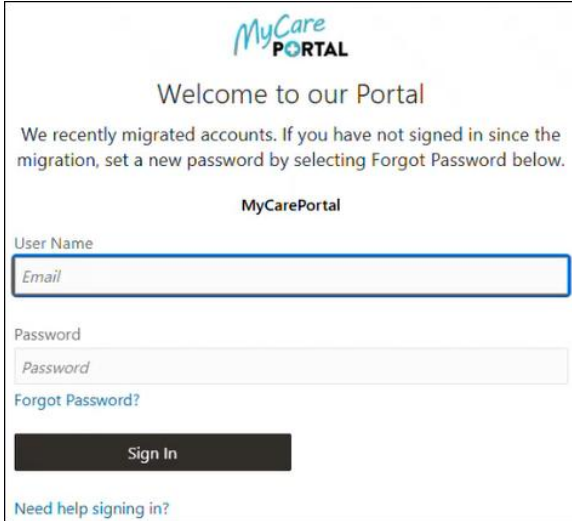


Enable Secure Verification (Multi-Factor Authentication)

Note: The first time you sign in to MyCarePortal, you will be required to enable a Secure Verification method.

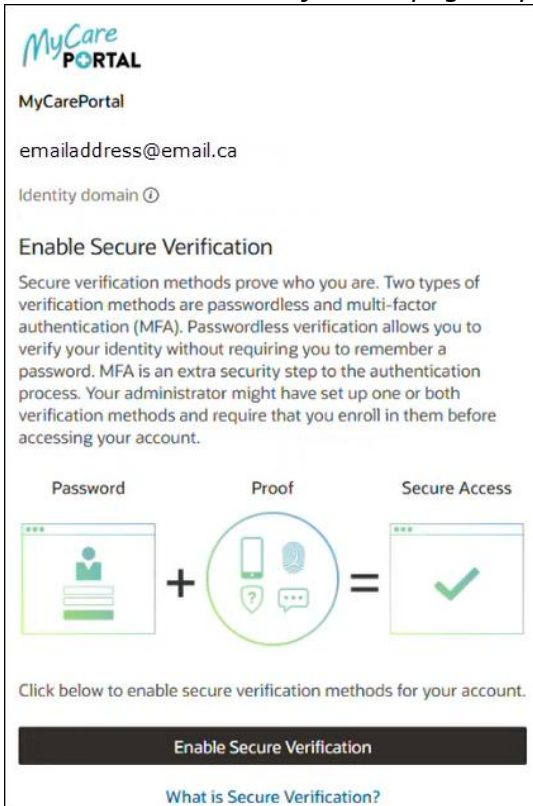
1. Open a web browser and type <https://mycareportal.patientportal.ca.healtheintent.com> in the address bar.

The **Welcome to our Portal** sign in page displays.



2. Click in the **User Name** field, then type your email address.
3. Click in the **Password** field, then type your password.
4. Click the **Sign In** button.

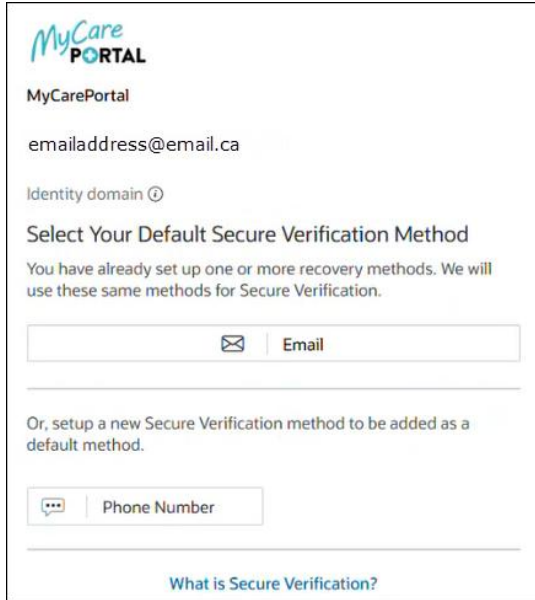
The **Enable Secure Verification** page displays.



Enable Secure Verification (Multi-Factor Authentication)

5. Click the **Enable Secure Verification** button.

*The **Select Your Default Secure Verification Method** page displays.*



MyCarePortal
emailaddress@email.ca
Identity domain ⓘ
Select Your Default Secure Verification Method
You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

Email

Or, setup a new Secure Verification method to be added as a default method.

