

Instructions to Activate Your New ConnectMyHealth Account – Using an Authenticator App on One Mobile Phone or Tablet

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, and there are five steps involved to do so:

1. Determine your preferred method for completing your authentication at each login (i.e., SMS Text to your mobile phone or MFA Authenticator App – which can be changed at any time). If you wish to use an authenticator app, download it onto your phone or tablet (if required).
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 mobile phone or tablet, and wish to install an authenticator application on that device to support future logins to ConnectMyHealth.

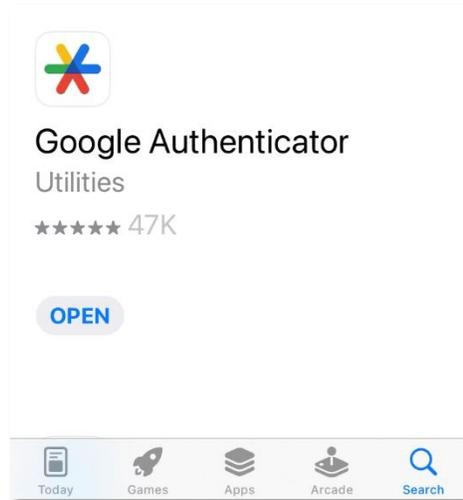
Here are some tips to help with this one-time setup process:

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, then begin.
2. Download the authenticator application from your preferred App Store onto your mobile phone or tablet first. This download should always be free. Do not pay for an authenticator download.
3. Have your account activation email available to you in your phone or tablet's 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 phone/tablet with the authenticator app (Step 1) – to obtain the verification 'code', your email address, and password you will create in Step 2.

Step 1: Download an authenticator app on your phone

1. On your phone, go to your preferred App Store.
2. Search "Google Authenticator", then download it. Note: there are other authenticator applications you may download, but Google Authenticator is recommended. As a reminder, you do not need to pay for an authenticator.

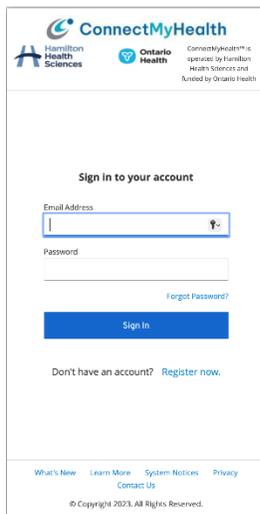


Google Authenticator may prompt you to log into your Gmail account (if you have one), but you do not need to in order to use this Authenticator. When prompted, just click *“Use Authenticator without an account.”*

At this point, you are done with your authenticator, but will return to it shortly.

Step 2: Initiate First-Time Log In to ConnectMyHealth

1. On your mobile phone, go to the ConnectMyHealth login page: <https://connectmyhealth.ca/> on your internet browser.



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 for ConnectMyHealth, and complete your Multi-Factor Authentication (MFA) setup in order to proceed.

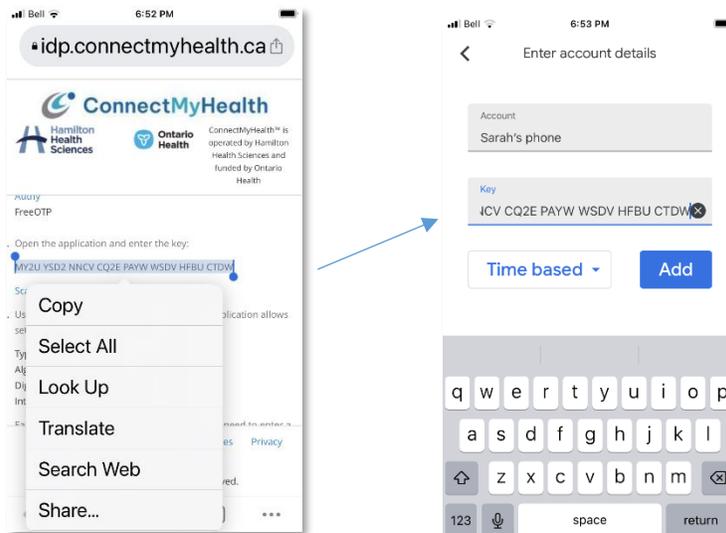
Step 3: Activate Multi-Factor Authentication (MFA)

1. Return to your internet browser where you opened ConnectMyHealth originally, and select “Authenticator App” as your preferred method of verification.
2. Click “Unable to Scan?” below the QR code you will see on your mobile phone’s internet browser. It looks like this:



3. Select the “code” (sometimes called a “Set Up Key”) that ConnectMyHealth is providing to you, copy it, and paste it into your authenticator app that you just downloaded onto your phone. You may need to click “Add Code” or equivalent in order to have an area to ‘paste’ the long code/set up key ConnectMyHealth is providing to you. Here is an example using Google Authenticator, but they all work in a similar fashion, allowing you to copy and paste a code to connect ConnectMyHealth with your authenticator. Give your new ‘account’ a nickname, then click “Add” or equivalent.

