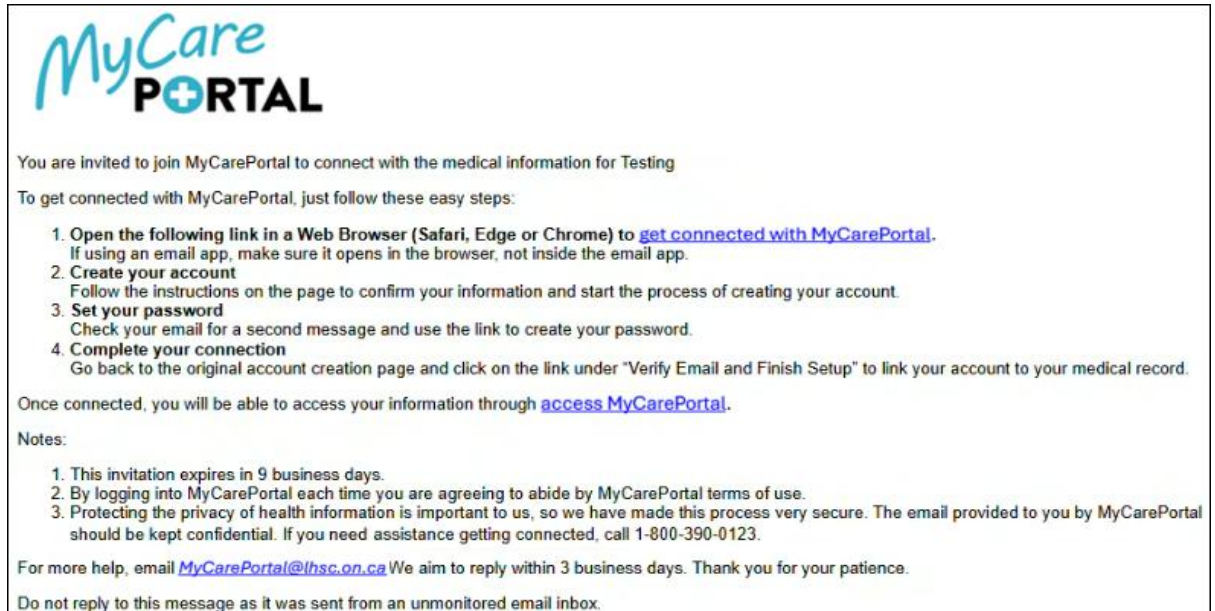


# Enroll in MyCarePortal

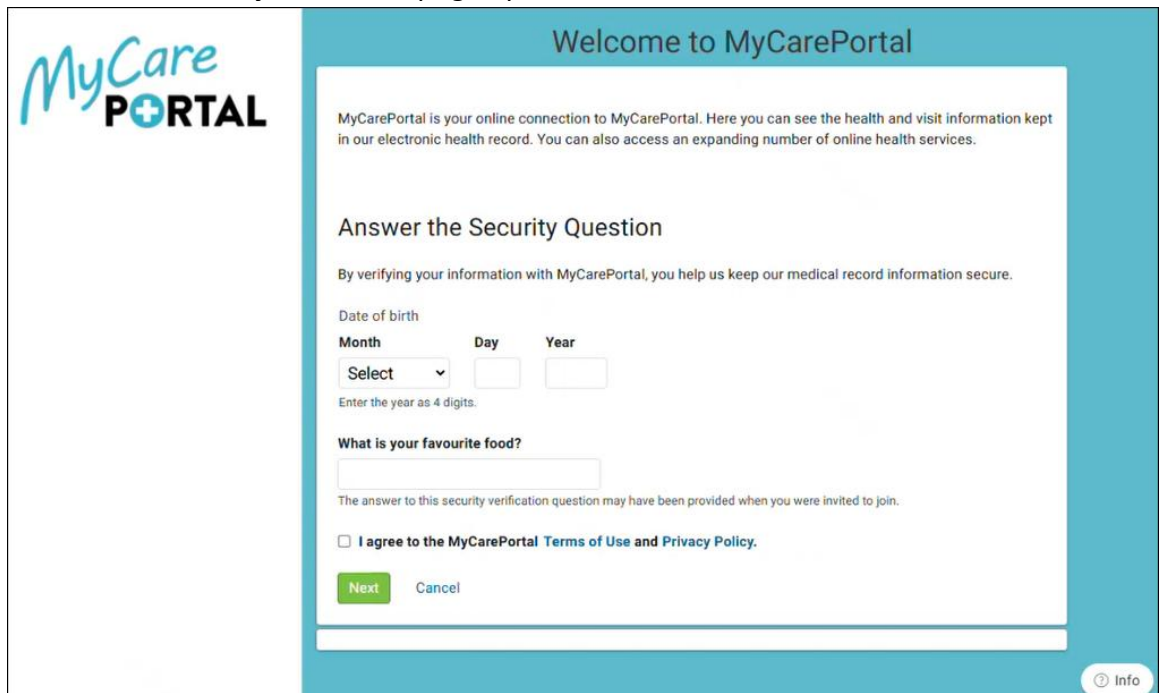
**Note:** Ask your clinic staff for details about access to MyCarePortal. If you have received an email invitation, proceed with the following steps.

