

# One Time Password Challenge - Accessing HEALTHe NL through the Internet

If you forgot or misplaced your soft token follow the steps shown below to get a one-time password (OTP) challenge/ soft token. This applies as well if you lost your hard token.

## 1. Self-Registration and Soft Token Activation

- i. Go to <https://selfservice.healthnl.ca>

The HEALTHe NL Self-Service Log In Screen (Fig 1) appears.

Enter your HEALTHe NL User ID and Password and click **Log In**.

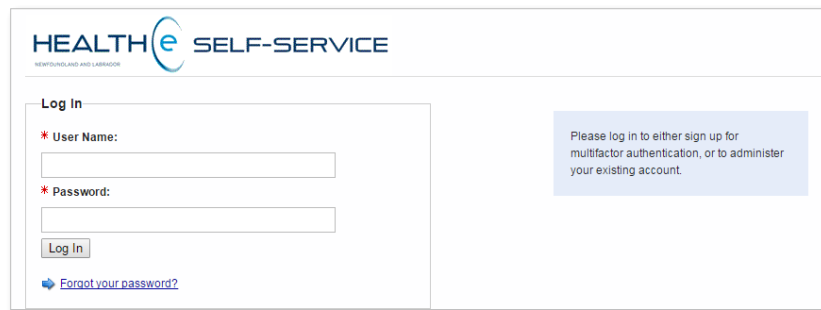


Figure 1: HEALTHe NL Self Service Log In Screen

- ii. The HEALTHe NL Self-Service - Challenge Screen (Fig 2) appears. Since you do not have your soft token available click the link below the challenge field that says “one time password challenge”.

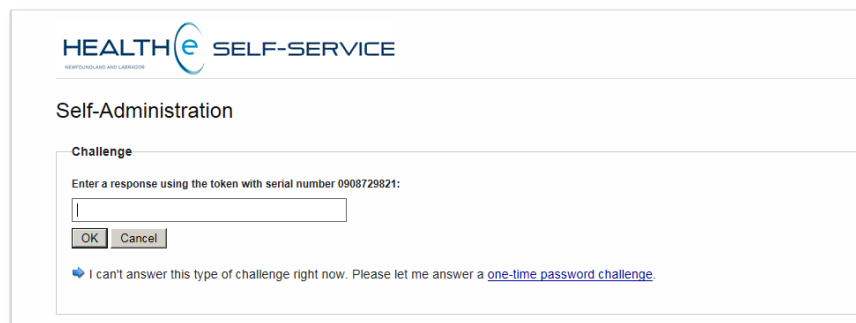


Figure 2: HEALTHe NL Self-Service Challenge Screen

- iii. The HEALTHe NL Self-Service Self Administration – Emailed OTP Screen (Fig 3) appears stating the OTP will be delivered to your email. Click **Ok** and an email will be sent to your inbox.

Please note the email the OTP is sent to, is the one you provided when you completed the HEALTHe NL User Registration Form. This information was validated by you when you self registered for the first time. To learn more about this see the [HEALTHe NL Self-Service Personal Information Screen](#) page 1, figure 3, of the **Quick Start Guide** called: [Accessing HEALTHe NL from the Internet](#). You can find this guide at the HEALTHe NL training material website in the following link:

<http://nlchi.nl.ca/index.php/ehealth-systems/health-nl/the-health-nl-education-and-training-materials>

If something was incorrect and not reported at that time, contact [support@nlchi.nl.ca](mailto:support@nlchi.nl.ca) or call 1-877-752-6006 to have it corrected before you continue to the next step.