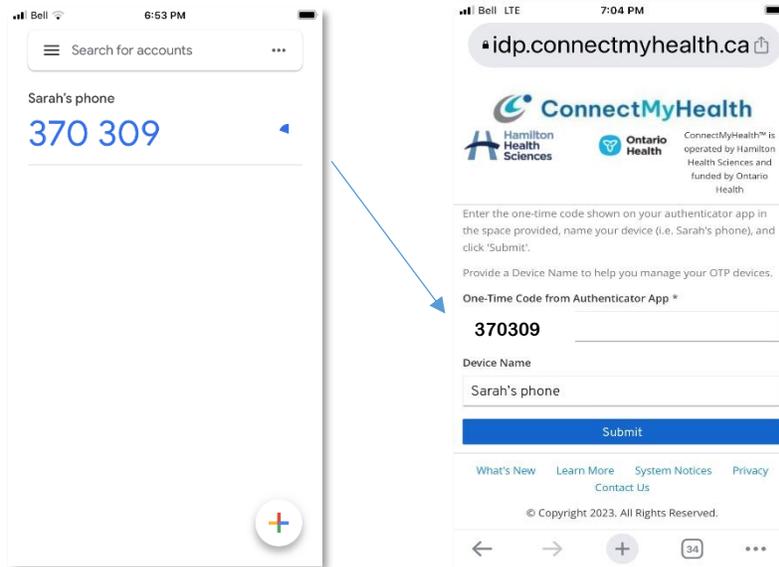
TIP! Most phones and tablets will let you ‘copy’ the code by tapping/pressing down on it, and then give you the option to ‘paste’ it into the authenticator as shown below.



4. Look at your authenticator on your phone. Copy and paste, or type, the six (or eight) digit verification code being displayed into ConnectMyHealth which is on your internet browser as shown below.

TIP! If typing the code into ConnectMyHealth on your phone or tablet, do not include any spaces as shown in the example below, even if your authenticator is showing the code including a space.

5. Give your device (your mobile phone or tablet) a nickname, then click **“Submit”**.



You have successfully installed your authenticator on your phone or tablet.

TIP! If you need to have your authenticator reset, because you switched to a new phone for instance and your old phone/tablet where your original authenticator was installed is no longer available to you, 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

Update password

⚠ You need to change your password to activate your account.

New Password

Confirm password

Submit

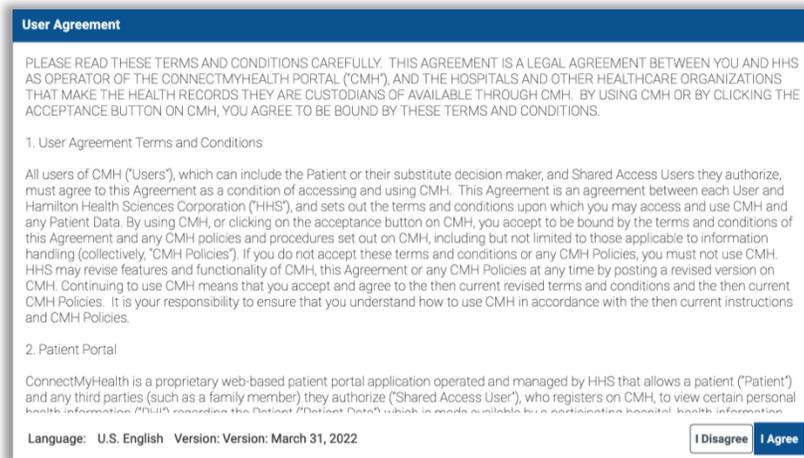
Password criteria:

- 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)

1. Continue looking at ConnectMyHealth on your phone's internet browser. Enter a password you'd like to use for ConnectMyHealth as prompted, then click "Submit". The password criteria are shown below.

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 you 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

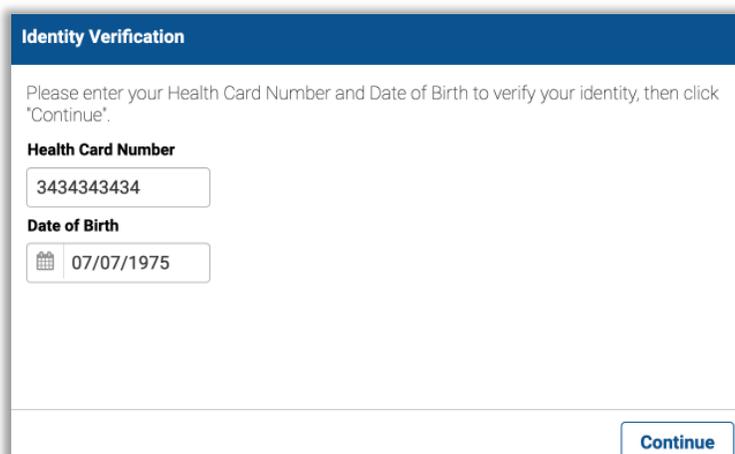
All users of CMH ("Users"), which can include the Patient or their substitute decision maker, and Shared Access Users they authorize, must agree to this Agreement as a condition of accessing and using CMH. This Agreement is an agreement between each User and Hamilton Health Sciences Corporation ("HHS"), 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

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.



Identity Verification

Please enter your Health Card Number and Date of Birth to verify your identity, then click "Continue".

Health Card Number

Date of Birth

You're done!

You have now successfully completed your one-time account activation! **Each time you want to log into ConnectMyHealth from any kind of device, and you choose Authenticator App as your verification method, you will need your phone with you. You will be asked to enter your Email Address (username), the new password you created during this account activation, and the verification 'code' that's being displayed at that time from your authenticator app on your phone.** 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. That 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 at the bottom of your screen (on mobile devices).
- Once you are finished viewing your records on a mobile device, be sure to log out of the portal by clicking on your name in the top left corner, then click **Logout**.