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



The screenshot shows an email invitation from MyCarePortal. The header features the MyCarePortal logo. The main text reads: "You are invited to join MyCarePortal to connect with the medical information for Testing. To get connected with MyCarePortal, just follow these easy steps:" followed by a numbered list of four steps: 1. Open the following link in a Web Browser (Safari, Edge or Chrome) to get connected with MyCarePortal. 2. Create your account. 3. Set your password. 4. Complete your connection. Below the steps, it says "Once connected, you will be able to access your information through access MyCarePortal." and "Notes:" with three points: 1. This invitation expires in 9 business days. 2. By logging into MyCarePortal each time you are agreeing to abide by MyCarePortal terms of use. 3. Protecting the privacy of health information is important to us, so we have made this process very secure. The email provided to you by MyCarePortal should be kept confidential. At the bottom, it says "For more help, email MyCarePortal@lhsc.on.ca We aim to reply within 3 business days. Thank you for your patience." and "Do not reply to this message as it was sent from an unmonitored email inbox."

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



The screenshot shows the "Welcome to MyCarePortal" page. The header features the MyCarePortal logo and the title "Welcome to MyCarePortal". The main text reads: "MyCarePortal is your online connection to MyCarePortal. Here you can see the health and visit information kept in our electronic health record. You can also access an expanding number of online health services." Below this is the section "Answer the Security Question" with the instruction: "By verifying your information with MyCarePortal, you help us keep our medical record information secure." The form includes fields for "Date of birth" (Month, Day, Year) and "What is your favourite food?". There is a checkbox for "I agree to the MyCarePortal Terms of Use and Privacy Policy." and "Next" and "Cancel" buttons. An "Info" icon is in the bottom right corner.

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

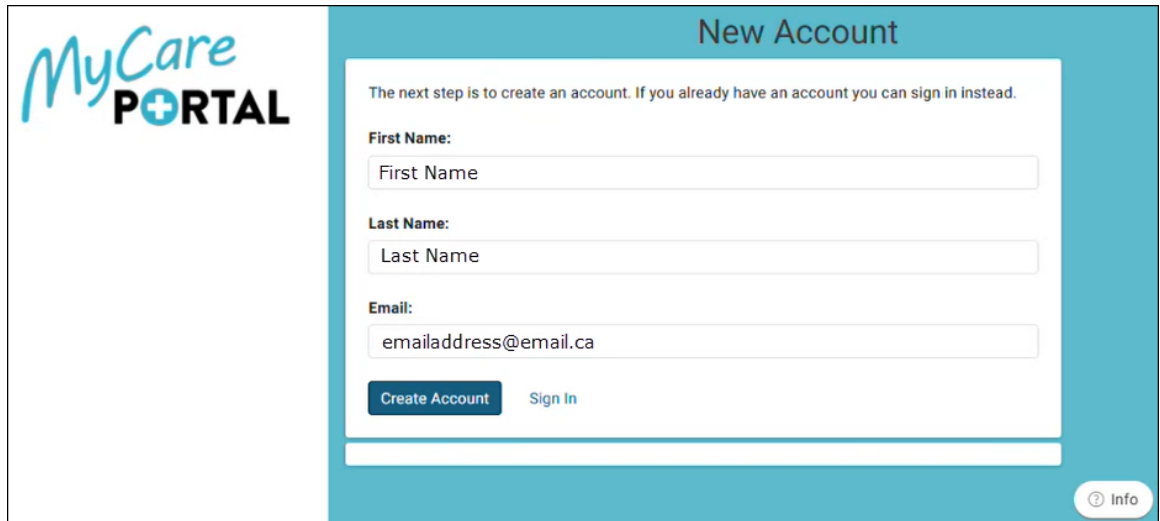
**Note:** When an invitation to MyCarePortal is requested, the challenge question and answer are chosen. If you require support, please email [MyCarePortal@lhsc.on.ca](mailto:MyCarePortal@lhsc.on.ca).

