollment Verification Request
The following information is specific to Entities that verify student enrollment electronically.

   **Step 1.** From the **MyIntealth Entity Portal**, in the top banner, click **My Services**.

   ![Image of MyIntealth Entity Portal]

   **Step 2.** On the **My Services** page, choose the school from the **Select Entity** drop-down menu.

   ![Image of My Services page]

   **Step 3.** Scroll to the **Active Requests** section.

   ![Image of Active Requests section]

   **Step 4.** Click **Case Number** for the case being reviewed.

   ![Image of Case Number](C-73958)

   **Step 5.** The **Enrollment Verification Request** page appears with details about the case. Review this information for accuracy.
Step 6. At the bottom of the page, select the appropriate **Verification Status** from the drop-down menu, and follow the onscreen prompts; otherwise, to confirm enrollment, select **Enrolled**.

Step 7. An additional question about the school’s basic science curriculum appears. Select **Yes** or **No**.

Step 8. Click **Submit**.

Step 9. A **Success!** Notification appears indicating that you responded to the enrollment verification request.
Step 10. On the My Services page, the original request is no longer listed under Active Requests.
3 Performance Data

3.1 Access USMLE Performance Data

**Step 1.** Log in to the **MyIntealth Entity Portal**. In the top banner, click **My Services**.

![MyIntealth Entity Portal](image)

**Step 2.** Click the **Performance Data** tab.

![Performance Data Tab](image)

a. If your account is affiliated with more than one school, utilize the **Select Entity** drop-down menu to review results from the appropriate entity.

![Select Entity](image)

**Step 3.** You can now view the performance of students/graduates affiliated with that **Entity**.

![Export Performance Data](image)

a. To help find a specific applicant’s records, utilize the **Search** function.

![Search Function](image)
b. You may also **Export Performance Data**. The fields within this data are the same fields within the list view on the MyIntealth Entity Portal.

(1) A .csv file will download to your local drive.
4 Credentials Verification

4.1 Complete a Credential Verification Request

**Step 1.** From the MyIntealth Entity Portal, in the top banner, click My Services.

**Step 2.** The My Services page opens. Select your entity from the Select Entity drop-down menu.

**Note:** If your entity is associated with only one school, the Select Entity drop-down menu defaults to that school.

**Step 3.** Click the Credential Verification tab.

**Step 4.** Scroll to see all credentials to be verified.
Step 5. Click the **Case Number** for the case you want to work on.

Step 6. The **Applicant Biographic Information** appears. Click the thumbnail of the attached **Identification Form** to view a larger version of the document.

Step 7. Review the **Applicant Biographic Information**, and click **Next**.
Step 8. The **Verify Credential** page appears. Click the thumbnail of the attached document to view a larger version of the document.

Step 9. Within the **Certify Document** section, select the appropriate option to continue.

a. If the document is authentic and correct, click the **I certify this document is authentic and correct** option. A PDF version of the document appears in the **Add Institution Stamp/Seal** section. Continue with **Step 10**.
b. If you cannot certify that the document is authentic and correct, click the **I cannot certify this document is authentic and correct** option.

(1) Select your reason for not certifying from the drop-down menu.

(2) Click **Next**.

(3) The completed **Verification Form** appears. Click **Next**.
(4) Click **Submit to ECFMG**. This process is now complete, and your response is returned to Intealth.

**Step 10.** In the **Add Institution Stamp/Seal** section, click **Insert**.

**Step 11.** Below the **Insert** button, click the picture of the stamp.
Step 12. Move your cursor to the desired section of the document, and click once to place it within the document.

Step 13. Once placed, the stamp shows affix details below the image.

Step 14. Click Save (disk icon) at the top right corner of the PDF. A Success notification appears to inform you that the updates have been saved.

Step 15. Now that the document has been certified and saved with a stamp, click Next at the bottom of the page.
**Step 16.** The **Applicant Biographic Information** appears again. This information now includes a generated **Verification Form**. Click the thumbnail of the attached **Verification Form** to view a larger version of the document.

