

Instructions to Upload Photos During ConnectMyHealth Registration

The following provides instructions on how to upload the required photos as you're registering for a ConnectMyHealth account. You are required to upload these photos in order to identify you, to ensure a ConnectMyHealth account to access Personal Health Information is being authorized by, and to, the rightful owner of that information – that's you.

Here is a list of the three photos you need to take, save to your device (more details follow), then 'upload' on your account registration online form.

1. A photo of your **green Ontario Health Card on its own**
2. A photo of **you holding your Ontario Health Card beside your face** to confirm your identity
 - o Tip: this is a like a 'selfie'. Hold your Ontario Health Card beside your face, making sure your fingers aren't covering information on your card, and either have someone take the photo of you using your device, or extend your other arm in front of you to snap the photo quickly.
3. A photo of a **second piece of government-issued identification on its own** (preferably your Driver's Licence or Ontario Photo Card or Passport)

Before you get started:

1. To see a list of acceptable types of identification, [click here](#).
2. The photos must be legitimate and legible – if your photo is blurry, please take another photo.
3. The identification you're including in your photos must be valid (i.e. your Ontario Health Card must be valid and not expired at the time of registration).
4. If your Ontario Health Card did expire and you are waiting on your new health card to arrive, you can still register for ConnectMyHealth.
 - o Tip: Place your expired Ontario health card, which ServiceOntario will have punched a hole in, beside the letter provided to you by ServiceOntario stating that your new health card is on its way, and take a photo of both together. These two documents together create a 'valid' health card photo submission.
5. Acceptable photo file types include: JPG, PDF and PNG, and the maximum allowable file size is 20MB.

Step 1: Take the three required photos using a camera-equipped device, like your smartphone, tablet or even laptop computer.

1. Take each of the three photos, keeping in mind where photos you take using your device are then stored.
 - o Tip: If you're using your smartphone to take your photos, they're likely stored in your phone's Gallery or other photos application. If you're using your tablet, or even a laptop computer, they're likely stored in your "Photos" application.

Step 2: If you haven't already, go to <https://info.connectmyhealth.ca/register> to access the online registration form.

1. Read the registration instructions.
2. Complete the information in the fields as required on the form.
3. To upload your photos, click the "Choose File" button and find the correct photo, and click "Upload File" – ensure you select the correct location for your photos (e.g., photo library vs. file folder).
 - o Tip: If you took your photos with your smartphone, but are completing your registration on a different device, like your laptop computer or tablet, email yourself the photos, save them to the device you're registering from, then upload them on the registration form.
 - o Tip: Be sure you upload the correct photo for each of the photo registration requirements. For example, choose the image you took of your health card on its own, when uploading to meet the "A photo of your green Ontario Health Card on its own" requirement (i.e. don't upload your 'selfie', or your secondary piece of ID until it's being asked for).
4. Once the form is complete, click the Submit button once.
5. You will see a confirmation screen if your request was submitted, and an email confirmation to the email address you entered.

If your submission is completed properly, you should receive an email with instructions on how to activate your new account within five (5) business days.