

Instructions to Activate Your New ConnectMyHealth Account – Using an Authenticator App on Two Devices (e.g., Tablet or Computer, and a Mobile Phone)

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 (your phone), 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 (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 two devices (a computer or tablet, and a mobile phone), and wish to install an authenticator application *on their mobile phone* to support future logins to ConnectMyHealth. This is the simplest approach.

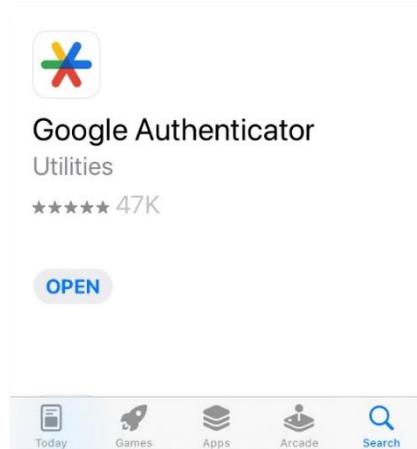
Here are some tips to help with this one-time setup process:

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 first (Step 1 below).
3. Have your account activation email available to you in your computer 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 email address, the new password you're about to create (Step 2), and your phone with the authenticator app (Step 1) – to obtain the verification 'code'.

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.

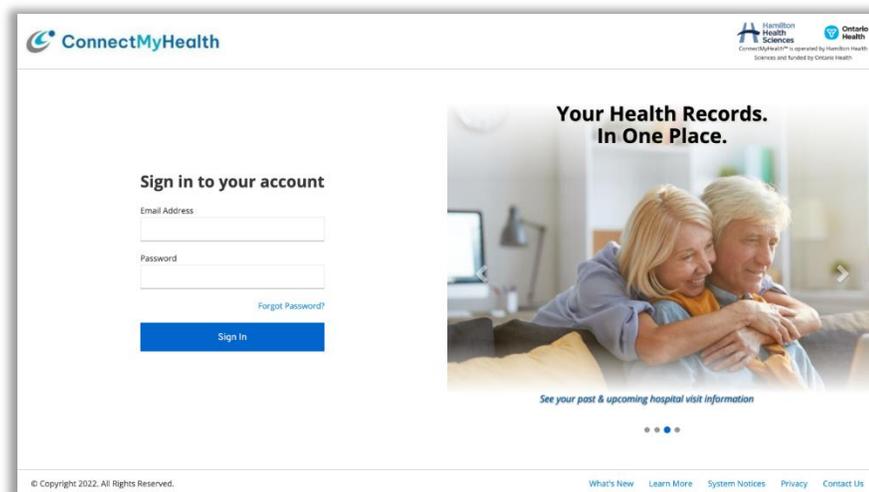


Google Authenticator may prompt you to log into your Gmail account (if you have one), but you do not need to in order to use this Authenticator. When prompted, just click *“Use Authenticator without an account.”*

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 tablet or computer, use your internet browser to go to the ConnectMyHealth login page: <https://connectmyhealth.ca/>.



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.

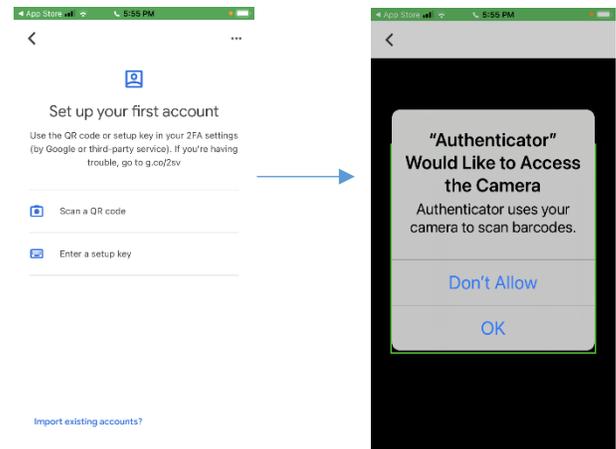
4. Click **Sign In**.

From here, ConnectMyHealth will recognize you as a new user and will prompt you to create a new password and complete your Multi-Factor Authentication (MFA) setup in order to proceed.

