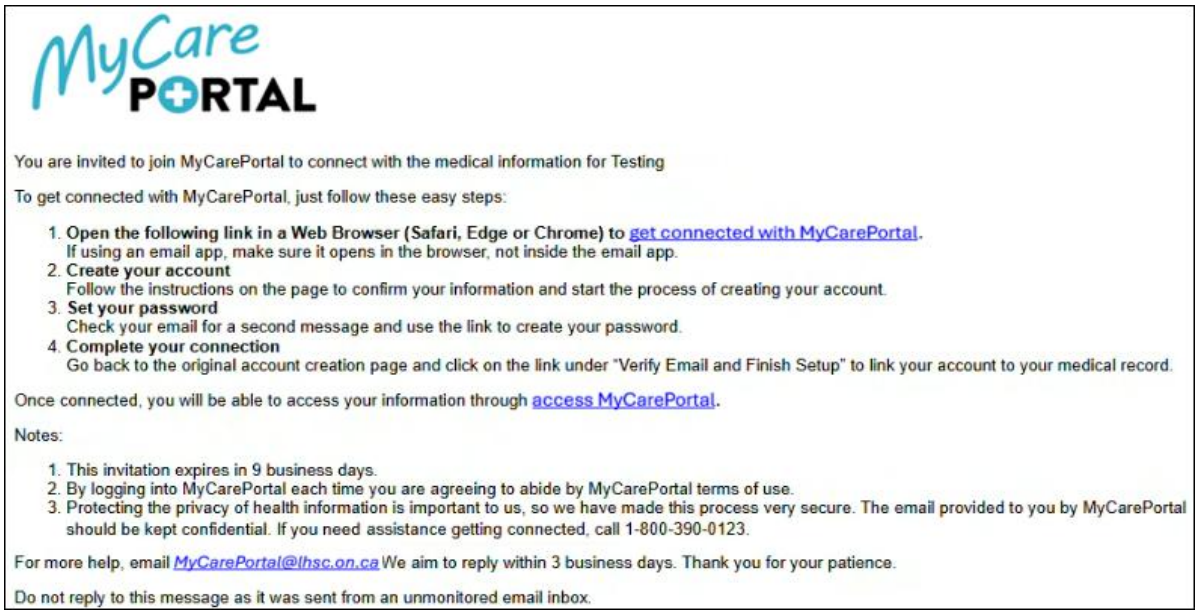
Enroll in MyCarePortal

Note: If you have received an email invitation for MyCarePortal, proceed with the following steps.

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



MyCare PORTAL

You are invited to join MyCarePortal to connect with the medical information for Testing

To get connected with MyCarePortal, just follow these easy steps:

1. **Open the following link in a Web Browser (Safari, Edge or Chrome) to** get connected with MyCarePortal.
   If using an email app, make sure it opens in the browser, not inside the email app.
2. **Create your account**
   Follow the instructions on the page to confirm your information and start the process of creating your account.
3. **Set your password**
   Check your email for a second message and use the link to create your password.
4. **Complete your connection**
   Go back to the original account creation page and click on the link under "Verify Email and Finish Setup" to link your account to your medical record.

Once connected, you will be able to access your information through access MyCarePortal.

Notes:

