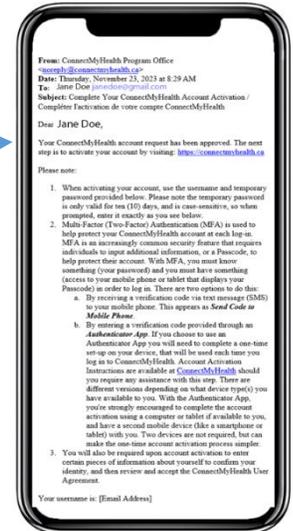


How to Activate Your ConnectMyHealth Account

Activating your ConnectMyHealth account is a one-time process that must be completed within ten (10) days of receiving the activation email from the ConnectMyHealth Program Office. **TIP:** Be sure to check your junk mail for this email.

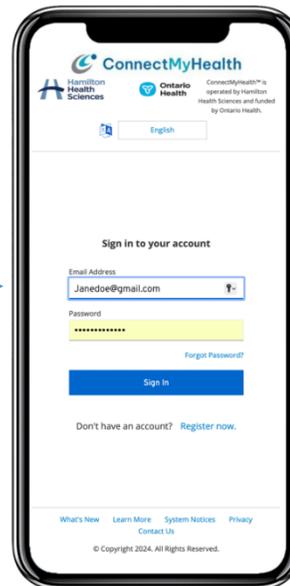
Step 1 – Access the link provided to you in your Account Activation email

First, carefully read the Account Activation email instructions and click the link to begin.



Step 2 - Enter your username and temporary password

Enter your **username and the temporary password** exactly as it was provided to you in the account activation email then click **Sign In**.



Step 3 – Set Up Your Multi-Factor (Two-Factor) Authentication



Multi-Factor Authentication (MFA) adds a layer of security to help prevent unauthorized users from accessing your account. Each time you log into ConnectMyHealth, you'll be required to **enter your username and password PLUS a verification code**. You have the option of receiving a verification code by text message (SMS) or via an authenticator app.

To learn more about how to set up an authenticator app, check out the Account Activation Guides posted on the ConnectMyHealth info site: Info.ConnectMyHealth.ca/account-activation-guides.

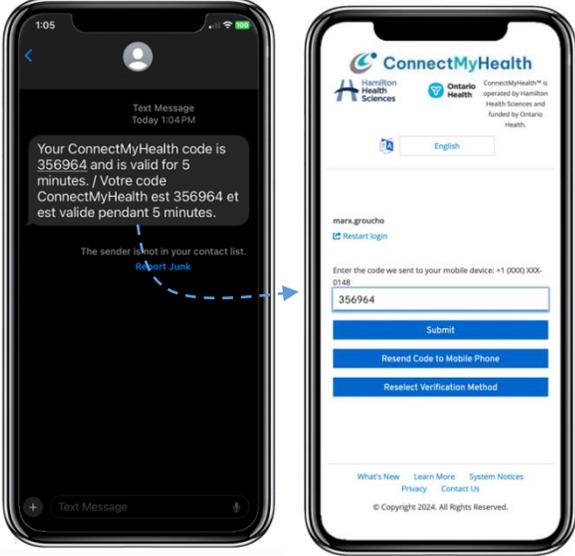
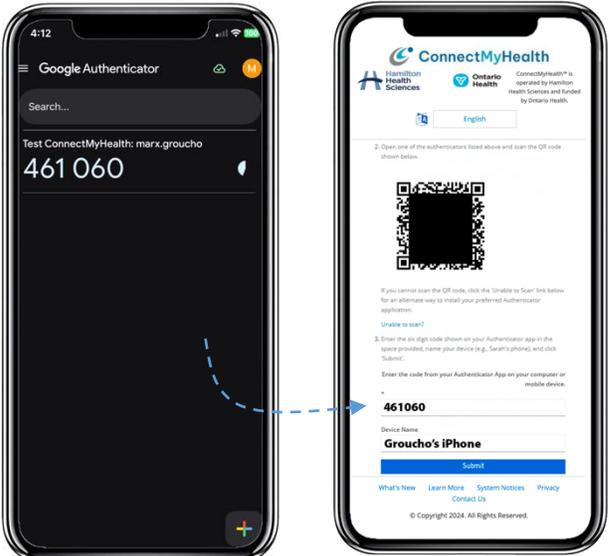
Account Activation Guides (For Authenticator App Download)

Please select the appropriate PDF, depending on the type of device(s) you have available for your ConnectMyHealth account activation. Corresponding videos tutorials are also available by [clicking here](#).

