Instructions to Activate Your New ConnectMyHealth Account – Using an Authenticator Extension on One Computer

Congratulations on registering for ConnectMyHealth, a patient portal to help empower your health journey.

You should have received an email from the ConnectMyHealth Program Office that includes instructions to activate your new ConnectMyHealth account. **You must activate your account within ten (10) calendar days of receiving your Account Activation email, as your supplied temporary password is only valid for 10 days.** If you do not activate your account within 10 days, you will need to re-register for a ConnectMyHealth account.

You only have to activate your account once, on one device (your computer), and there are five steps involved to do so:

1. Implement "Authenticator" as an Extension using the Google Chrome website browser. This Guide will outline how to do this.
2. Initiate first-time log in to ConnectMyHealth
3. Activate Multi-Factor Authentication
4. Create your own password
5. Complete your final identity verification once logged into ConnectMyHealth

The following instructions are provided to users who are activating their account using a computer, and wish to install an authenticator application on that device to support future logins to ConnectMyHealth.

Here are some tips to help with this one-time setup process:

1. The account activation process has a time limit (currently 15 minutes), therefore it's best to review these instructions first, familiarize yourself with the process, and then begin.
2. Download the authenticator onto your computer (this guide will show you how).
3. Have your account activation email available to you in your email inbox.

Once you've completed this one-time account activation process, you do not have to download or complete the instructions below a second time. All you need for future logins to ConnectMyHealth is your email address, the new password you're about to create (Step 2), and your computer with the authenticator (Step 1) – to obtain the verification 'code'.

## Step 1: Download an authenticator onto your computer

An authenticator supports Multi-Factor Authentication (MFA), providing you with extra security each time you log into ConnectMyHealth to view your health records by requiring a 'second factor' be entered that only you should have, beyond your username and password.

In order to have that 'second factor', which is a real-time, unique code that changes every 30 seconds, you must complete a one-time installation of an authenticator on your computer. There should not be any cost to download an authenticator.

1. Open the Chrome internet browser on your desktop computer, navigate to the **Chrome Web Store** at https://chrome.google.com/webstore/category/extensions, and search for **"Authenticator".**
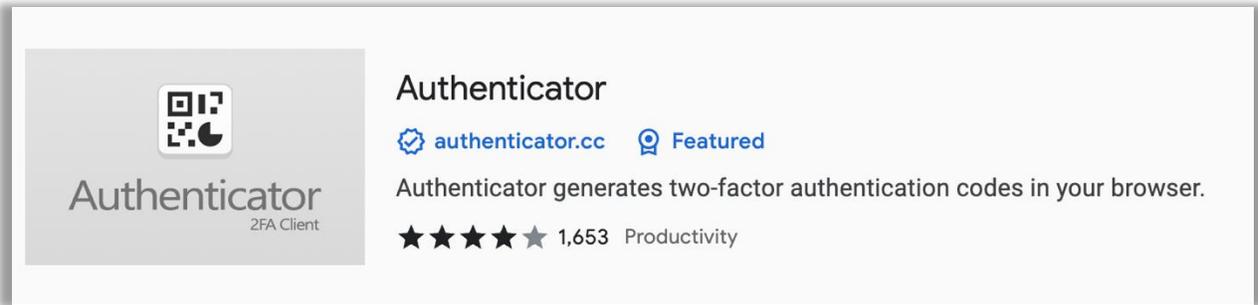
2. Open the Authenticator option and click the "Add to Chrome" button to add Authenticator as an extension on your Chrome internet browser.
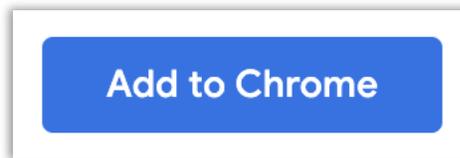
3. After doing so, you can access the Authenticator by clicking the Extensions icon (looks like a puzzle piece, as shown in the image below) in your Chrome internet browser.
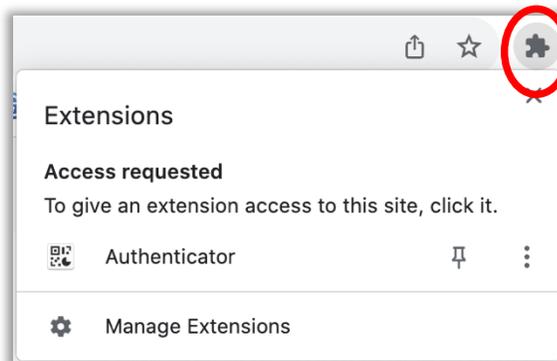