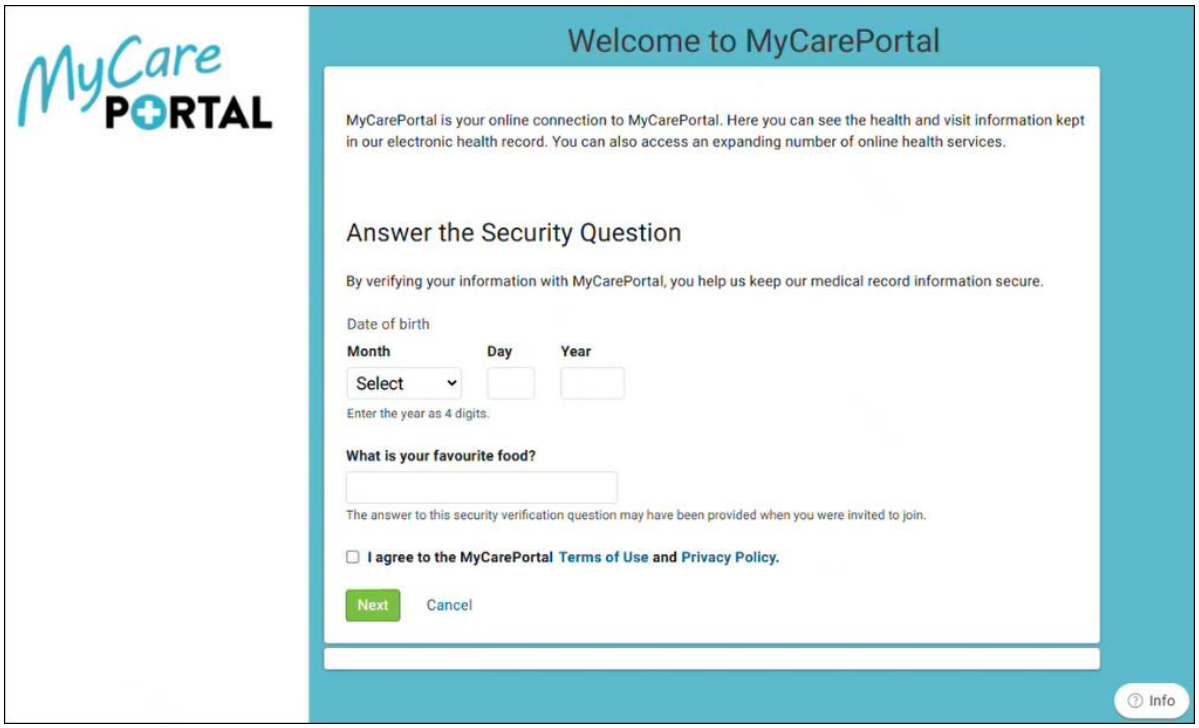
1. This invitation expires in 9 business days.
2. By logging into MyCarePortal each time you are agreeing to abide by MyCarePortal terms of use.
3. Protecting the privacy of health information is important to us, so we have made this process very secure. The email provided to you by MyCarePortal should be kept confidential. If you need assistance getting connected, call 1-800-390-0123.

For more help, email MyCarePortal@lhsc.on.ca We aim to reply within 3 business days. Thank you for your patience.

Do not reply to this message as it was sent from an unmonitored email inbox.

2. Click the blue **get connected with MyCarePortal** link to open in a web browser.

   *The **Welcome to MyCarePortal** page opens in a web browser.*



MyCare PORTAL

Welcome to MyCarePortal

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.

Answer the Security Question

By verifying your information with MyCarePortal, you help us keep our medical record information secure.

Date of birth

Month Day Year

Select

Enter the year as 4 digits.

What is your favourite food?