Step 3: Activate Multi-Factor Authentication (MFA)

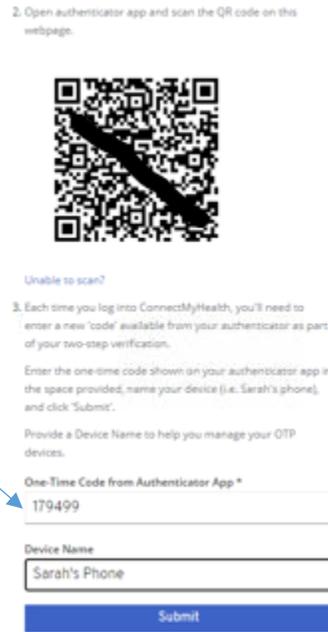
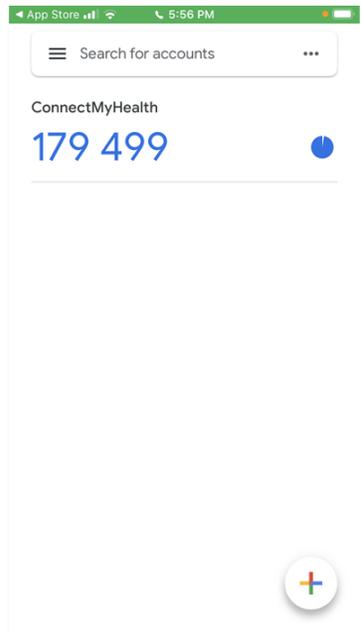
Now it's time to connect, or activate, your authenticator to ConnectMyHealth. The instructions below are specific to you selecting "Authenticator App" as your preferred method of verification.

1. Be sure ConnectMyHealth on your computer/tablet's internet is still open (<https://connectmyhealth.ca>) – click on **"Authenticator App"** and you should see a QR code on this webpage at this point.
2. On your phone, open the authenticator app you just downloaded. Click **"Get Started"** or **"Add Account/Code"** (if prompted).
3. Click **"Scan a QR Code"** in the authenticator app (do not attempt to use your phone's camera, or built-in QR code scanner to do this next step – you must use the QR code scanner functionality within the authenticator app). You may need to give your authenticator access to your phone's camera.
4. Next, scan the QR code that's displayed on ConnectMyHealth on your computer/tablet's screen. An example is below (but do not scan the QR code displayed in this Guide; scan the one that's on your computer/tablet screen).
5. Once you have scanned the QR code, look at your phone. A numeric code will be showing. On your computer, type in the code into the field labelled "Verification Code from Authenticator App".



TIP! When typing the code into ConnectMyHealth, be sure not to include any spaces, even if on your authenticator, the code is shown with space(s).

6. In the "Device Name" field, you can give your phone a name, such as "Sarah's Phone".
7. Click **"Submit"**.



TIP! If you need to have your authenticator reset, because you switched to a new phone for instance, 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

Look at your computer/tablet screen, and you will be prompted to create your new password for your ConnectMyHealth account.

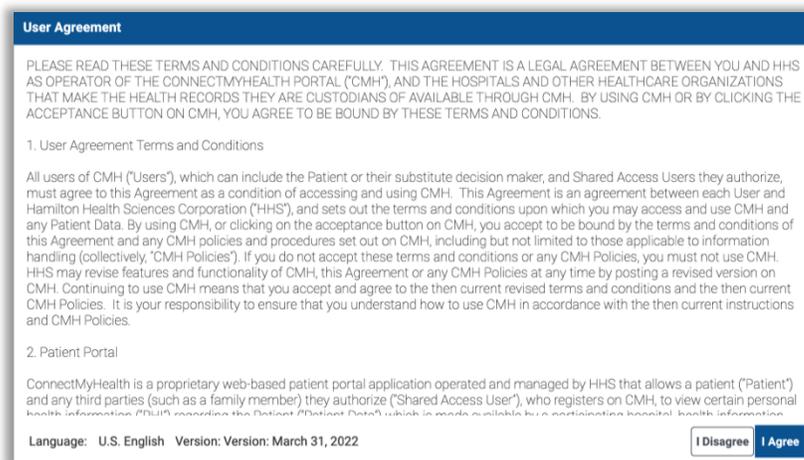
1. Enter a password you'd like to use for ConnectMyHealth as prompted, then click **“Submit”**. The password criteria are shown below.

