

La Vita Medical Centre: ONLINE TROUBLESHOOTING

OUR CLINIC IS USING A NEW PATIENT APP. THIS WILL EVENTUALLY REPLACE THE PORTAL. **EACH PERSON LOGGING ON MUST HAVE THEIR OWN UNIQUE EMAIL ADDRESS.**

FROM A DESKTOP – VISIT chrconnect.telushealth.com

IF YOU HAVE **NEVER** BOOKED ONLINE BEFORE, PLEASE NOTE THE FOLLOWING STEPS:

- CLICK SIGN UP
- ENTER EMAIL AND WHAT YOU WOULD PREFER YOUR PASSWORD TO BE, CHECK THE BOXES AND CLICK SIGN UP
- YOU WILL BE SENT AN EMAIL CONFIRMATION, CLICK “CONFIRM YOUR EMAIL”
- YOU WILL BE SENT TO A PAGE TO ENTER YOUR CELL NUMBER FOR TWO FACTOR AUTHENTICATION – (YOU CAN CLICK A LINK BELOW TO HAVE IT SENT VIA EMAIL INSTEAD)
- ENTER THE CODE AND YOU WILL THEN BE SENT TO A “TELL US ABOUT YOURSELF PAGE”
- ENTER ALL INFORMATION AS REQUESTED. YOUR ID IS YOUR ALBERTA HEALTH CARE NUMBER WITHOUT THE DASH

***When you log in again, it will prompt you again enter your first name and province.

IF YOU **HAVE** USED THE PREVIOUS PATIENT PORTAL, NOTE THE FOLLOWING STEPS:

- ENTER EMAIL
- CLICK FORGOT PASSWORD
- YOU WILL BE SENT AN EMAIL TO RESET YOUR PASSWORD – CLICK RESET PASSWORD
- YOU WILL BE REDIRECTED TO ANOTHER LOG IN PAGE, ENTER EMAIL ADDRESS AND WHAT YOU WOULD PREFER YOUR PASSWORD TO BE, CLICK LOG IN
- YOU WILL BE SENT TO A PAGE TO ENTER YOUR CELL NUMBER FOR TWO FACTOR AUTHENTICATION – (YOU CAN CLICK A LINK BELOW TO HAVE IT SENT VIA EMAIL INSTEAD)
- ENTER THE CODE AND YOU WILL THEN BE SENT TO A “TELL US ABOUT YOURSELF PAGE”
- ENTER ALL INFORMATION AS REQUESTED. IF ASKED FOR YOUR ID, IT IS YOUR ALBERTA HEALTH CARE NUMBER WITHOUT THE DASH

DOWNLOAD THE CHR CONNECT APP FROM YOUR APP STORE

IF YOU HAVE NEVER USED THE APP BEFORE, PLEASE NOTE THE FOLLOWING STEPS:

- CLICK SIGN UP
- ENTER EMAIL AND WHAT YOU WOULD PREFER YOUR PASSWORD TO BE, CHECK THE BOXES AND CLICK SIGN UP
- YOU WILL BE SENT AN EMAIL CONFIRMATION, CLICK “CONFIRM YOUR EMAIL”
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- ENTER THE CODE AND YOU WILL THEN BE SENT TO A “TELL US ABOUT YOURSELF PAGE”
- ENTER ALL INFORMATION AS REQUESTED. YOUR ID IS YOUR ALBERTA HEALTH CARE NUMBER WITHOUT THE DASH
- UNDER YOUR PROFILE – THERE SHOULD BE A BUTTON TO “MANAGE FAMILY”
*NOTE THAT YOU CAN ONLY MANAGE CHILDREN UNDER 12. OLDER CHILDREN WILL HAVE TO HAVE THEIR OWN ACCOUNT WITH A UNIQUE EMAIL ADDRESS.

UNDER YOUR PROFILE – THERE SHOULD BE A BUTTON TO “MANAGE FAMILY”

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**YOU CAN ALSO TRY FROM THE LOG ON PAGE, CLICKING THE “CONTINUE WITH APPLE” OR “CONTINUE WITH GOOGLE” BUTTONS.

***YOU CAN ALSO USE THE OLD PORTAL BY CLICKING “APPOINTMENT BOOKINGS” FROM OUR HOME PAGE, THEN “GENERAL BOOKINGS”