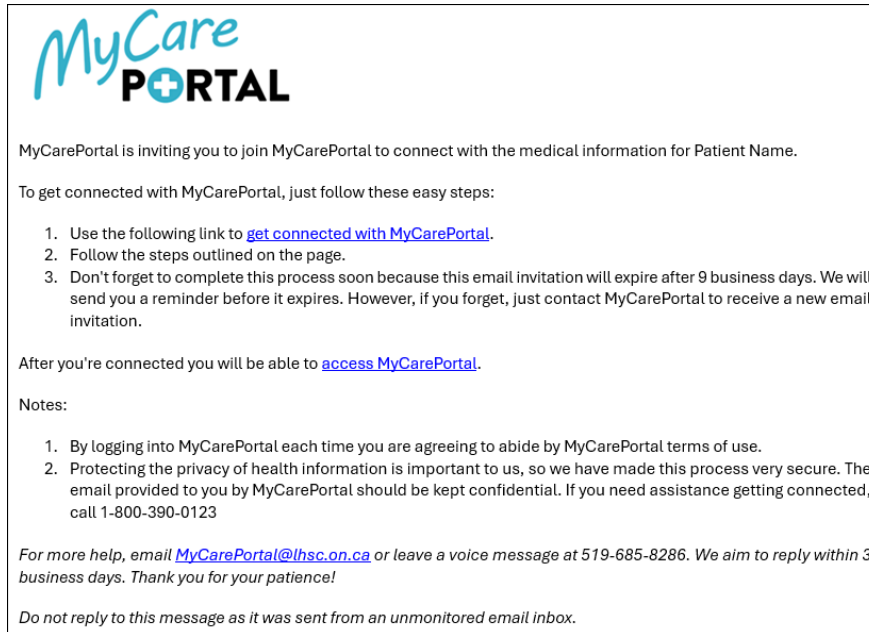


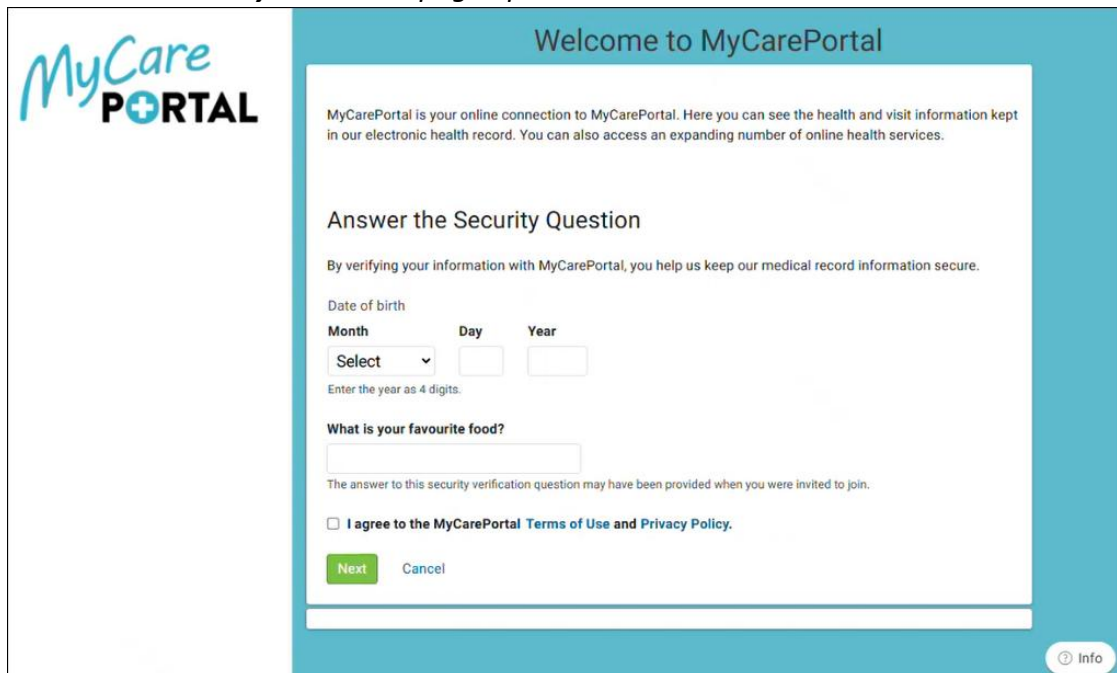
# Enroll in MyCarePortal

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

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



2. Click the blue **get connected with MyCarePortal** link.  
*The **Welcome to MyCarePortal** page opens in a web browser.*



