

## Instructions to Activate Your New ConnectMyHealth Account

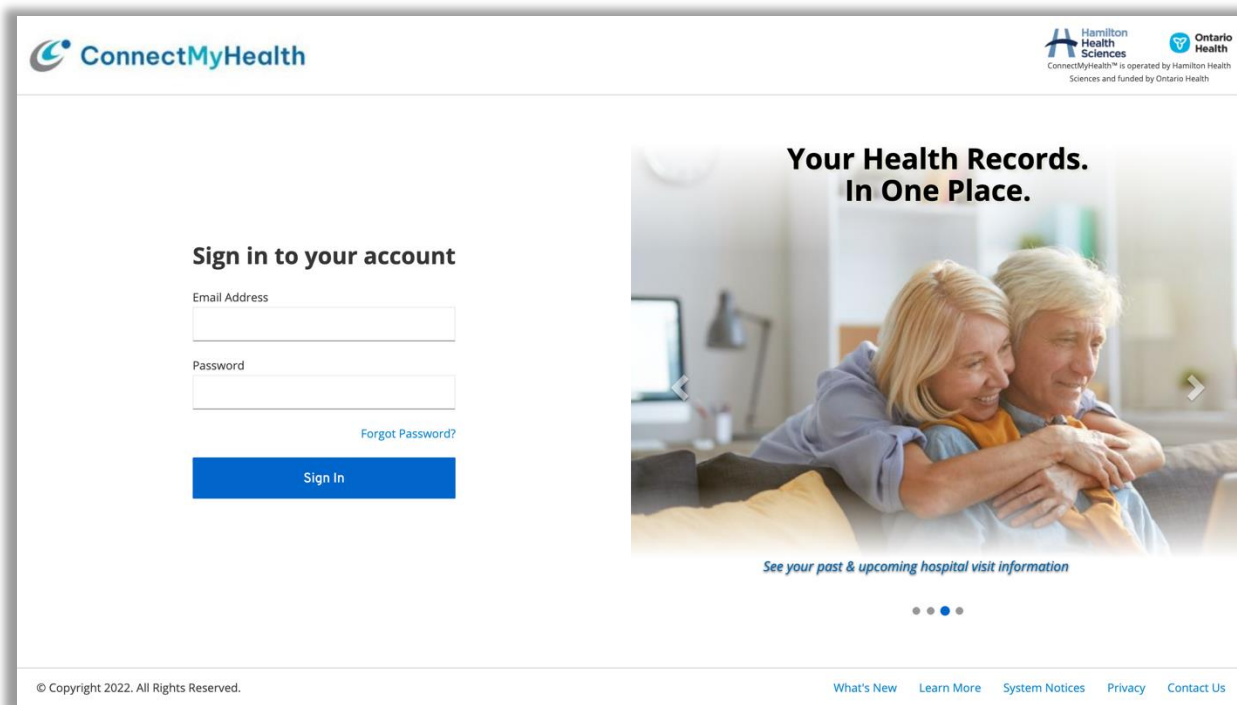
Congratulations on registering for ConnectMyHealth, a patient portal to help empower your health journey.

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.** Follow those instructions, and this guide can also be helpful to better understand the steps required. If you do not activate your account within 10 days, you will need to re-register for a ConnectMyHealth account.

**You're strongly encouraged to complete the account activation using a desktop or laptop computer if available to you, and have a second device (smartphone or tablet) with you to implement Multi-Factor, or Two-Factor, Authentication as described below.**

### Step 1: How to Change Your Temporary Password

1. To begin, visit the ConnectMyHealth login page: <https://connectmyhealth.ca/>  
**TIP:** You can bookmark this login page on your device.



The screenshot shows the ConnectMyHealth login page. On the left, there is a 'Sign in to your account' section with input fields for 'Email Address' and 'Password', a 'Forgot Password?' link, and a blue 'Sign In' button. On the right, there is a large banner image of an elderly couple embracing, with the text 'Your Health Records. In One Place.' and 'See your past & upcoming hospital visit information'. The footer contains copyright information and links for 'What's New', 'Learn More', 'System Notices', 'Privacy', and 'Contact Us'.

2. Enter your username as identified to you in the Account Activation email.
3. Enter the temporary password that was provided to you in the Account Activation email, then click **Sign In**.

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

ConnectMyHealth will recognize you as a new user and will prompt you to install Multi-Factor Authentication (MFA) in order to proceed.

## **Step 2: Install Multi-Factor Authentication (MFA)**

Next you will be prompted to install Multi-Factor Authentication preferably on a mobile device, like a smartphone or tablet, or a desktop computer. The purpose of MFA is to provide 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.

Installing MFA is a one-time requirement, but the Authenticator application will provide a real-time, unique code you must enter each time you log into ConnectMyHealth going forward.

If you need to have your MFA installation reset, because you switched to a new phone for instance, email the ConnectMyHealth Program Office at [support@connectmyhealth.ca](mailto:support@connectmyhealth.ca) and we can assist, after verifying your identity. Please do not include Personal Health Information in email correspondence with our office.