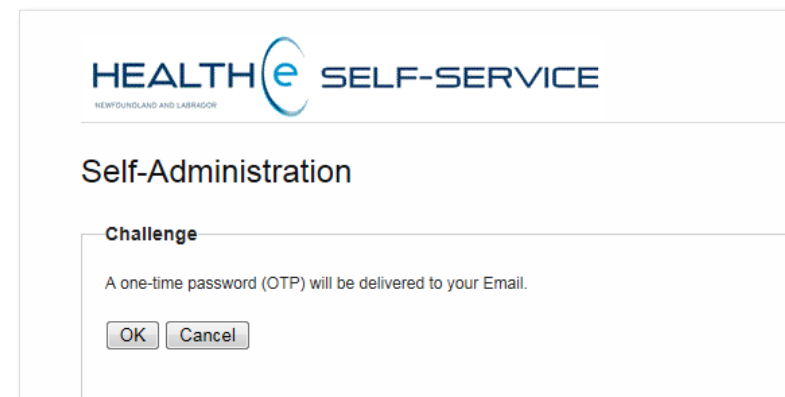
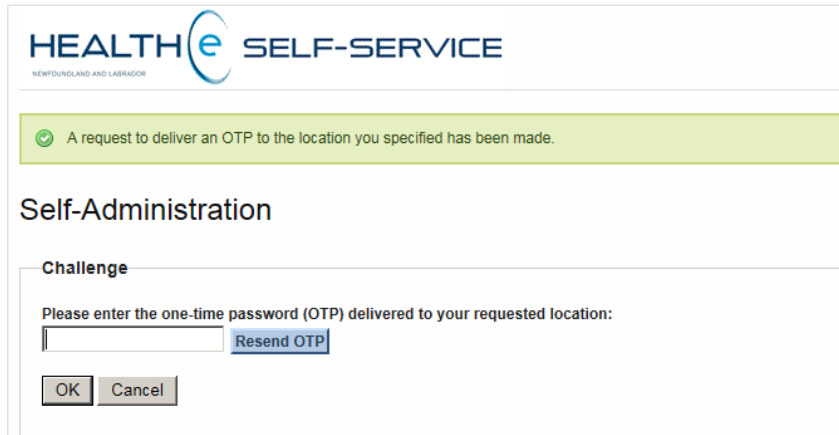


Figure 3: HEALTHe NL Self-Service Self Administration- Emailed OTP Screen

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- iv. The HEALTHe NL Self-Service Challenge OTP Screen (Fig 4) appears. Enter the OTP delivered to your email. Click **Ok**.

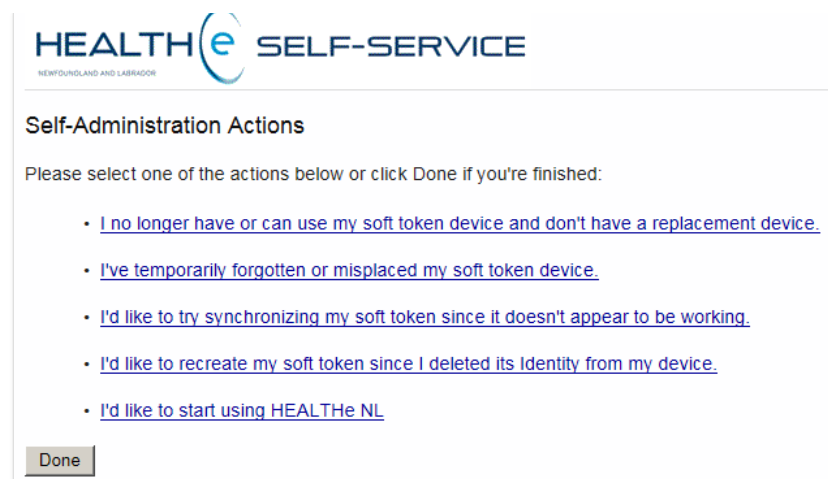


The screenshot shows the 'HEALTHe SELF-SERVICE' header with the Newfoundland and Labrador logo. Below the header is a green notification bar stating: 'A request to deliver an OTP to the location you specified has been made.' Underneath is the 'Self-Administration' section, followed by a 'Challenge' box. The challenge box contains the text: 'Please enter the one-time password (OTP) delivered to your requested location:' and a text input field. To the right of the input field is a 'Resend OTP' button. Below the input field are 'OK' and 'Cancel' buttons.