Phone Number

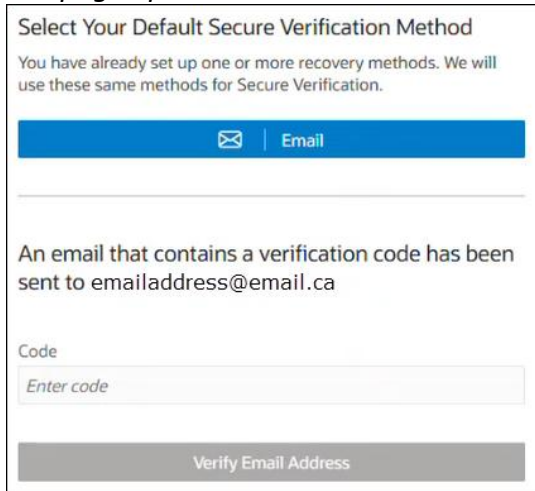
[What is Secure Verification?](#)

Note: Every time you sign in to your MyCarePortal account, a one-time passcode will be sent to the selected Secure Verification method.

Option A: Use Email as the Secure Verification method

1. Click **Email**.

The page updates.



Select Your Default Secure Verification Method
You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

Email

An email that contains a verification code has been sent to emailaddress@email.ca

Code

Note: The email address used to set up the MyCarePortal account will be the Secure Verification method by default. Open the email sent by **MyCarePortal <noreply@mail.patientportal.ca. healthintent.com>** with the subject **One-Time Passcode for Your MyCarePortal Patient Portal Account** to locate the one-time passcode.

2. Click in the **Code** field and type the one-time passcode.

Enable Secure Verification (Multi-Factor Authentication)

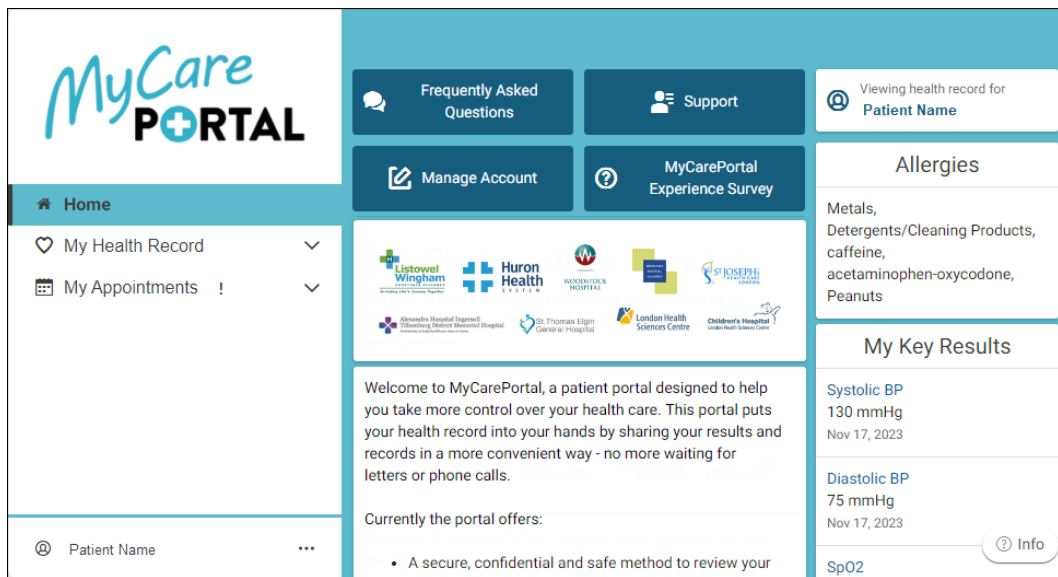
3. Click the **Verify Email Address** button.

*The **Successfully Enrolled** page displays.*



4. Click the **Done** button.

*The **MyCarePortal Home** page displays.*

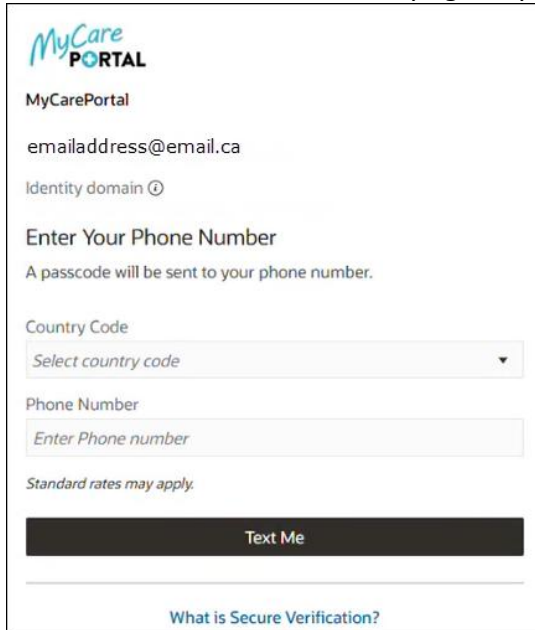


Enable Secure Verification (Multi-Factor Authentication)