<p>Instructions to Activate Your New ConnectMyHealth Account – Using 2 Devices (pdf)</p> <p>DOWNLOAD</p>	<p>Instructions to Activate Your New ConnectMyHealth Account – Using One Mobile Phone or Tablet (pdf)</p> <p>DOWNLOAD</p>	<p>Instructions to Activate Your New ConnectMyHealth Account – Using One Computer (pdf)</p> <p>DOWNLOAD</p>
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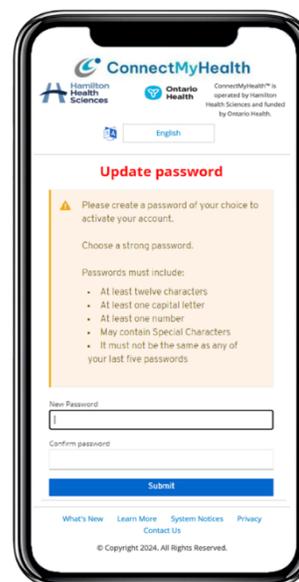
Choose your preferred method for Multi-Factor Authentication

You can choose to receive a **code by text message** to your mobile phone or to **set up your MFA** using an authenticator app.

MFA using Text Message (SMS) Code	MFA using an Authenticator App
<p>Copy the code you get from the text message.</p> <p>Enter or paste the code into the field and click Submit.</p> 	<p>First, you will need to follow the steps to set up your authenticator by scanning the QR code or entering a code manually. Then, open the Authenticator app on your phone and copy the code for ConnectMyHealth.</p> <p>Enter or paste the code into the field, add your device name, and click Submit.</p> 

Step 4 – Create a New Password

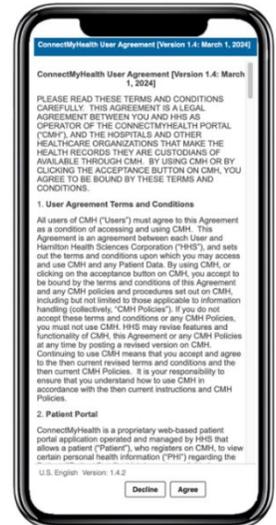
ConnectMyHealth will recognize you as a new user and will prompt you to create your new password.



Step 5 – Log into ConnectMyHealth

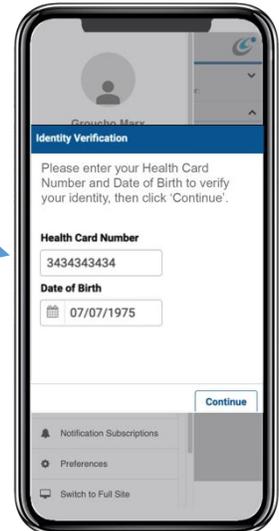
In order to access your health records, you will need to review and accept the user agreement by clicking **Agree**. If you decline the User Agreement, you will be logged out of ConnectMyHealth.

TIP: You will be asked to accept the User Agreement once a year. You will have the ability to change your selection at any time.

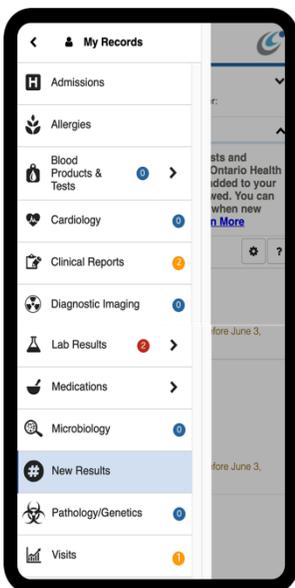


After entering your passcode, you will be logged into ConnectMyHealth.

Only for your first-time logging into ConnectMyHealth, you'll need to validate your identity by typing in your **10-digit Ontario Health Card Number** and your **Date of Birth**.



Each time you want to view your health records in ConnectMyHealth:



1. First, go to the login site: **ConnectMyHealth.ca**
 2. Enter your **username and password**.
 3. **Enter the verification code** which you'll receive as a text message to your phone, or by looking at the authenticator app you downloaded onto your phone.
- TIP:** You can change your verification method if want at any point by reselecting your verification method.

If you need any help with these steps, please email support@connectmyhealth.ca or call 1-833-824-0265 and a representative of the ConnectMyHealth Program Office will get back to you. Please do not include Personal Health Information in emails to our Office.

