

HEALTHe NL

Sign On Instructions

HEALTHe NL INITIAL SIGN ON INSTRUCTIONS:

Please Note: Before launching HEALTHe NL, please ensure that you are connected to an RHA network.

Step 1: Go to <https://healthnl.ca/>

Step 2: Enter your User ID and press “Tab”.

Step 3: Enter your Temporary Password and press “Enter” or click the blue “Login” button.

Step 4: You will get a prompt “Your password has expired, please create a new password”, press “Ok”.

Step 5: A new screen, “Change Password”, appears. Enter your temporary password in the “Old Password” field and press “Tab”.

Step 6: In the “New Password” field, enter your new password.

For your reference, a password:

- Must contain at least one number, one lowercase letter and one uppercase letter.
- Must be at least 8 characters and a maximum of 12 characters.
- Can contain special characters (i.e. "!#\$%&*()+/-").
- No French characters or accents are allowed.
- The user's password cannot be the same or the reverse of their username and should not contain the user's name or initials.

Step 7: In the “Confirm” field, re-enter the new password you just created and click the blue “Change” button or “Enter”.

Step 8: Click “Ok” when you receive the “Password Change Successful” prompt.

Step 9: The “Login” screen appears. Enter your User ID and new password (the one you just created) and click “Enter”.

Step 10: Answer the three security questions provided. Please note that your answers may only contain letters, apostrophes, dashes or spaces. - The **“Reset”** link that appears at the bottom clears all fields and sets them back to their default values and clears any banner message that may still be there. The **“Cancel”** link returns the user back to the Login page.

Step 11: Click the blue **“Save”** button.

Step 12: The **“Terms and Conditions”** screen appears. Scroll down and click the blue **“Agree”** button. You will enter the HEALTHe NL homepage.

Step 13: In the HCN field, enter the test patient MCP #: 111222333555

Step 14: Click on the patient **“Test ZTEST”** to open the patient’s profile and activate your account.

Step 15: You are now ready to continue with the next phase of the onboarding process. **Please return to the “Onboarding & Training” email (Phase 3) for further details.**

Password Reminders:

- Password expires every 180 days
- Password expires at end of employment
- Your last five passwords cannot be reused

Privacy and Confidentiality

Please note each of the following constitutes a breach of security for which you will be held accountable.

- ✓ Disclosure of HEALTHe password
- ✓ Abuse of authorized access
- ✓ Use of another user's password to access the HEALTHe NL Viewer
- ✓ Failure to sign off the HEALTHe NL Viewer when leaving a terminal

It is the responsibility of the user to ensure total confidentiality. If you have any questions or concerns, or require technical support for the HEALTHe NL Viewer, please contact your local Regional Health Authority Service Desk:

EASTERN HEALTH: 777.1950 or 1.877.777.8998

WESTERN HEALTH: 709.637.5000 ext. 5468

CENTRAL HEALTH: 1.877.902.6777

LABRADOR-GRENFELL: 1.855.350.HELP (4357)

The Newfoundland and Labrador Centre for Health Information (NLCHI) is committed to protecting the privacy of individuals who provide personal information in compliance with the *Access to Information and Protection of Privacy (ATIPP) Act* and the *Personal Health Information Act (PHIA)*.

During the COVID-19 pandemic, we will temporarily be providing username via email for RHA staff only.