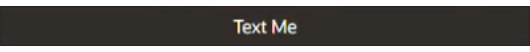
Option B: Use Phone Number as the Secure Verification method

1. Click **Phone Number**.

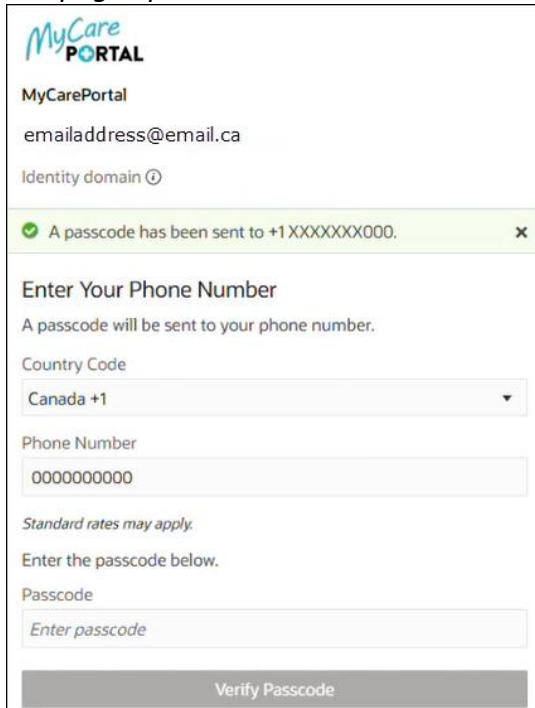
*The **Enter Your Phone Number** page displays.*



The screenshot shows the MyCare Portal interface. At the top left is the MyCare PORTAL logo. Below it, the text 'MyCarePortal' and 'emailaddress@email.ca' are displayed, followed by 'Identity domain' with a circular refresh icon. The main heading is 'Enter Your Phone Number' with a subtext 'A passcode will be sent to your phone number.' Below this is a 'Country Code' dropdown menu with the placeholder text 'Select country code'. Underneath is a 'Phone Number' text input field with the placeholder 'Enter Phone number'. A note 'Standard rates may apply.' is positioned below the input field. At the bottom of the form is a large black button labeled 'Text Me'. A link 'What is Secure Verification?' is located at the very bottom of the page.

2. Click the **down-pointing arrow** () beside the **Country Code** field.
A menu of options displays.
3. Click the applicable country code for your phone number.
4. Click in the **Phone Number** field and type your mobile phone number.
5. Click the  button.

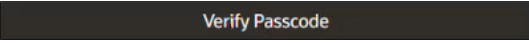
The page updates.



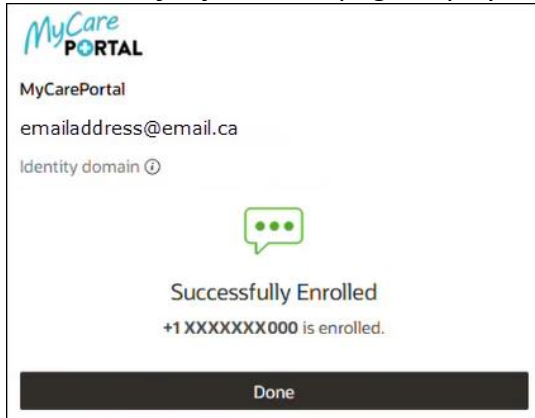
This screenshot shows the same MyCare Portal page as the previous one, but with a green notification banner at the top that reads 'A passcode has been sent to +1 XXXXXXX000.' with a close 'x' icon. The 'Country Code' dropdown menu is now set to 'Canada +1'. The 'Phone Number' input field contains '0000000000'. Below the input fields, the text 'Standard rates may apply.' is present, followed by 'Enter the passcode below.' and a 'Passcode' input field with the placeholder 'Enter passcode'. At the bottom of the page is a grey button labeled 'Verify Passcode'.

Enable Secure Verification (Multi-Factor Authentication)

Note: A text message containing a one-time passcode is sent to the Phone Number. Open your text messaging application to locate the one-time passcode.

- Click in the **Passcode** field and type the passcode.
- Click the  button.

*The **Successfully Enrolled** page displays.*



- Click the  button.

*The **MyCarePortal Home** page displays.*

