MedicalIntent — Customer Setup Instructions

Overview

MedicalIntent lets you create a private emergency-access informational medical record that can be viewed without login if your emergency code is scanned. You control the information, can update it at any time, and nothing is shared unless someone actively accesses your emergency page.

This guide helps you complete the digital setup, which can be done right now.

What you'll need

- Access to the email you used to purchase.
- About 5–10 minutes.
- Your phone or computer.

Your physical Emergency ID materials will arrive separately. You don't need them yet to complete the setup.

Setup overview

You'll complete three things:

1. Create your account.
2. Fill out your informational medical record.
3. Confirm emergency access works.

Step-by-step setup

1. Create your account

- Open the purchase confirmation email you just received.
- Follow the link to set the password to your MedicalIntent account.

Current version: medicalintent.com/setup

- Use the same email address you purchased with.

If you already created your account and set your password on the website, log in and continue.

After logging in, you'll be taken to your hub with access to your account details and MedicalIntent Record.

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2. Complete your medical record

- Enter the medical information you want available in an emergency.
- You decide what to include, as little or as much as you wish.
- Add and upload any applicable documents that you wish to include.
- Save your changes when finished.
- Confirm that your record and any documents you've added are enabled for emergency access.

You can update this information anytime later.

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3. Confirm emergency access

- From your record management page, open your emergency access page.
- Confirm the page loads with your information.

This is the page that will be shown if your code is scanned.

Once this works, your digital setup is complete.

Before you're done, make sure:

- Your information is accurate. It's better to leave a field blank than to guess.
- You know how to log back in and edit your record later.

What happens next

- Your digital emergency record is now active.
- You can update it anytime by logging in.
- Your physical Emergency ID materials will arrive separately.

Current version: medicalintent.com/setup

Nothing else is required right now.

Emergency ID setup

Your Emergency ID includes both a phone-based setup and physical materials.

You can set up the phone-based Emergency ID right away using the separate guide:

→ *Emergency ID Setup Guide (PDF)*

Your physical Emergency ID materials (wallet card, stickers) will arrive shortly and complete the system.

You'll use the same guide to place and use the physical materials once they arrive.

If something goes wrong

Forgot your password?

Use the password reset link on the login page.

Didn't receive an email?

Check your spam folder, then try resending.

Need help or something doesn't look right?

Contact support at support@medicalintent.com. We aim to respond within 1–2 business days.

Final note

Your MedicalIntent record is now active and under your control. You can update it at any time by logging in.

Your Emergency ID works digitally now, and will be fully deployable in the physical world once your materials arrive.