Note: Ask your clinic staff for details about access to MyCarePortal. If you have received an email invitation, proceed with the following steps.

 Open the email sent by MyCarePortal <noreply@mail.patientportal.ca. healtheintent.com> with the subject You are invited to join MyCarePortal.



2. Click the blue get connected with MyCarePortal link in the email.

The Welcome to MyCarePortal page opens in a web browser.

M. Care	Welcome to MyCarePortal	
PORTAL	MyCarePortal is your online connection to MyCarePortal. Here you can view and visit information kept in our electronic health record and access an expanding number of online services designed to help you manage your health.	
	This invitation is for Patient Name	
	If you aren't Patient Name but have legal authority to manage Patient Name's health, you'll create an account for yourself first so that you can access the requested health information. If you don't manage Patient Name's health, please contact us immediately.	
	Are you Patient Name?	
	Please choose v	
	Continue Cancel	
	() Info	

3. Click in the Are you <Patient Name>? field.

A list of options displays.

Please choose	~
Please choose	
I'm Patient Name	
I manage Patient Name's health	

- 4. Click the applicable option.
- 5. Click the Continue button.

The Verify Your Identity With Us page displays.

MuCare	Verify Your Identity With Us		
PORTAL	By verifying patient information with MyCarePortal, you are helping us keep medical record information secure.		
	Complete Your Information		
	Date of birth		
	Month Day Year		
	Select V		
	Enter the year as 4 digits.		
	In what city were you born?		
	The answer to this security verification question may have been provided when you were invited to join.		
	□ I agree to the MyCarePortal Terms of Use and Privacy Policy.		
	Next, Create Your Account Cancel		
	() Info		

- 6. Document your date of birth in the **Month**, **Day**, and **Year** fields.
- 7. Click in the challenge question field and type the answer.

Note:When an invitation to MyCarePortal is requested, the challenge
question and answer are chosen. If you require support, please email
MyCarePortal@lhsc.on.ca.

8. Click the check box () beside I agree to the MyCarePortal Terms of Use and Privacy Policy.

A checkmark displays in the check box.

9. Click the Next, Create Your Account button.

The MyCarePortal Sign Up page displays.

MyCare PORTAL Sign Up				
Log In		.og In	Sign Up	
	E	yours@e	xample.com	
	A	your pas	sword	
First Name				
Last Name				
□ I agree to the Terms Of Use and confirm that I am over 12 years of age.				
	SIGN UP >			

10. Click in the **email** field and type your email address.

11. Click in the **password** field and type your password.

Note:A password must be at least 8 characters in length and contain at
least 3 of the following: lower case letters (a-z), upper case letters
(A-Z) numbers (i.e., 0-9), special characters (i.e., !@#\$%^&*).

- 12. Click in the First Name field and type your first name.
- 13. Click in the Last Name field and type your last name.
- 14. Click the check box () beside I agree to the Terms Of Use and confirm that I am over 12 years of age.
- 15. Click SIGN UP >.

The MyCarePortal Home page displays.