![Verification Form](image)

**Step 17.** Review the **Verification Form** information. This form was generated using information already in the system (e.g., the **Signature** was uploaded by Intealh’s Medical Education Resource [MER] department).

![ECFMG Verification Form](image)

**Step 18.** Click **Next**.

![Verification Form](image)
Step 19. The **Credential Verification Request Summary** section appears.

Step 20. Click **Submit to ECFMG** at the bottom of the page.

Step 21. A **Confirm** pop-up appears. Click **Yes** to continue.

Step 22. A **Success** notification appears confirming that the credential verification request is submitted.

Step 23. The **My Services** page appears.

  a. If the applicant has two cases that require a response (e.g., a Final Medical Diploma and Final Medical School Transcript), MyIntealth automatically takes you to the case associated with that applicant. This is done automatically so the applicant’s entire packet can be completed at the same time.
Step 24. If there are **Additional Active Requests**, click the corresponding **Case Number**. Complete the steps as previously shown.

4.2 Upload and Certify the Authenticity of a Requested Credential

This section addresses responding to a **Credential Verification Request** submitted by an Intealth specialist. If a **Credential Verification Request** page appears, that indicates that an Intealth specialist has requested a copy of a document from your school.

**Step 1.** The **Applicant Biographic Information** appears. Click the thumbnail of the attached **Identification Form** to view a larger version of the document.
Step 2. Review the **Applicant Biographic Information**, and click Next.

![Applicant Biographic Information](image)

Step 3. The **Upload and Verify Credential** page appears. This page requests that you (the Entity) provide the credential.

![Upload and Verify Credential](image)

Step 4. In the **Provide Credential** section, select Yes.

![Provide Credential](image)
**Step 5.** Click **Upload Files**.

**Step 6.** Select the file to upload. It appears on-screen. Review the document, and click **Save** (disk icon).

**Step 7.** A **Success** notification appears indicating that the file has been successfully uploaded.

**Step 8.** Click the **I certify this document is authentic and correct** checkbox.

**Step 9.** A PDF version of the document appears in the **Add Institution Stamp/Seal** section. This section is where you insert the stamp certifying the document.
**Step 10.** In the Add Institution Stamp/Seal section, click Insert.

![Insert button](image)

**Step 11.** Below the Insert button, click the picture of the stamp.

![Stamp selection](image)

**Step 12.** Move the stamp to the appropriate section of the document, and click once to place it on the document.

![Stampped document](image)

**Step 13.** The stamp shows affixed details below the image.

![Affixed stamp](image)

**Step 14.** Click Save (disk icon) at the top right corner of the PDF. A Success notification appears indicating that the updates are saved.

![Success notification](image)
**Step 15.** If additional documents need to be added, click **Add Supporting Documentation**, and follow the on-screen instructions to add those documents.

![Add Supporting Documentation](image)

**Step 16.** Now that you certified and saved the document with a stamp and added any supporting documentation, click **Next** at the bottom of the screen.

![Next Button](image)

**Step 17.** The **Applicant Biographic Information** appears again. This information now includes a generated **Verification Form**. Click the thumbnail of the attached **Verification Form** to view a larger version of the document.

![Verification Form](image)

**Step 18.** Review the **Verification Form**. This form was generated using information already in the system (e.g., the **Signature** was uploaded by the MyIntealth Medical Education Resource [MER] department).
Step 19. Click Next.

Step 20. The Credential Verification Request Summary appears.

Step 21. Click Submit to ECFMG at the bottom of the page.

Step 22. A Confirm pop-up appears. Click Yes to continue.
Step 23. A **Success** notification appears confirming that the credential verification request was submitted.
5 Electronic Residency Application Service (ERAS)

5.1 Credential Uploads and Reuploads for ERAS

5.1.1 Credential Uploads for ERAS

**Step 1.** From the MyIntealth Entity Portal homepage, in the top banner, click My Services.

**Step 2.** Click the ERAS Services tab.

**Step 3.** Under the ERAS Services tab, click ERAS Requests.

**Step 4.** Click the Case Number under the Active Requests section.

a. When an applicant completes the process for purchasing and registering their Token, they appear in the Active Requests section.
b. The **Status** of that request is **Pending Document Upload**.

