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Creating and managing your account

Register for a MyCAMH account

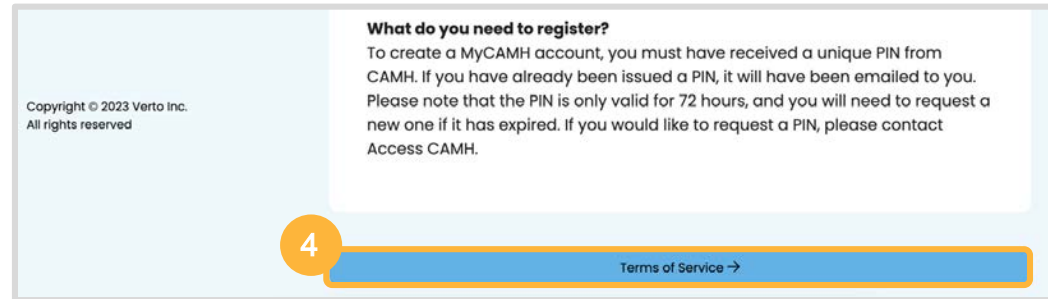
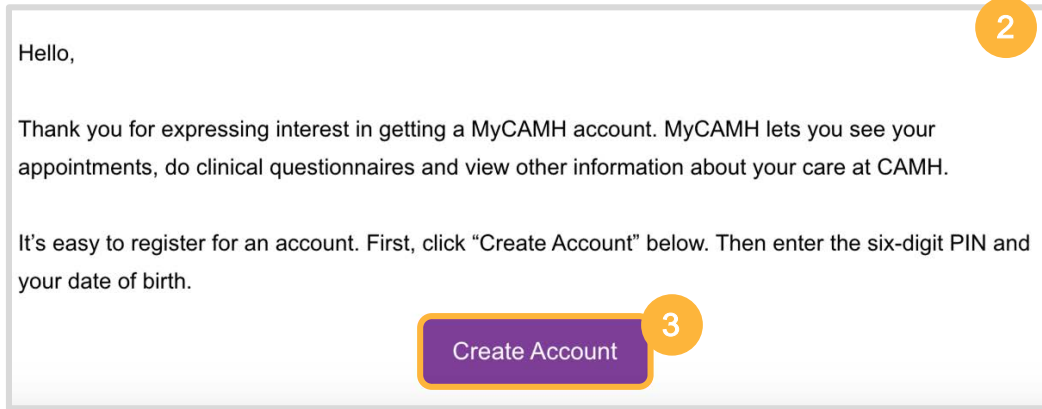
1) There are two ways to get a MyCAMH account:

- Ask your care provider.
- Fill out the form at www.camh.ca/mycamh.

2) CAMH will send you an email that includes the link to the registration page and a private six-digit PIN.

3) In the email, click the “Create Account” button to go to the registration page.

4) On the registration page, click “Terms of Service.”



Continued...

Register for a MyCAMH account

5) Read the Terms of Service and check off the “Terms and Conditions” box. Then click “Start.”

6) Choose a “Used Name” to appear on your account. Only you will be able to see this name on your profile.

7) Enter your six-digit PIN and your date of birth.

8) Click “Verify.” You will get a pop-up message that says you now have a MyCAMH account. It will ask you to create a password.

9) Create a password for your account.

The screenshot shows the registration process in three stages:

- ACCOUNT** (Step 1): A sidebar on the left shows progress: Welcome (green), Terms of Service (blue), Verify Account Information (grey), Create Login Credentials (grey), and Account Created (grey). The main content area displays the **MyCAMH PRIVACY NOTICE** with an effective date of November 22, 2023. A checkbox labeled "I agree with the Terms and Conditions" is checked and highlighted with a blue circle and the number 5. Below it is a blue "Start →" button, also highlighted with a blue circle and the number 5. Copyright information for Verito Inc. is at the bottom left.
- Step 3 Create an Account** (Step 3): The sidebar shows "Verify Account Information" as the active step. The main content area is titled "Verify Account Information" and contains three input fields: "Used Name*" (with "Apple" entered, highlighted with a blue circle and number 6), "6-Digit Pin*" (with "769924" entered, highlighted with a blue circle and number 7), and "Date of Birth*" (with "01/01/2001" entered, highlighted with a blue circle and number 7). At the bottom are "← Back" and "Verify →" buttons, with the latter highlighted by a blue circle and number 8.
- Final Step**: The sidebar shows "Create Login Credentials" as the active step. The main content area has "Email*" (with "applepie@hotmail.com" entered), "Password:*" (with "....." entered, highlighted with a blue circle and number 9), and "Confirm Password*" (with "....." entered). A blue "Continued..." button is at the bottom right.