3. Document your **Date of birth** in the **Month**, **Day**, and **Year** fields.
4. Click in the challenge question field, then type the answer.

# Enroll in MyCarePortal

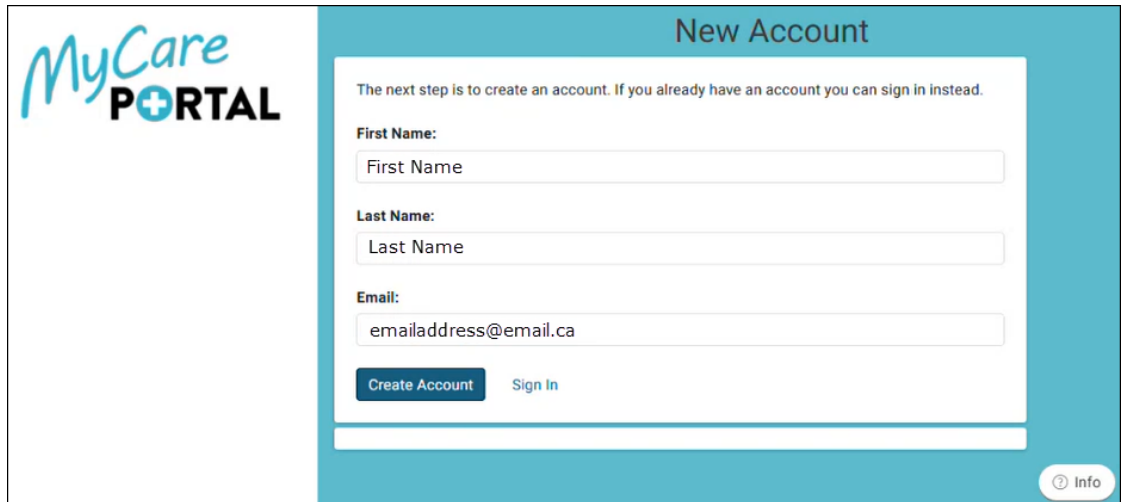
**Note:** When an invitation to MyCarePortal is requested, the challenge question and answer are chosen. If you require support, please email [MyCarePortal@lhsc.on.ca](mailto:MyCarePortal@lhsc.on.ca).

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

*A checkmark displays in the check box.*

- Click the **Next** button.

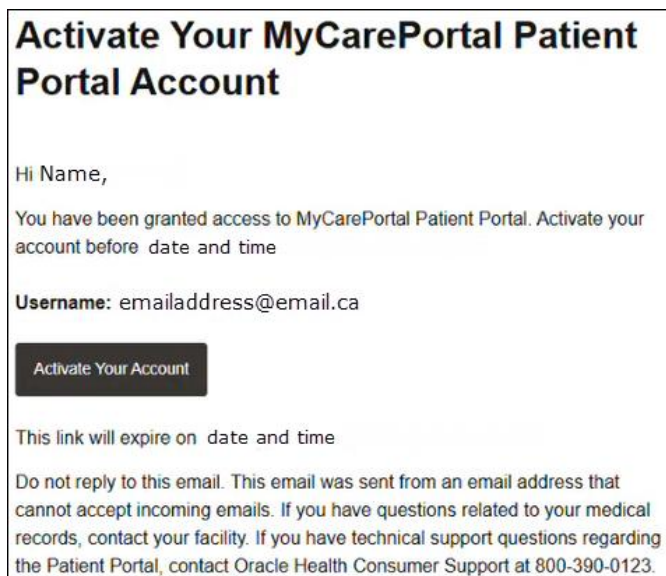
*The **New Account** page displays.*



- Click the **Create Account** button.