TIP! Clicking the pin icon will 'pin' the Authenticator in the top right corner of your internet browser so it's easy to get to when you need to log into ConnectMyHealth. While it makes for easier navigation, this is not a requirement.

Step 2: Initiate First-Time Log In to ConnectMyHealth

1. On your computer, open your internet browser (ideally Google Chrome since you're using that browser to access your Authenticator extension), and navigate to https://connectmyhealth.ca/. It should look like this – the ConnectMyHealth login page.
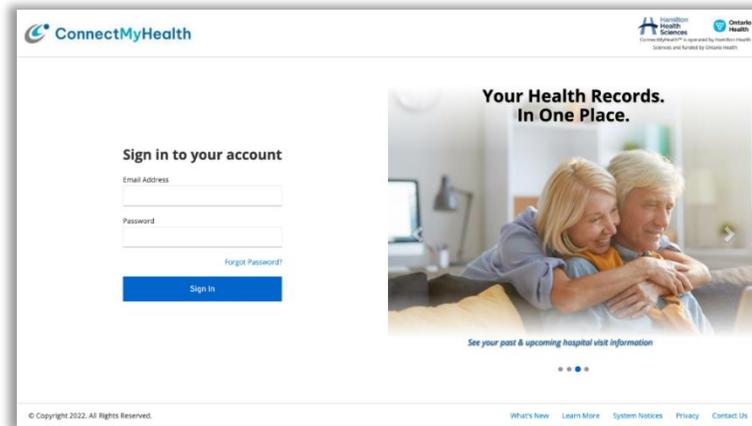
2. In the **Email Address** field, enter the username as identified to you in the Account Activation email.

3. In the **Password** field, enter the temporary password that was provided to you in the Account Activation email.

    TIP! Passwords are case sensitive and may contain letters, numbers and special characters. Be sure you enter the password exactly as was provided to you in the Account Activation email.

4. Click **Sign In**.

From here, ConnectMyHealth will recognize you as a new user and will prompt you to create your new password and complete your Multi-Factor Authentication (MFA) setup in order to proceed.

Step 3: Activate Multi-Factor Authentication (MFA)

Next, you will be prompted with a screen that says:
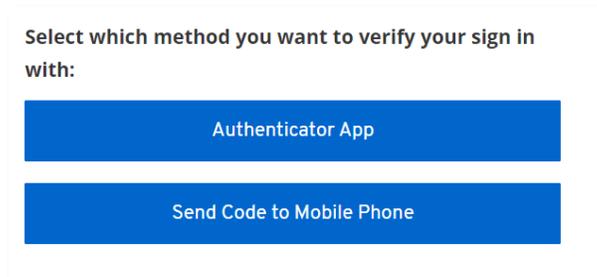
1. Select **"Authenticator App".** You will see instructions and a QR code. Under the QR Code, click the words **"Unable to Scan".**

> If you cannot scan the QR code, click the 'Unable to Scan' link below for an alternate way to install your preferred Authenticator application.
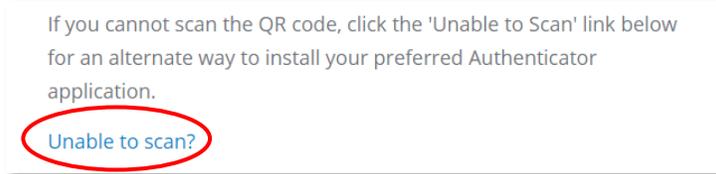>
> Unable to scan?