Register for a MyCAMH account

10) Click the “Text/SMS” or “Email” boxes if you want CAMH to send you certain kinds of information. Then click “Continue.”

11) Choose your preferred language for your account. Then click “Continue.”

Note: You can always change your communication and language preferences on the Settings page (see [page 9](#)).

12) You will be redirected to the home page of your account. You can now start using MyCAMH!

With your consent, CAMH can also send you information on upcoming events, opportunities to share your feedback. I consent to receive the following:

CAMH News and Announcements

Text/SMS Email

10

Surveys about your experience of care at CAMH

Text/SMS Email

Please select your preferred language. This will be the language used on your DFD account.

English/Anglais

11

French/Francais

Log in to your MyCAMH account

- 1) Go to the MyCAMH login page at my.camh.ca.
- 2) Enter the email address and password that you used to register for your account.
- 3) Click "Sign In."
- 4) Check your email for a verification code. Enter the code on the verification page. Then click "Log In" to get into your account.

The screenshot illustrates the login process in two stages. The top stage, 'Account Login', shows a user entering their email and password. A 'Sign In' button is highlighted with a '3' in a yellow circle. Below the login form, a 'Success!' message is visible, indicating the user has logged in. The bottom stage, '2-Step Verification', shows a user entering a 6-digit verification code. A 'Log In' button is highlighted with a '4' in a yellow circle. Below the verification form, a 'Resend' link is provided for users who did not receive the code.

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1 Account Login

Login to the CAMH Portal

Username *
Your email

Password *
Password

Success!

Sign In →

[Forgot Password or Locked Out of Your Account?](#)

2-Step Verification

An email with a 6-digit verification code was just sent to m.....@gmail.com

Enter Verification Code *
ex. 34C18F

Log In →

Didn't receive code? [Resend](#)

Reset your MyCAMH password

- 1) On the MyCAMH login page, click “Forgotten Password,” which is under the “Sign In” button.
- 2) Check your email for a message that asks you to reset your password. Click the “Reset Password” button in the email.
- 3) On the Password Reset page, enter and confirm a new password. Then click “Reset Password.”
- 4) Use your new password to log in to your account.

The image shows two screenshots related to the MyCAMH password reset process. The top screenshot is the login page, featuring the 'camh' logo and an illustration of a person with a key. The login form includes fields for 'Username' (Your email) and 'Password', a 'Sign In' button, and a link for 'Forgot Password or Locked Out of Your Account?'. A 'Success!' message from Cloudflare is also visible. The bottom screenshot is an email notification with the text 'Hi , We got a request to reset the password for your MyCAMH account.' and a prominent 'Reset Password' button.

MyCAMH Tab

View your personal information

1) To see personal information that CAMH has about you, log in to your account. Then select “My Profile” from the left menu.

Only you can see your “Used Name.” The other information on your Profile page is stored in your medical record at CAMH. Please contact Health Records if any information is incorrect:
health.records@camh.ca

The screenshot displays the MyCAMH user interface. On the left, a navigation menu lists several options: Appointments, Documents, Clinical Notes, Forms, Education Hub, and My Profile. The 'My Profile' option is selected and highlighted with a red circle containing the number '1'. The main content area is titled 'My Profile' and features a 'Demographics' section. This section includes input fields for 'First Name', 'Last Name', 'Used Name', and 'Phone Number'. Below these fields, a note states: 'This field will not be visible to your CAMH provider.' The 'Email' field is also present but is not visible to the provider. The user's name 'TOFFEE PUDDING' is displayed at the top of the profile page.

Change your communication preferences and displayed pages

- 1) Choose how CAMH communicates with you. Go to the Settings page on the menu and under “Communication Preferences,” toggle your choices for phone call, email and text/SMS.
- 2) Hide features of MyCAMH that you don’t want to see.
 - Go to the Settings page.
 - Under “Displayed Pages,” toggle off features that you don’t want to appear in your navigation menu.
 - To see features that you have turned off, go to the Settings page and toggle the features back on.