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 Cancel

Info

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

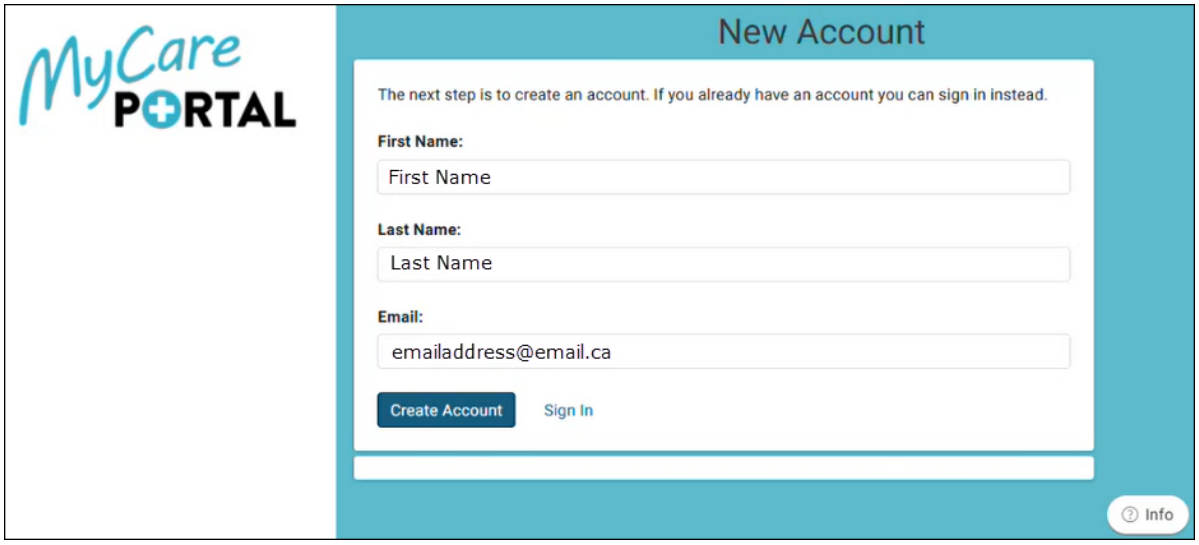
Note:	When an invitation to MyCarePortal is requested, the challenge question and answer are chosen. If you require support, please email MyCarePortal@lhsc.on.ca.

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

   *A **checkmark** displays in the **check box**.*

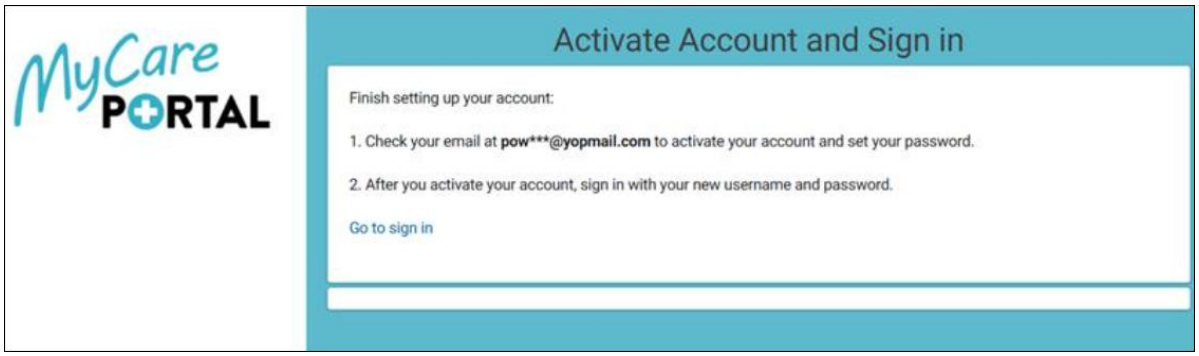
6. Click the Next button.

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



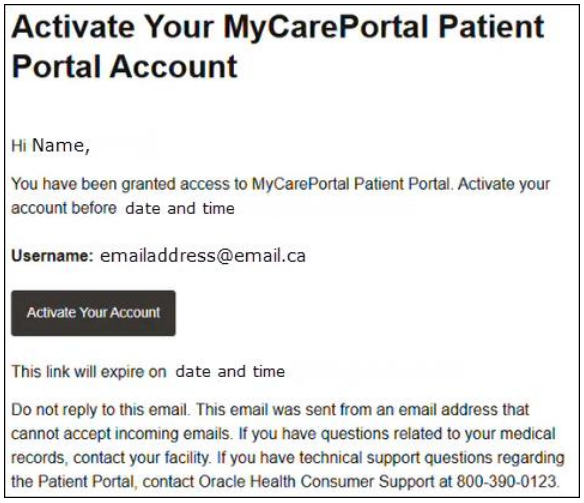
7. Click the Create Account button.