Figure 4: HEALTHe NL Self-Service Challenge OTP Screen

If you need the OTP to be resent, click **Resend OTP** and a new OTP will be resent to your email. **The OTP is valid for 24 hours.**

- v. The HEALTHe NL Self-Service Self Administration Actions screen (Fig 5) appears displaying 5 options to select from.



The screenshot shows the 'HEALTHe SELF-SERVICE' header. Below it is the 'Self-Administration Actions' section. The text reads: 'Please select one of the actions below or click Done if you're finished:'. There are five blue hyperlinks listed: 'I no longer have or can use my soft token device and don't have a replacement device.', 'I've temporarily forgotten or misplaced my soft token device.', 'I'd like to try synchronizing my soft token since it doesn't appear to be working.', 'I'd like to recreate my soft token since I deleted its Identity from my device.', and 'I'd like to start using HEALTHe NL'. At the bottom left is a 'Done' button.

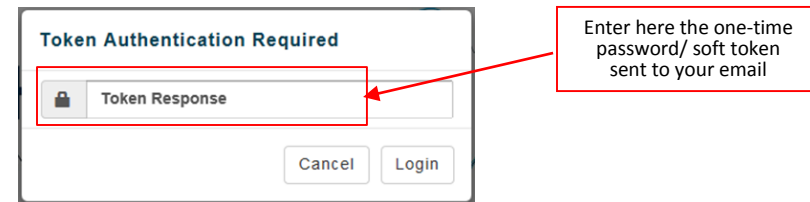
Figure 5: HEALTHe NL Self-Service – Self Administration Actions Screen

To access HEALTHe NL click on the last option **“I’d like to start using HEALTHe NL”**. The HEALTHe NL Login page (Fig. 6) appears. Enter your Username and Password and when the Token Authentication Required pop up window appears (Fig. 7), enter the OTP provided by email.



The screenshot shows the 'HEALTHe' login page with the Newfoundland and Labrador logo. It says 'Welcome to HEALTHe NL - The Provincial Electronic Health Record'. There are input fields for 'Username' and 'Password', and a 'Login' button. A 'Forgot your Password?' link is also present. Below the login fields is a link to 'Regional Health Authority Service Desk'. A paragraph of text follows, explaining that HEALTHe NL is the Province's electronic health record and provides additional information to users at the point of care. It also mentions that personal health information accessed through HEALTHe NL must be used in accordance with legislation.

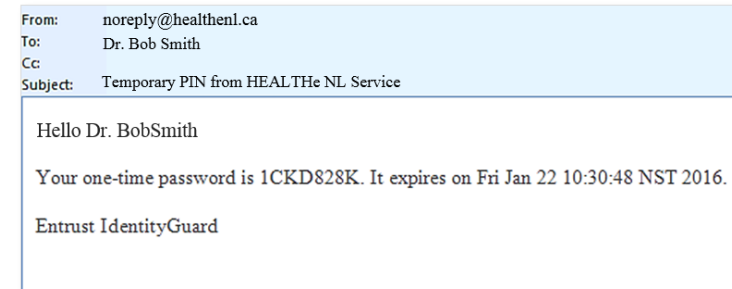
Figure 6: Access HEALTHe NL Screen



The screenshot shows a 'Token Authentication Required' pop-up window. It has a 'Token Response' input field, which is highlighted with a red box. A red arrow points from a text box to this field. The text box says: 'Enter here the one-time password/ soft token sent to your email'. Below the input field are 'Cancel' and 'Login' buttons.

Figure 7: Token Authentication required pop up window

The email received will look similar to the email shown below (Fig. 8). Please check your junk email inbox in case you don't receive this email on your main inbox.



The screenshot shows an email header and body. The header includes: 'From: noreply@healthen.ca', 'To: Dr. Bob Smith', 'Cc:', and 'Subject: Temporary PIN from HEALTHe NL Service'. The body of the email says: 'Hello Dr. BobSmith', 'Your one-time password is 1CKD828K. It expires on Fri Jan 22 10:30:48 NST 2016.', and 'Entrust IdentityGuard'.

Figure 8: Email received in your Inbox when selected email option