2. Open your newly-installed Authenticator Extension in Google Chrome by clicking the puzzle piece icon in the top right corner of your internet browser, as described on page 2 of this document.

3. Click "**Authenticator".** From here you have two options to complete the MFA activation component:

Click the scan option ⌞⌝ , then drag a square around the QR code that's on your computer screen.

Click the pencil option ✎ to manually type in the 35-digit set-up key/code that's also available to you on your computer screen.

TIP! *If you are proceeding with manual entry, enter the code and 'issuer' as shown below.* **Remember to use the code you see on screen and not the one that is used as an example in this guide.** *When finished select* **'Ok.'**
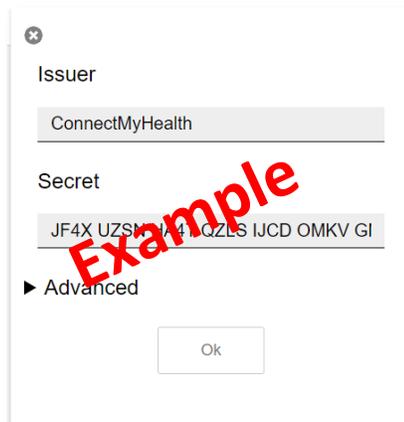
4. On the ConnectMyHealth screen, enter the six-digit code as it appears in the Authenticator. You have the option to name your device but this is not required. For this example, the device was named Google Chrome Authenticator.
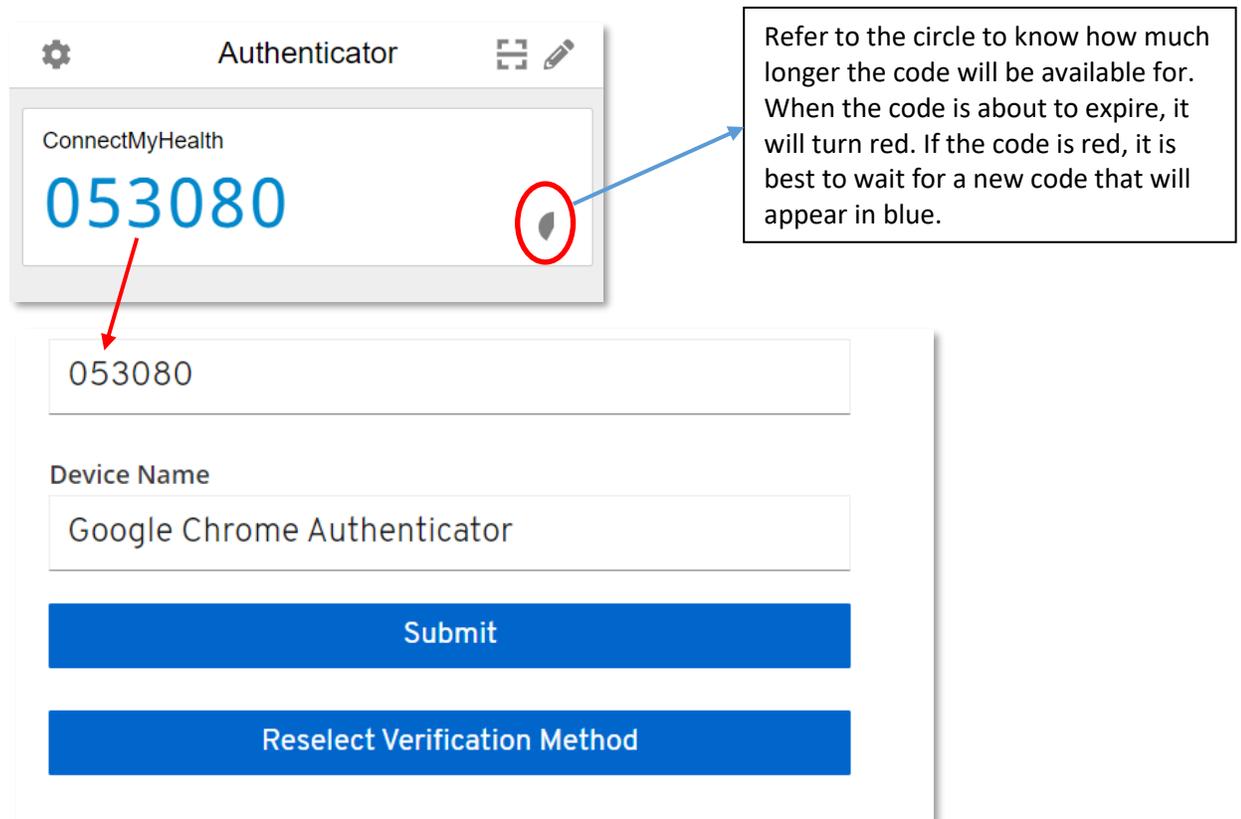