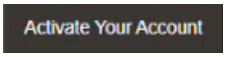
   *The **Activate Account and Sign in** page displays.*



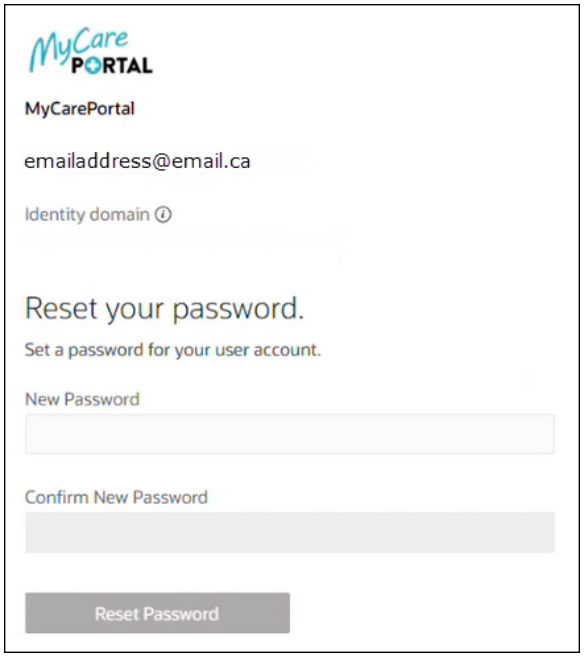
Note:	An email is automatically sent to the applicable email address to activate your account and set your password.

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



9. Click the 

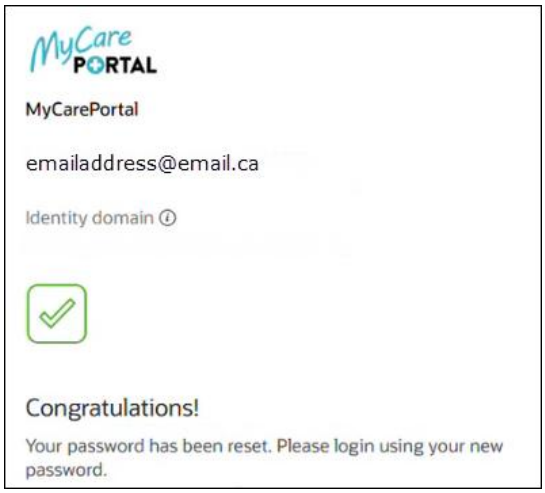
button.
*The **Reset your password.** page opens in a web browser.*



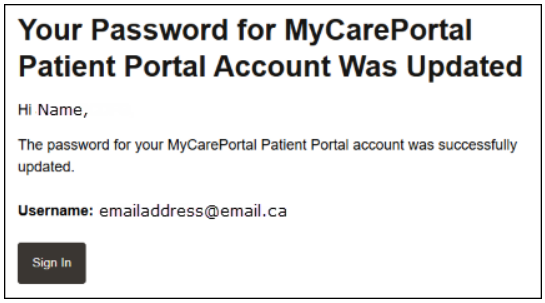
10. Click in the **New Password** field, then type your password.
11. Click in the **Confirm New Password** field, then type your password.

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.

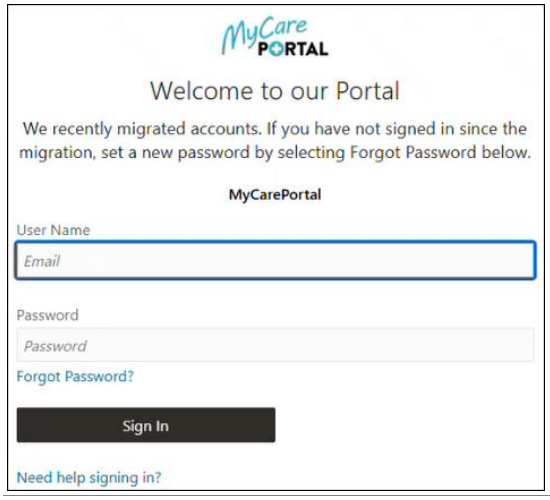
12. Click the Reset Password button.
    *The **Congratulations!** page displays, and your password has been reset.*



13. Open the email sent by **MyCarePortal <noreply@mail.patientportal.ca.healtheintent.com>** with the subject: **Your Password for MyCarePortal Patient Portal Account Was Updated**.



14. Click the Sign In button.
    *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).