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

*A checkmark displays in the check box.*

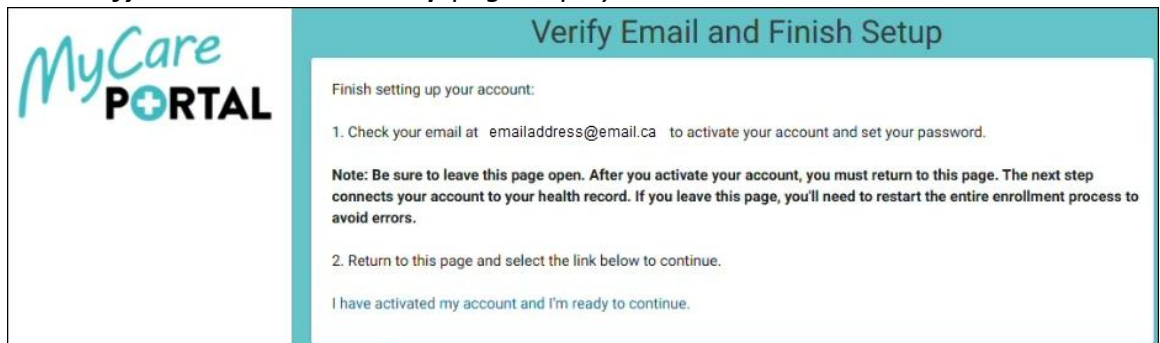
6. Click the **Next** button.

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



7. Click the **Create Account** button.

*The **Verify Email and Finish Setup** page displays.*



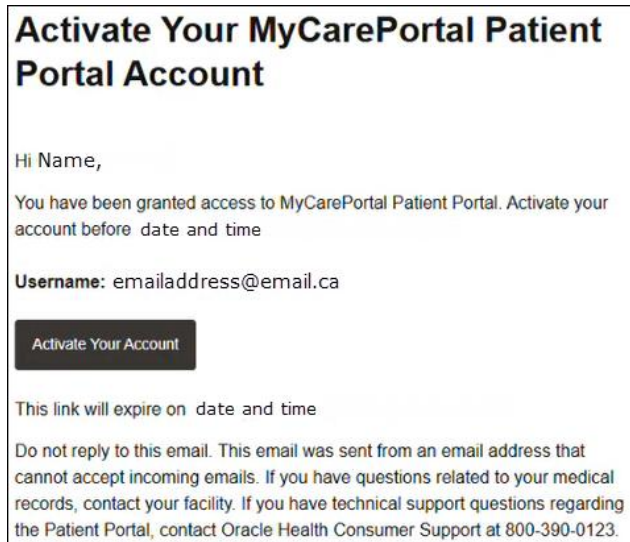
**Note:** An email is automatically sent to the applicable email address to activate your account and set your password.

Leave the **Verify Email and Finish Setup** page open. You will be required to return to this page in Step 13 after verifying the email address and setting a password.

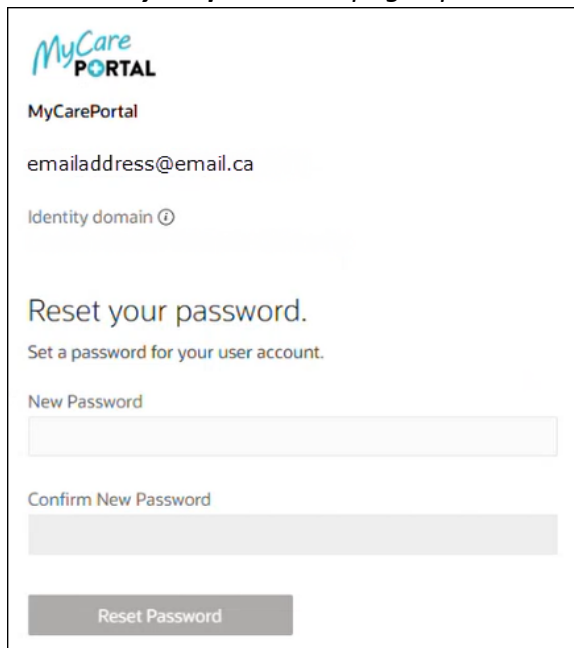
# Enroll in MyCarePortal

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



- Click the [Activate Your Account](#) button.  
*The **Reset your password** page opens in a web browser.*



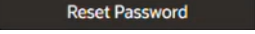
- Click in the **New Password** field, then type your password.
- Click in the **Confirm New Password** field, then type your password.