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)

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

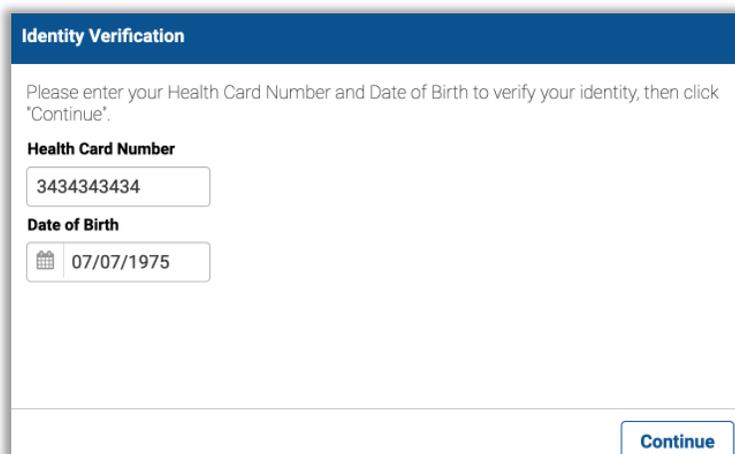
All users of CMH ("Users"), which can include the Patient or their substitute decision maker, and Shared Access Users they authorize, must agree to this Agreement as a condition of accessing and using CMH. This Agreement is an agreement between each User and Hamilton Health Sciences Corporation ("HHS"),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

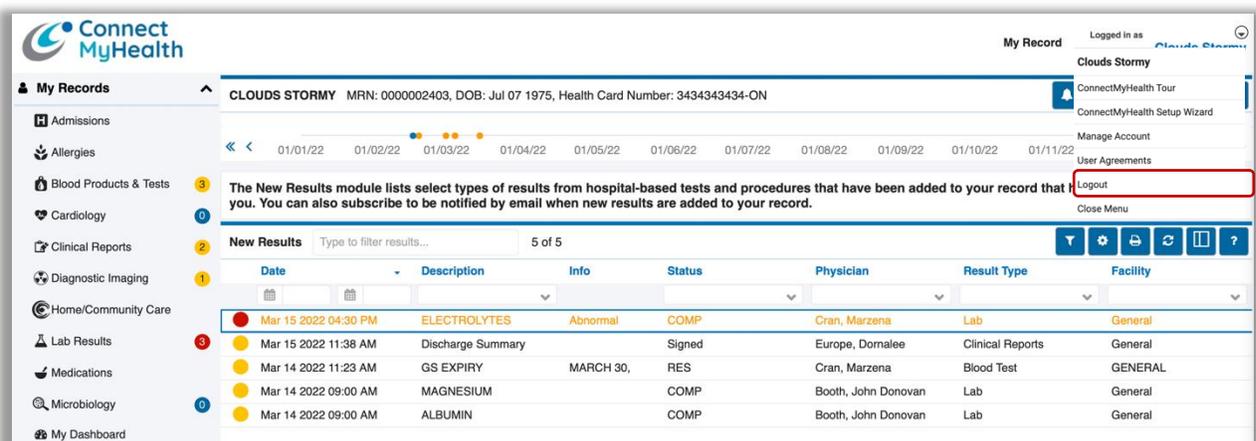
Date of Birth

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 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, be sure to 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 for user Clouds Stormy. The user is logged in as Clouds Stormy. The main content area displays the 'New Results' section, which lists 5 results. The first result is highlighted in red: 'Mar 15 2022 04:30 PM' for 'ELECTROLYTES', with an 'Abnormal' status and 'COMP' result type, performed by 'Cran, Marzena' at a 'General' facility. Other results include 'Discharge Summary', 'GS EXPIRY', 'MAGNESIUM', and 'ALBUMIN'. In the top right corner, a red box highlights the 'Logout' button in the user menu.

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