## Mobile Authenticator Setup

**⚠ You need to set up Mobile Authenticator to activate your account.**

As an added security measure, ConnectMyHealth features Multi-Factor Authentication (MFA), or 'two-step verification'. You must complete this one-time set-up to support your future accesses to ConnectMyHealth.

1. Please download 'Authy by Twilio' for free from the Google Play App Store or the Apple App Store, or a similar authenticator app on your mobile phone. If you do not have a mobile phone, click 'Unable to Scan' for further instructions.

[Authy](#) (recommended)  
Google Authenticator  
FreeOTP

2. Open Authy (or other authenticator app) and scan the QR code on this webpage.



[Unable to scan?](#)

3. Each time you log into ConnectMyHealth, you'll need to enter a new 'code' available from your authenticator as part of your two-step verification.

Enter the one-time code shown on your authenticator app in the space provided, name your device (i.e. Sarah's phone), and click 'Submit'.

Provide a Device Name to help you manage your OTP devices.

One-Time Code from Authenticator App \*

Device Name

Submit

To set up MFA on your mobile device, follow the steps outlined on the page:

Start by downloading an Authenticator tool on your mobile device (smartphone or tablet). **'Authy by Twilio'** is recommended, and free from the Google Play App Store or the Apple App store, but you may download a similar authenticator app such as **Google Authenticator**, or **FreeOTP**.

**TIP:** If you already use an Authenticator tool because you use two-factor authentication to access other systems, you can skip this step and proceed to scanning the QR code.

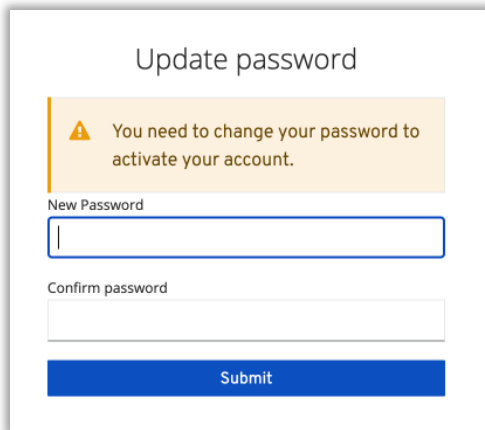
Open your Authenticator tool on your mobile device and select the **QR Scanner** option, then proceed to scan the QR code which is on your laptop/desktop/tablet screen.

If you can't scan the QR code, click the **Unable to scan?** link to display a Set-Up Key (code) so that you can manually type in, or copy and paste, into your Authenticator tool instead. *Please see page 6 for instructions on setting up your MFA using the Set-Up Key option.*


Enter the one-time code shown on your Authenticator app in the space provided, give your device a name (i.e. "My Workphone"), and click 'Submit'.

Each time you log into ConnectMyHealth, you'll need to enter a new 'code' available from your Authenticator as part of your two-step verification.

4. The next login window below will prompt you to enter your new password in order to activate your account.



Update password

 You need to change your password to activate your account.

New Password

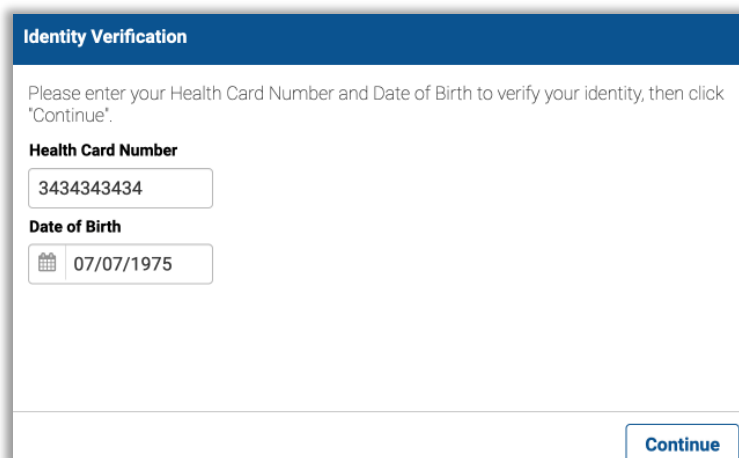
Confirm password

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.

5. You will then be logged into ConnectMyHealth, however one final step to complete your account activation is to verify your identity by entering your **Health Card Number** (no version code) and your **Date of Birth (DD/MM/YYYY)**. Then click the **Continue** button.



**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**

Continue

6. If this is your first-time logging into **ConnectMyHealth** 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") concerning the Patient ("Patient Data") which is made available by a participating hospital health information system.