**Note:** An email is automatically sent to the applicable email address to activate your account and set your password.

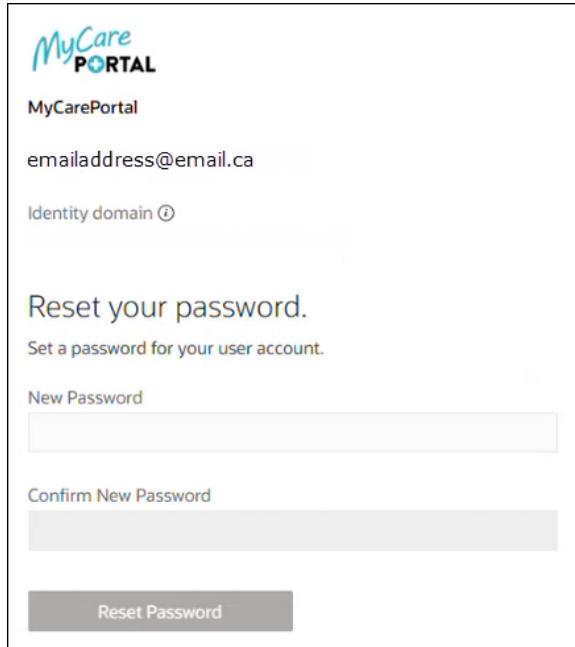
- Open the email sent by **MyCarePortal <noreply@mail.patientportal.ca>** with the subject: **Activate Your MyCarePortal Patient Portal Account**.



# Enroll in MyCarePortal

9. Click the **Activate Your Account** button.

*The **Reset your password.** page opens in a web browser.*



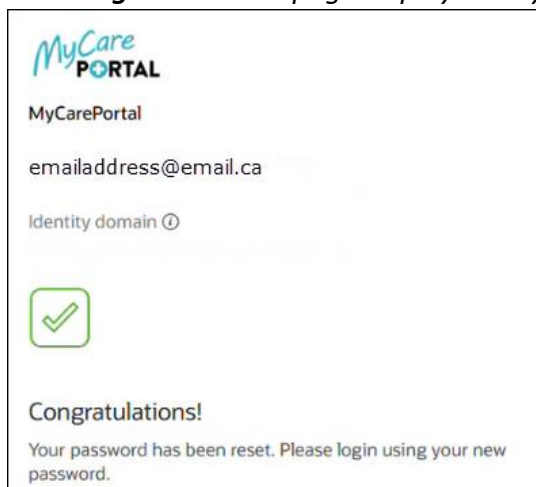
The screenshot shows the MyCarePortal interface for resetting a password. At the top left is the MyCarePortal logo. Below it, the text 'MyCarePortal' is displayed. The user's email address, 'emailaddress@email.ca', is shown, along with an 'Identity domain' link. The main heading is 'Reset your password.' followed by the instruction 'Set a password for your user account.' There are two input fields: 'New Password' and 'Confirm New Password'. At the bottom is a 'Reset Password' button.

10. Click in the **New Password** field, then type your password.  
11. Click in the **Confirm New Password** field, then type your password.

**Note:** A password must be at least 15 to 40 characters in length, and cannot contain the following: your first name, your last name, or your username.

12. Click the **Reset Password** button.

*The **Congratulations!** page displays and your password has been reset.*



The screenshot shows the MyCarePortal 'Congratulations!' page. At the top left is the MyCarePortal logo. Below it, the text 'MyCarePortal' is displayed. The user's email address, 'emailaddress@email.ca', is shown, along with an 'Identity domain' link. A green checkmark icon is displayed. Below the icon, the text reads 'Congratulations!' followed by 'Your password has been reset. Please login using your new password.'

**Note:** Your MyCarePortal account has been activated and you may sign in to your account and enable Secure Verification (Multi-Factor Authentication) here:  
<https://mycareportal.patientportal.ca.healtheintent.com>