The screenshot displays the MyCAMH Settings interface. On the left is a navigation menu for user 'AP Apple' with sections for Upcoming Appointments (0), Shared Documents (0), and a 'Change Client' dropdown. Below this are menu items for Dashboard, Appointments, and Documents. The main content area is titled 'Settings' and contains two sections:

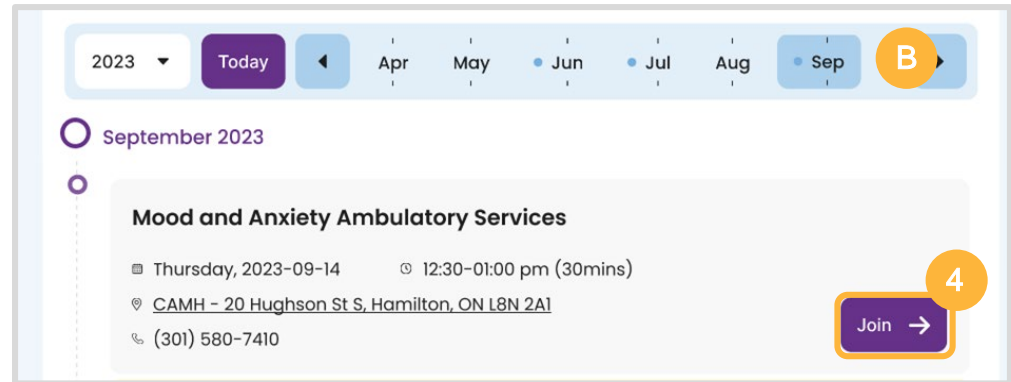
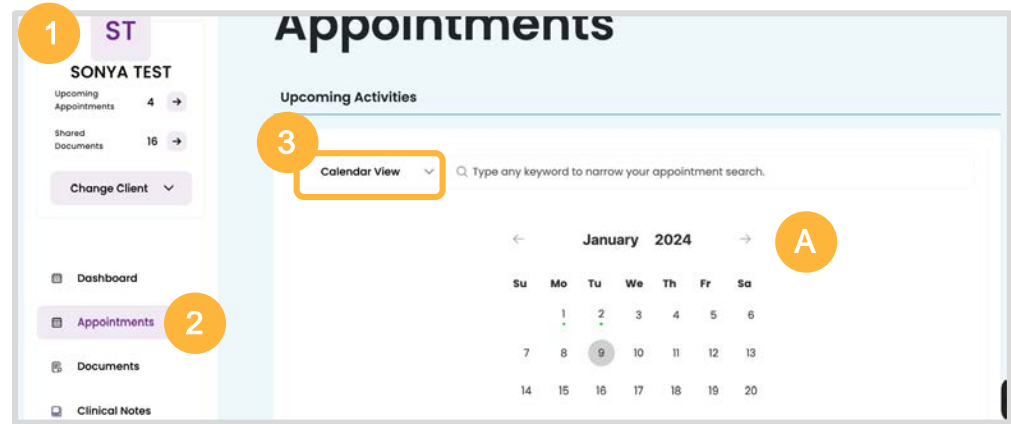
- Communication Preferences:** Includes a 'Contact Information' section with input fields for 'Your Email' and 'Your Cell Phone Number'. Below are two toggle switches: 'Phone Call' (with the subtext 'May we call you at this number if we need to?') and 'Voicemail' (with the subtext 'May we leave a voicemail message at this number?').
- Displayed Pages:** Lists four features with toggle switches: 'Dashboard' (Patient metrics), 'Documents' (Personal documents uploaded on Flow), 'Education Hub' (Personal documents uploaded on Flow), and 'Clinical Notes' (Documents uploaded by clinicians).