Language: U.S. English Version: Version: March 31, 2022

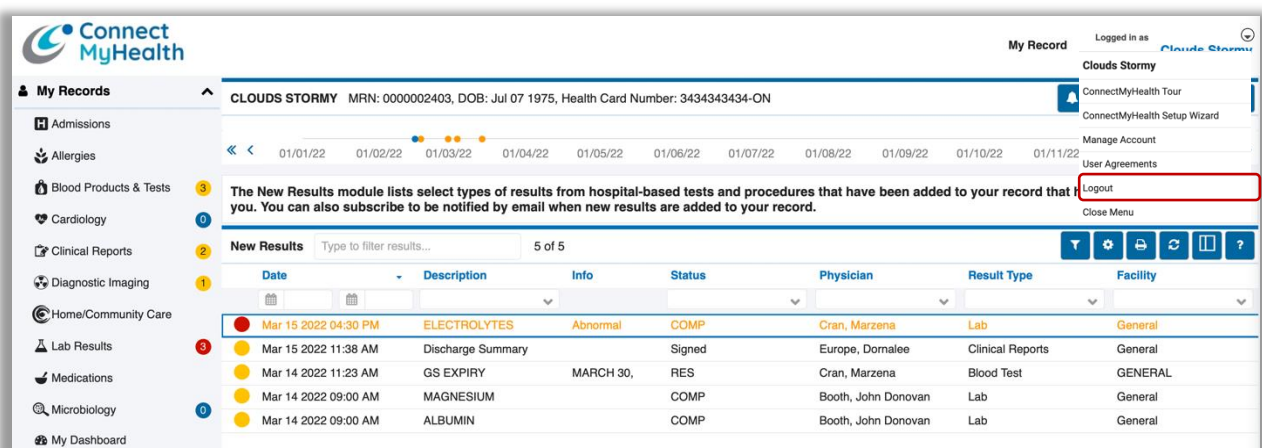
I Disagree

I Agree

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 on the left of your screen (on desktop devices), or at the bottom of your screen (on mobile devices).

Once you are finished viewing your records, log out of the portal by clicking on your name in the top right corner, then click **Logout**.



The screenshot shows the Connect MyHealth portal interface. On the left is a sidebar with navigation links: My Records, Admissions, Allergies, Blood Products & Tests, Cardiology, Clinical Reports, Diagnostic Imaging, Home/Community Care, Lab Results, Medications, Microbiology, and My Dashboard. The main content area is titled 'My Record' and shows the user's name 'Clouds Stormy' and MRN: 000002403, DOB: Jul 07 1975, Health Card Number: 34343434-ON. Below this is a timeline of dates from 01/01/22 to 01/11/22. A message states: 'The New Results module lists select types of results from hospital-based tests and procedures that have been added to your record that you. You can also subscribe to be notified by email when new results are added to your record.' Below the message is a 'New Results' section with a table of 5 results. The table has columns: Date, Description, Info, Status, Physician, Result Type, and Facility. The results are as follows:

Date	Description	Info	Status	Physician	Result Type	Facility
Mar 15 2022 04:30 PM	ELECTROLYTES	Abnormal	COMP	Cran, Marzena	Lab	General
Mar 15 2022 11:38 AM	Discharge Summary		Signed	Europe, Dornalee	Clinical Reports	General
Mar 14 2022 11:23 AM	GS EXPIRY	MARCH 30,	RES	Cran, Marzena	Blood Test	GENERAL
Mar 14 2022 09:00 AM	MAGNESIUM		COMP	Booth, John Donovan	Lab	General
Mar 14 2022 09:00 AM	ALBUMIN		COMP	Booth, John Donovan	Lab	General

## Setting up Multi-Factor Authentication (MFA) Using a Set-Up Key

2. Open Authy (or other authenticator app) and scan the QR code on this webpage.



Unable to scan?

When setting up your Multi-Factor Authentication (MFA) for **ConnectMyHealth**, you have the option to do so by scanning a QR code as described earlier in this guide, or by manually inputting a Set-Up Key into your Authenticator app.

If you're unable to scan the QR code using a mobile device, tap the '**Unable to scan?**' option located below the QR code.

Using the MFA app of your choice, select the option to authenticate using a Set-Up Key. Copy and paste, or type in, the 32-character code into your Authenticator tool. From there, a one-time code will display on your Authenticator app which you must type into ConnectMyHealth as described on page 3; the rest of the steps to activate your account are the same as described above.

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**Authy (recommended)**  
Google Authenticator  
FreeOTP

2. Open the application and enter the key:

NNSV GTZS JQ3D ERCS ISDG EOLM JZBX SNLT

[Scan barcode?](#)

3. Use the following configuration values if the application allows setting them:

Type: Time-based  
Algorithm: SHA1  
Digits: 6  
Interval: 30

Twilio Authy

← Add Account

You can add Authenticator accounts such as Gmail, Facebook, Dropbox and many more using Twilio Authy. For the time being it is not possible to scan QR codes, but you can add accounts by entering the code provided by the service in which you want to enable 2FA.

Enter Code given by the website

INSVGTZSJQ3DERCSI5DGEOLMJZBXSNLT

Add Account

Tokens Requests Settings