**Step 5.** Review the information in the **Case Details**. Select an **Asset Type** from the drop-down menu.

![Image of ERAS Supporting Document Submission](image)

a. There are two main **Asset Types**: **Medical School Performance Evaluation (MSPE)** and the **Final Medical School Transcript**.

b. Both documents must be uploaded by using the following steps.

**Step 6.** Select **Medical School Performance Evaluation**, and scroll down to the **Instructions for Uploading a Medical Student Performance Evaluation (MSPE)** section. Use the following instructions to upload the MSPE.

a. Click **Upload Files**, and select the appropriate file.

![Image of Instructions for Uploading a Medical Student Performance Evaluation (MSPE)](image)

b. A preview of the file appears. Click **Save** (disk icon).

![Image of saved file](image)

c. A success notification appears stating that the file has been uploaded. A preview of the document also shows under the **Upload Files** button.

**Step 7.** Click **Submit**.
Step 8. A **Success** notification appears stating that the document has been uploaded, and the **Status** of the **Active Request** is now listed as **Pending AAMC Review**.

![Success notification screenshot]

Step 9. Repeat the previous instructions starting at **Step 5** to upload the **Final Medical School Transcript**.

<table>
<thead>
<tr>
<th>MSPE</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transcript</td>
<td>No</td>
</tr>
<tr>
<td>Select Asset Type</td>
<td>Medical School Transcript</td>
</tr>
</tbody>
</table>

**Note:** The **MSPE** row is listed as **Yes**, which means that document has already been uploaded. The **Transcript** section is listed as **No**, which means that the transcript still needs to be uploaded.

Step 10. The request now appears under the **Completed Requests** section on the **ERAS Requests** page.

5.1.2 Credential Reupload Requests for ERAS

**Step 1.** From the **MyIntealth Entity Portal** homepage, in the top banner, click **My Services**.

![MyServices banner]

- **Welcome to MyIntealth!**
- You can use the navigation bar above to view and update your personal information, view and request updates to your entity information, and access the services permitted by your entity. Go to the Administration section to see other service Coordinators and Users at your entity, request access to new services, and more, depending on your permissions.

Please contact us with any questions. Below are brief descriptions of all the services currently available through MyIntealth. If you are interested in a service and your entity does not participate, you can request access in the Administration section.
Step 2. Click the **ERAS Services** tab.

![ERAS Services tab](image1)

Step 3. Under the **ERAS Services** tab, click **Reupload Requests**.

![Reupload Requests](image2)

Step 4. Click **Reupload** under the **Task Subject** for a specific **Reupload Request**.

![Reupload Task](image3)

Step 5. Review the **Task Details** section. Scroll to the **Upload Medical School Performance Evaluation** section, and use the following instructions to reupload the file.

![Task Details](image4)

a. Click **Upload Files**, and select a file.

![Upload Files](image5)
b. A preview of the file appears. Click the **Save** (disk icon) button.

![File preview](image)

A preview of the file appears. Click the **Save** (disk icon) button.

![File save](image)

A success notification appears indicating that the file has been uploaded. A preview of the document also now appears under the **Upload Files** button.

**Step 6.** Click **Reupload**.

![Reupload step](image)

Please make sure the document you reupload corrects the problem identified in the task and also conforms to the following specifications:

- It must be in Portable Document Format (PDF).
- The maximum file size accepted is 1.200 KB; the maximum image size accepted is 300 dots per inch (dpi).
- The dimensions of each page cannot exceed 8.5 by 14 inches.
- All pages of the document must be scanned in as one file. Do not upload pages separately.

![Reupload form](image)

**Step 7.** The task is removed from the **Reupload Requests** list, and the file has been sent to Intealth.
6 J-1 Visa Sponsorship (Training Program Liaison)

6.1 Add an Appointment Profile

**Step 1.** From the **MyIntealth Entity Portal**, in the top banner, click **My Services**.

**Step 2.** The **My Services** page opens. Click the **Training Program Liaison (TPL) Agreement** checkbox in the **Attestation by TPL** section.