Refer to the circle to know how much longer the code will be available for. When the code is about to expire, it will turn red. If the code is red, it is best to wait for a new code that will appear in blue.

5. Click **"Submit".**

With that, you have successfully installed your authenticator on your computer. You should not need to complete this process again, unless you get a new computer. If you need to have your authenticator reset, because you got a new computer for instance, email the ConnectMyHealth Program Office at support@connectmyhealth.ca and we can assist, after verifying your identity. Please do not include Personal Health Information in email correspondence with our office.

Step 4: Create Your Own Password

1. Enter a password you'd like to use for ConnectMyHealth as prompted, then click **"Submit".** The password criteria are shown below.

Update password
⚠ You need to change your password to activate your account.
New Password
Confirm password
Submit
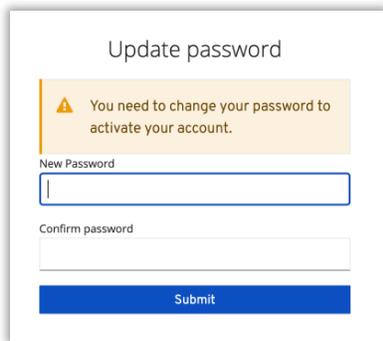
Password criteria:
- Must contain at least 12 characters.
- Must contain at least 1 Uppercase character.
- Must contain at least 1 lowercase character.
- Must contain at least 1 numeric digit.
- May contain special characters (!@#$%^&*)
- Must not be the same as any of your last five passwords (not applicable when setting up your password for the first time)

Step 5: Review User Agreement & Complete Identity Verification

At this point, you are logged into ConnectMyHealth on your computer, and you will be presented with the **User Agreement.** Please review the User Agreement, and if yo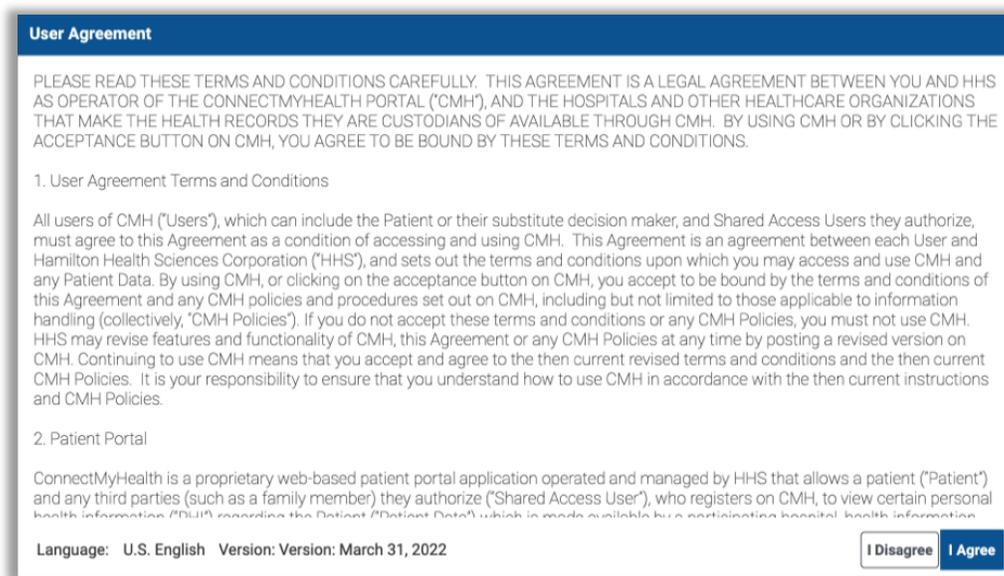u agree with the terms of use, click the 'I Agree' button to access your record. If you do not agree, and click 'I Disagree', you will be logged out of ConnectMyHealth.