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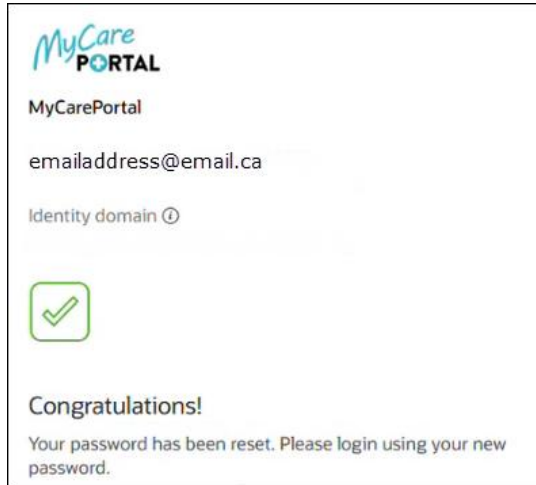
**Note:** A password must be at least 15 to 40 characters in length, and cannot contain the following: your first name, your last name, or your username.

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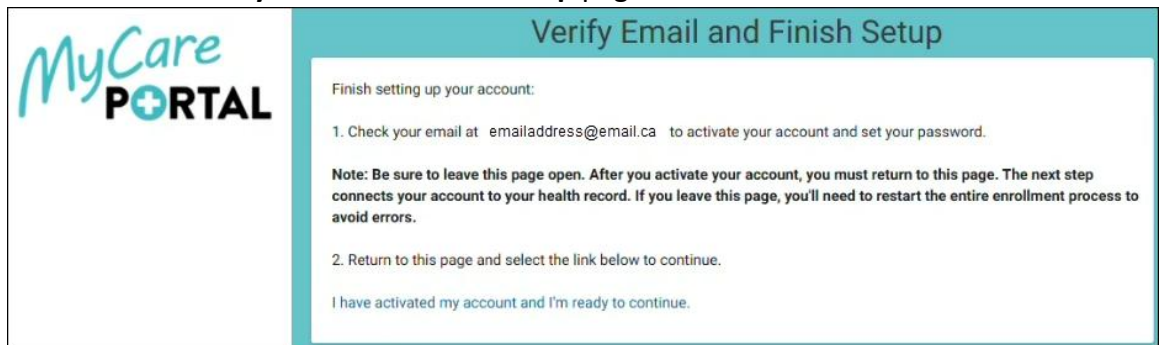
# Enroll in MyCarePortal

12. Click the  button.

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

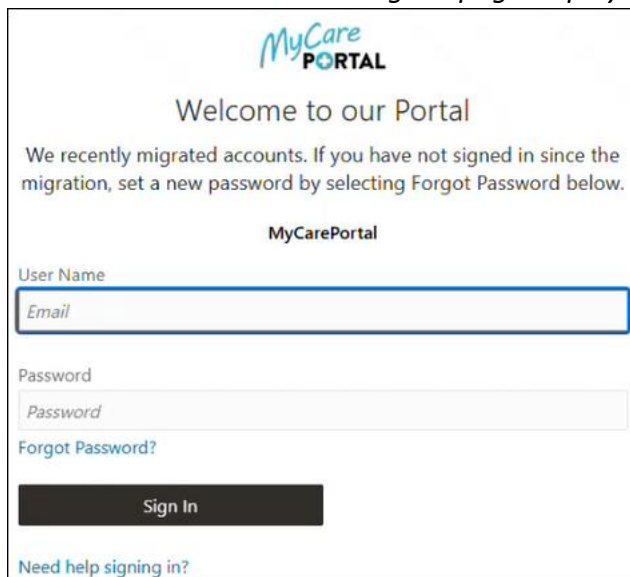


13. Return to the **Verify Email and Finish Setup** page.



14. Click the blue **I have activated my account and I'm ready to continue** link.

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



**Note:** Your MyCarePortal account has been activated and you may sign in to your account and enable Secure Verification (Multi-Factor Authentication).