

ConnectMyHealth Regional Patient Portal: Technical Specification Sheet

All devices, including mobile devices, should be encrypted if used to access ConnectMyHealth, and have all appropriate security and operating system patches applied.

Desktop Version	Mobile Version
Supported Operating Systems	
- Microsoft Windows 11 or higher recommended. - Latest version of Apple's Mac operating system (see note below re: viewing diagnostic images).	- Apple devices with iOS16 or later, and Android devices running latest two versions of Android operating system. - Apple devices with iOS13.3 or later must disable the option to "Request Desktop Website On" for "All Websites" in the Safari browser settings to view the mobile version. - See note below re: viewing diagnostic images. - BlackBerry OS and Windows 10 Mobile are not supported.
Supported Internet Browsers	
- Latest version of Google Chrome, Microsoft Edge and Mozilla Firefox. - Latest version of Mac's Safari (see note below re: viewing diagnostic images and use of Safari). <i>Screen resolution of 1080p or higher is recommended.</i>	- Mobile version of ConnectMyHealth is available using native browsers built into smartphones and tablets, as well as Google Chrome. See note below re: viewing diagnostic images and use of Safari. <i>Screen resolution of 1080p or higher is recommended.</i>
	Wi-Fi Protocol and Network Speeds
	- The performance of ConnectMyHealth on mobile devices is dependent on the mobile network speed that your device connects to; best cellular network performance is on 4G, 5G or LTE networks. Wireless speeds: Wi-Fi 4 (802.11n) or faster is recommended for best performance.
	Viewing Help (?) Resources in ConnectMyHealth
	Some Android mobile devices may not play Help Resources (video tutorials available in ConnectMyHealth)
Viewing Diagnostic Images using ConnectMyHealth	
- For optimal performance, a minimum bandwidth of 30 Mbps is recommended. - GE Centricity™ image viewer is used to view diagnostic images from acute care hospitals in South West Ontario (Ontario Health West Region). Mac computers: Safari 26 isn't supported yet. Use Microsoft Edge or Google Chrome to launch diagnostic images. Edge is recommended on MacBook/MacBook Air with an "M" chip. iPhone and iPad: If you've updated to iOS or iPadOS 26, images may not open; view images using a laptop or desktop computer instead. <i>Support for Safari/iOS 26 is expected in a future update.</i>	
Viewing PDF Documents	
Latest version of Adobe Reader is recommended if your internet browser doesn't have built-in PDF viewing capabilities.	
Setting Preferences	
Users can set their own preferences according to how they wish to view their health information in ConnectMyHealth. Upon first login to the portal, you'll be prompted to set your preferences using the Setup Wizard, and you can adjust your preferences at any time by clicking the "gear" icon where you see it in ConnectMyHealth. A video tutorial is available in the portal to help you understand how to use the Setup Wizard, to set each preference to suit your needs.	