Setting up your HealthElife account, logging in, and signing out

Before you can enroll in HealthElife, you'll need to have a PIN (personal identification number). Please see the tipsheet on the HealthElife page called "Getting Your HealthElife PIN".

HealthElife works on any computer, tablet or smartphone using the latest versions of Chrome, Firefox or Safari.

The HealthElife app isn't available in Canada yet, but you can use HealthElife on your phone or tablet using a web browser.

SETTING UP YOUR HEALTHELIFE ACCOUNT

1. Go to www.northernhealth.ca/healthelife and click **Activate Account**.

2. Fill out the self-enrollment form.

   Note: All fields are mandatory, and the information you enter must match Northern Health's records exactly.

   If your information matches our records, you'll see the following screen:

Self-Enrollment for HealthElife

Self-enrollment is available for Northern Health patients who are age 13 or older who don't currently have access to HealthElife, which is an online portal where you can view your medical information and connect with your health care team. Complete the form below to start the self-enrollment process.

If you manage the health of a patient, talk to the patient's health care provider during the next visit to receive a personal invitation to HealthElife. Self-enrollment is not currently available to caregivers or guardians.

* Indicates a required field.

* **First name**

* **Last name**

* Date of birth
Month   Day   Year
Select   [ ]   [ ]
Enter the year as 4 digits.

* **British Columbia Personal Health Number**

* **4 Digit PIN**

* **Identity verification**

[ ] I'm not a robot   reCAPTCHA Privacy - Terms

Next

Patient Match Found

Congratulations, your patient information has been verified. The last step to connect with HealthElife is to create your online account. To proceed, confirm that you are the patient and that you agree to the Terms of Use and Privacy Policy.

* All fields are required.

* **Identity verification**
☑ I confirm that I am RADNET ZZZTEST.

* **Terms of use**
☑ I agree to the Northern Health Non-Prod Terms of Use and Privacy Policy.

Next

3. Tick next to **Identity verification** and **Terms of use**, then click **Next**.

→

HealthElife   northern health
the northern way of caring

Setting up your HealthElife account, logging in, and signing out *(continued)*
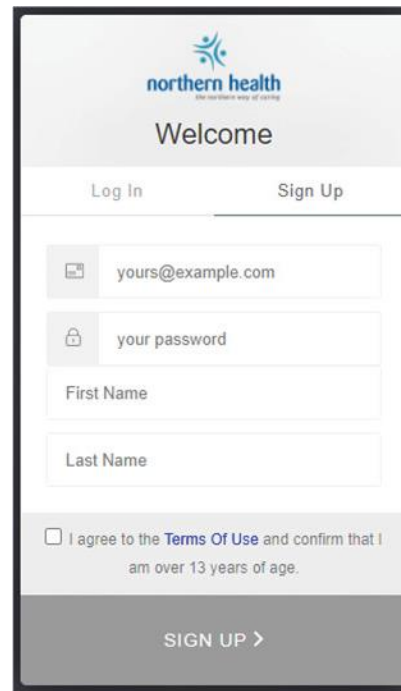
4. The HealthElife **Welcome** window appears.

   Note: *The first time you sign in, you'll see the **Sign Up** screen. From then on, only the **Log In** screen will appear.*

5. In the **Sign Up** screen, enter your personal email address, a password, and your first and last name.

   a. The email address you enter will become your HealthElife username.

   b. Passwords must be at least 8 characters long, and must include:

   - At least one lowercase letter
   - At least one uppercase letter
   - At least one number

   Note: *Because there's no way to validate or confirm your password (such as by entering it a second time or seeing what you typed), please take extra care when creating it. Northern Health recommends that you don't write down your password.*

6. Your HealthElife **Dashboard now** appears. To learn more, see the tipsheet on the HealthElife page called "Overview of the HealthElife Dashboard."
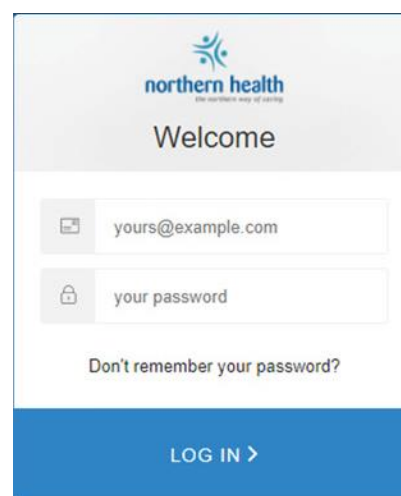
LOGGING IN TO HEALTHELIFE

Once you've set up your HealthElife account, you can log in.

1. Go to https://Healthelife.ca.
2. Enter your email address (username) and password.
3. Click the the blue **Log In >** button at the bottom of the screen.

   Note: *To protect your personal information, Northern Health recommends logging into HealthElife from a secure device and location.→*

Setting up your HealthElife account, logging in,
and signing out *(continued)*

SIGNING OUT OF HEALTHELIFE

When you're ready to close HealthElife, you can sign out.

1. Click the three dots (…) next to your account name at
   the bottom left of the dashboard
2. On the list that appears, click **Sign Out**.