

CHR TROUBLESHOOTING GUIDE

OUR CLINIC IS USING A NEW PATIENT APP ~ CHR CONNECT

EACH PERSON LOGGING ON MUST HAVE THEIR OWN UNIQUE EMAIL ADDRESS.

FROM A DESKTOP –

VISIT chrconnect.telushealth.com

IF YOU HAVE NEVER BOOKED ONLINE BEFORE, PLEASE NOTE THE FOLLOWING STEPS:

- CLICK SIGN UP
- ENTER EMAIL AND WHAT YOU WOULD PREFER YOUR PASSWORD TO BE, CHECK THE BOXES AND CLICK SIGN UP
- YOU WILL BE SENT AN EMAIL CONFIRMATION, CLICK “CONFIRM YOUR EMAIL”
- YOU WILL BE SENT TO A PAGE TO ENTER YOUR CELL NUMBER FOR TWO FACTOR AUTHENTICATION – (YOU CAN CLICK A LINK BELOW TO HAVE IT SENT VIA EMAIL INSTEAD)
- ENTER THE CODE AND YOU WILL THEN BE SENT TO A “TELL US ABOUT YOURSELF PAGE”
- ENTER ALL INFORMATION AS REQUESTED. YOUR ID IS YOUR ALBERTA HEALTH CARE NUMBER WITHOUT THE DASH

***When you log in again, it will prompt you again enter your first name and province.

IF YOU HAVE USED THE PREVIOUS PATIENT PORTAL, NOTE THE FOLLOWING STEPS:

- ENTER EMAIL
- CLICK FORGOT PASSWORD
- YOU WILL BE SENT AN EMAIL TO RESET YOUR PASSWORD – CLICK RESET PASSWORD
- YOU WILL BE REDIRECTED TO ANOTHER LOG IN PAGE, ENTER EMAIL ADDRESS AND WHAT YOU WOULD PREFER YOUR PASSWORD TO BE, CLICK LOG IN
- YOU WILL BE SENT TO A PAGE TO ENTER YOUR CELL NUMBER FOR TWO FACTOR AUTHENTICATION – (YOU CAN CLICK A LINK BELOW TO HAVE IT SENT VIA EMAIL INSTEAD)
- ENTER THE CODE AND YOU WILL THEN BE SENT TO A “TELL US ABOUT YOURSELF PAGE”
- ENTER ALL INFORMATION AS REQUESTED. IF ASKED FOR YOUR ID, IT IS YOUR ALBERTA HEALTH CARE NUMBER WITHOUT THE DASH

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FROM YOUR IPHONE OR ANDROID DEVICE

DOWNLOAD THE CHR CONNECT APP FROM YOUR APP STORE IF YOU HAVE NEVER USED THE APP BEFORE, PLEASE NOTE THE FOLLOWING STEPS:

- CLICK SIGN UP
 - ENTER EMAIL AND WHAT YOU WOULD PREFER YOUR PASSWORD TO BE, CHECK THE BOXES AND CLICK SIGN UP
 - YOU WILL BE SENT AN EMAIL CONFIRMATION, CLICK “CONFIRM YOUR EMAIL”
 - YOU WILL BE SENT TO A PAGE TO ENTER YOUR CELL NUMBER FOR TWO FACTOR AUTHENTICATION – (YOU CAN CLICK A LINK BELOW TO HAVE IT SENT VIA EMAIL INSTEAD)
 - ENTER THE CODE AND YOU WILL THEN BE SENT TO A “TELL US ABOUT YOURSELF PAGE”
 - ENTER ALL INFORMATION AS REQUESTED. YOUR ID IS YOUR ALBERTA HEALTH CARE NUMBER WITHOUT THE DASH
 - UNDER YOUR PROFILE – THERE SHOULD BE A BUTTON TO “MANAGE FAMILY”
- *NOTE THAT YOU CAN ONLY MANAGE CHILDREN UNDER 12. OLDER CHILDREN WILL HAVE TO HAVE THEIR OWN ACCOUNT WITH A UNIQUE EMAIL ADDRESS.

**YOU CAN ALSO TRY FROM THE LOG ON PAGE,
CLICKING THE “CONTINUE WITH APPLE” OR “CONTINUE WITH GOOGLE” BUTTONS.

***YOU CAN ALSO USE THE OLD PORTAL BY VISITING www.primacymedairdrie.com and clicking “Schedule Your Visit (temporarily a La vita site)”

We are still working on our name change so some sections may still say La Vita Medical Centre