User Agreement

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. THIS AGREEMENT IS A LEGAL AGREEMENT BETWEEN YOU AND HHS AS OPERATOR OF THE CONNECTMYHEALTH PORTAL ("CMH"), AND THE HOSPITALS AND OTHER HEALTHCARE ORGANIZATIONS THAT MAKE THE HEALTH RECORDS THEY ARE CUSTODIANS OF AVAILABLE THROUGH CMH. BY USING CMH OR BY CLICKING THE ACCEPTANCE BUTTON ON CMH, YOU AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

1. User Agreement Terms and Conditions

All users of CMH ("Users"), which can include the Patient or their substitute decision maker, and Shared Access Users they authorize, must agree to this Agreement as a condition of accessing and using CMH. This Agreement is an agreement between each User and Hamilton Health Sciences Corporation ("HHS"), and sets out the terms and conditions upon which you may access and use CMH and any Patient Data. By using CMH, or clicking on the acceptance button on CMH, you accept to be bound by the terms and conditions of this Agreement and any CMH policies and procedures set out on CMH, including but not limited to those applicable to information handling (collectively, "CMH Policies"). If you do not accept these terms and conditions or any CMH Policies, you must not use CMH. HHS may revise features and functionality of CMH, this Agreement or any CMH Policies at any time by posting a revised version on CMH. Continuing to use CMH means that you accept and agree to the then current revised terms and conditions and the then current CMH Policies. It is your responsibility to ensure that you understand how to use CMH in accordance with the then current instructions and CMH Policies.

2. Patient Portal

ConnectMyHealth is a proprietary web-based patient portal application operated and managed by HHS that allows a patient ("Patient") and any third parties (such as a family member) they authorize ("Shared Access User"), who registers on CMH, to view certain personal health information ("PHI") regarding the Patient ("Patient Data") which is made available by a participating hospital, health information

Language: U.S. English   Version: Version: March 31, 2022   I Disagree   **I Agree**

From here, you must verify your identity by entering your **Health Card Number** (10 digits, no spaces or dashes, and no version code which are the two letters after your health card number) and your **Date of Birth (MM/DD/YYYY)**. Then click the **Continue** button. This Identity Verification is a one-time requirement because it's your first time logging into ConnectMyHealth.

You're done! You have now successfully completed your one-time account activation! **Each time you want to log into ConnectMyHealth, you will be asked to enter your Email Address (username), the new password you created during this account activation, and the 'code' from your authenticator extension on your computer. The 'code' changes every 30 seconds on most authenticators for security purposes, and as you become a more frequent user of ConnectMyHealth, having to enter the 'second factor' (the code) should become quite familiar.**

What's Next:

- During your first session, you will be able to take the **"ConnectMyHealth Tour"** which includes short videos that provide an overview of how to use the portal. The tour is always available to you by clicking your name in the top right corner.
- From here, and each time you log into ConnectMyHealth going forward, you will initially land on your **New Results** page, where any new results that are available for you will display. Your other health records are available in the "My Record" section found on the left of your screen (on desktop devices).Once you are finished viewing your records, be sure to log out of the portal by clicking on your name in the top right corner, then click **Logout**.