**Step 3.** The **Training Program Liaison Agreement** pop-up appears. Review the information, and click **Accept**.
**Step 4.** Click **Accept** at the bottom of the page.

![Attestation by TPL](image)

**Step 5.** The **My Program/Institutions** section appears.

![Specialties](image)

**Step 6.** Select the appropriate **Specialty** from the drop-down menu.

![Specialties](image)

**Step 7.** The list of **My Programs** associated with that **Specialty** appears below.

![My Programs](image)

**Step 8.** Click the **View Details** button associated with the program creating the **Appointment Profile**.
Step 9. The Program Information page appears. Click Add a New Appointment Profile.

a. Scroll to the List of Appointment Profiles section to view a full list of existing Appointment Profiles.

b. Click View Details to see additional information for a particular profile. The Appointment Profile Information for that profile appears showing information such as: Status, PGY Level, Start and End Date, applicants in that profile, and more.

Step 10. A blank Appointment Profile Information page opens. Enter the required information.
(*) and click **Save**.

**Step 11.** A **Successfully saved** notification appears at the top of the screen. Click **Add Applicant**.

**Step 12.** The **Add Applicant** page appears. Use the following steps to add an applicant.

a. Enter the **USMLE ID** or **MyIntealth ID** of the applicant.

b. Enter the **Last Name** of the applicant.

c. Click **Search**.
d. The **Search Results** appear. Click the appropriate applicant’s name to continue.

![Search Results Image]

<table>
<thead>
<tr>
<th>Name</th>
<th>USMLE ID</th>
<th>MyInhealth ID</th>
<th>Gender</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane King</td>
<td>650034423</td>
<td></td>
<td>Female</td>
<td>07/30/1998</td>
</tr>
</tbody>
</table>

![Physician Information Image]

- **Physician Information**
  - MyInhealth ID: 650034423
  - Name: Jane King
  - Gender: Female
  - Date of Birth: 07/30/1998
  - Email Address: acutranroduce@gmail.com

![Confirmation Pop-up Image]

f. A confirmation pop-up appears asking whether an official contract and fully signed contract or letter of offer has been issued for this individual. If so, click **Ok**.

![Confirmation Pop-up Image]

**I confirm an official contract and fully signed contract or letter of offer has been issued for this individual.**

**Cancel**  **Ok**

**Step 13.** The Applicant Profile page appears again. Scroll to the **Applicants in the Appointment Profile** section to review the recently added applicant.

![Applicants in the Appointment Profile Image]

**Applicants in the Appointment Profile**

<table>
<thead>
<tr>
<th>Applicant Name</th>
<th>USMLE ID</th>
<th>MyInhealth ID</th>
<th>Track Code</th>
<th>AP Differences</th>
<th>Sponsorship End Date</th>
<th>Application Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane King</td>
<td>650034423</td>
<td></td>
<td></td>
<td></td>
<td>11/30/2024</td>
<td>Pending with UPL</td>
</tr>
</tbody>
</table>
Step 14. The Application Status is Pending with TPL. Add more applicants to the Appointment Profile by repeating Step 11.

Step 15. Once you have added all applicants to the Appointment Profile, click Submit.

Step 16. The Applicants in the Appointment Profile section shows an Application Status of Pending with Physician.

Step 17. At this point, an email is sent to the applicant informing them that a J-1 Visa Sponsorship Application has been initiated on their behalf.
6.2 View an Uploaded J-1 Document Status

**Step 1.** From the MyIntealth Entity Portal, in the top banner, click My Services.

**Step 2.** The My Services page opens. Click the Training Program Liaison (TPL) Agreement checkbox in the Attestation by TPL section.

**Step 3.** The Training Program Liaison Agreement pop-up appears. Review the information, and click Accept.

**Step 4.** Click Accept at the bottom of the page.
Step 5. The My Program/Institutions page appears. To quickly find the case you are looking for, click Search.

Step 6. Under the Applicant List, use the search bar to find the applicant.

Step 7. Click the Applicant Name.

Step 8. The applicant’s page opens. This page includes Profile Information and Applicant Information sections. Click View and Upload Documents at the bottom of the page.
**Step 9.** Scroll to the top of the page and click **View Documents**.

