



AUGUST 2023

REGISTRATION INFORMATION

CONNECTMYHEALTH

WINDSOR-ESSEX ONTARIO HEALTH TEAM



The Windsor-Essex Ontario Health Team is supported by funding from the Government of Ontario.

Registration Information

Who can register? Patients who are 16 years of age or older, have a valid Ontario Health Card, and a unique email address (not shared with anyone else).

What do I need to register? When registering for their own account, patients over the age of 16 are required to provide information about themselves, including their name, Ontario Health Card Number, Date of Birth, unique Email Address, Phone Number and Postal Code. Three photos are also required as part of the registration process to verify that 'you are who you say you are'. The three photos are of:

1. Your valid, green Ontario Health Card
2. You holding your Ontario Health Card beside your face
3. A secondary piece of valid, government-issued identification from the [List of Acceptable Identity Documents](#)

Your personally identifiable information is required in order to identify you, to ensure a ConnectMyHealth account to access Personal Health Information is being authorized by, and to, the rightful owner of that information.

A unique email address (i.e. not shared with anyone else) is required since email is used to communicate information about your account that pertains to you, and due to the sensitive nature of medical information, each person must have their own ConnectMyHealth account.

You can register for ConnectMyHealth by completing the registration form here... [ConnectMyHealth Account Initiation](#)

2. Activation Once your account registration request has been reviewed and processed by the ConnectMyHealth Program Office at Hamilton Health Sciences, which normally occurs within five (5) business days after you submit your request, you will receive an email which includes instructions to complete your ConnectMyHealth account activation.

Patients will receive an activation email and initiate the activation link within 10 days using the link and temporary password provided. Patients must reset their password at this time.

Multi-factor authentication must be configured by downloading an Authenticator application from the App Store or Google Play Store, for free, preferably onto a mobile device.

Instructions of how to set up MFA are available found here: <https://info.connectmyhealth.ca/helpful-info>. Select the guide that pertains to the type of device(s) you have available as you activate your account. Using two devices (i.e. a computer, and a mobile phone) can make the account activation and MFA installation simpler, however the process can certainly still be completed using one device.

Ongoing Use Every time a user logs in, they need to enter their user name, password, and multi factor authentication.

More information More information can be found in the **WEOHT ConnectMyHealth Communications Package**.

Patients can access more information by visiting the CMH website: <https://info.connectmyhealth.ca/home>.

Need help? PDF and video-based training resources are available here: <https://info.connectmyhealth.ca/helpful-info>

For Account Support, Technical Support, and Privacy-Related Matters, please visit:

<https://info.connectmyhealth.ca/ways-to-get-help>