**Step 10.** The list of documents associated with the applicant appears.
7 Certification Verification Service (CVS)

7.1 Submit New CVS Requests

**Step 1.** Log in to the **MyIntealth Entity Portal**. In the top banner, click **My Services**.

**Step 2.** Click the **CVS Requests** tab.

**Step 3.** Click the **New CVS Requests** tab in the blue banner.

**Step 4.** Click the **New CVS Request** button at the bottom of the screen.

**Step 5.** In the **IMG Information** section, enter the **USMLE ID or MyIntealth ID** and **Date of Birth**.
**Step 6.** Click **Next**.

![IMG Information](image1)

**Step 7.** Review the information in the **CVS Report Request Review** section. Under the **Delivery Instructions**, click **Next**.

![CVS Report Request Review](image2)

a. This page has the option to also request a paper copy of this report.
Step 8. The request is now available for review on the CVS Status Report Request Summary page. Once ready, click Next.

![CVS Status Report Request Summary](image)

a. From this page, you can Remove or Edit the current request, as well as Add Another Request.

Step 9. Review the CVS Report Request Attestation section, and click the checkbox.

![CVS Report Request Attestation](image)

Step 10. The Entity CVS Report Request Attestation pop-up appears. Review the information and click Accept.

![Entity CVS Report Request Attestation](image)
**Step 11.** Click **Next**.

**Step 12.** The **Review Your Cart** page appears. Click **Proceed to Payment**.

**Step 13.** Complete the subsequent **Billing Address** and **Payment Info** sections and click **Pay**.
Step 14. A **Thank You!** notification appears with the **Case Number** for your request.

![Step 14 Image]

Step 15. Click **Next** to return to the **MyIntealth Entity Portal** home page.

![Step 15 Image]

### 7.2 View CVS Requests

To view your CVS requests, return to My Services, select CVS Requests page and click the View CVS Requests tab.

![My Services Image]

a. All **Active Requests** are now available for review.

b. The **Case Status** of the report updates accordingly. For example, once the status is listed as **Report Printed**, it moves from the **Active Requests** section to the **Completed Requests** section.
8 Electronic Portfolio of International Credentials (EPIC)

8.1 View EPIC Notifications

**Step 1.** From the top banner of the MyIntealth Entity Portal, click **My Services**.

![My Intealth Entity Portal](image)

**Step 2.** Select an Entity from the **Select Entity** drop-down menu.

![My Services](image)

**Step 3.** Click the **EPIC Reports**.

![My Services](image)

**Step 4.** Click **Notifications** (in the blue banner).
**Step 5.** A list of **New EPIC Notifications** displays. Use the following instructions for a breakdown of options related to this page.

![New EPIC Notifications Table]

a. This list shows details about credential verification cases sent for verification to the issuing institution **with** the entity listed as the automatic EPIC Report recipient. These credentials can be viewed, downloaded, or archived.

![New EPIC Notifications Table with options]

b. Use the drop-down menu on the right side of the page to toggle between **New** and **Archived** lists.

![New EPIC Notifications Table with options]

c. Click **Archive** to move a notification from the **New EPIC Notifications** list to the **Archived** list.

**Note:** This action can also be undone by clicking **Unarchive** on the **Archived** list.

![New EPIC Notifications Table with options]
d. Click **Export EPIC Notifications** to export the list of notifications.

(1) An Excel spreadsheet containing the **EPIC Notifications** list downloads to your local device.

e. **After** the **Credential Verification Case** is accepted and an **EPIC Report** is sent to the **Entity Portal**, the credential is removed from the **EPIC Notification** list.

### 8.2 Receive an EPIC Report – EPIC Partner Organization

**Step 1.** From the **MyIntealth Entity Portal**, in the top banner, click **My Services**.

**Step 2.** The **My Services** page opens. **Select an Entity** from the drop-down menu.
**Step 3.** Click the **EPIC Reports** tab, then click **Reports**.

![My Services](image)

**Step 4.** A list of **EPIC Reports** sent to the **Entity** appears. These credentials can be viewed, downloaded, and archived.

![New EPIC Reports](image)