Accessing your care at CAMH

camh

Manage your appointments

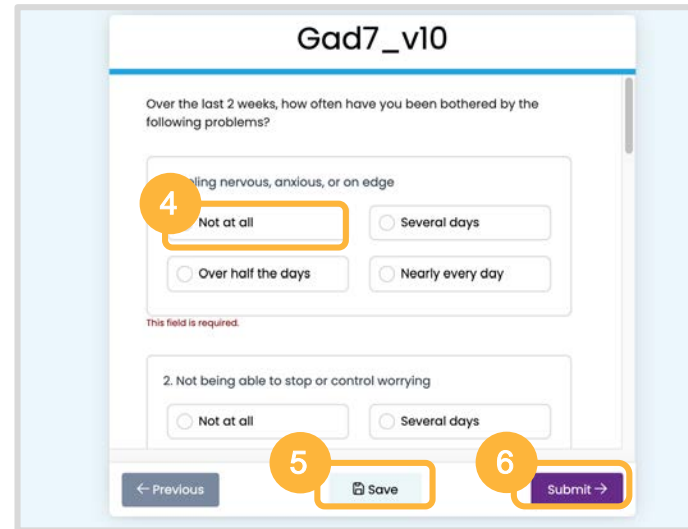
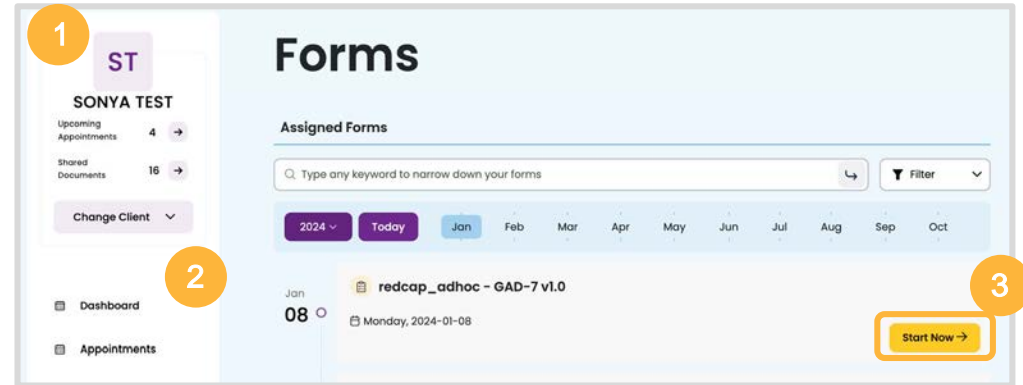
- 1) Log in and go to the left menu.
- 2) Click “Appointments.”
- 3) Use the drop-down menu above the month navigation bar to switch between calendar and timeline views.
 - Calendar view (A) shows what days you have an appointment each month.
 - Timeline view (B) shows in which months you have an appointment.
- 4) To join a virtual appointment, you will get a meeting link on your Appointments page. Click “Join” to get into your appointment.



Complete self-assessments

- 1) Log in and go to the left menu.
- 2) Click “Forms.”
- 3) If a self-assessment is ready for you to do, click the “Start Now” button.
- 4) Fill out the self-assessment.
- 5) Click “Save” to record your progress. You can change your answers before you submit the self-assessment.
- 6) Click “Submit” when you have finished the self-assessment.

Note: Your CAMH care provider can see your saved responses if you haven't submitted the form yet.



View documents shared with you

1) To view clinical notes, which are documents such as treatment and discharge summaries, go to the left menu and click “Clinical Notes.”

2) To view non-clinical documents from your care provider, go to the left menu and click “Documents.”

| Document Title | Date Uploaded |
|-------------------------------------|-----------------------|
| Discharge Summary Note - Outpatient | 2023-12-29 @ 15:09 PM |
| Consult Note - Hospitalist | 2023-12-05 @ 19:27 PM |
| Admission Note | 2023-12-05 @ 19:38 PM |

| Document Title | Date Uploaded | Status |
|---|-----------------------|--------|
| document (1).pdf | 2023-12-06 @ 15:10 PM | opened |
| Claim and ASM Submission Process (HighLevel) Version 13.pdf | 2023-12-06 @ 16:59 PM | unread |
| positive-mental-health-brochure.pdf | 2023-12-06 @ 17:01 PM | opened |

**Finding more resources to
support you**

camh

Use the Education Hub

The Education Hub is a place where you can find resources to help with your mental health.

1) Log in and click “Education Hub” in the left menu.

2) Choose how you want to find resources. Here are your options:

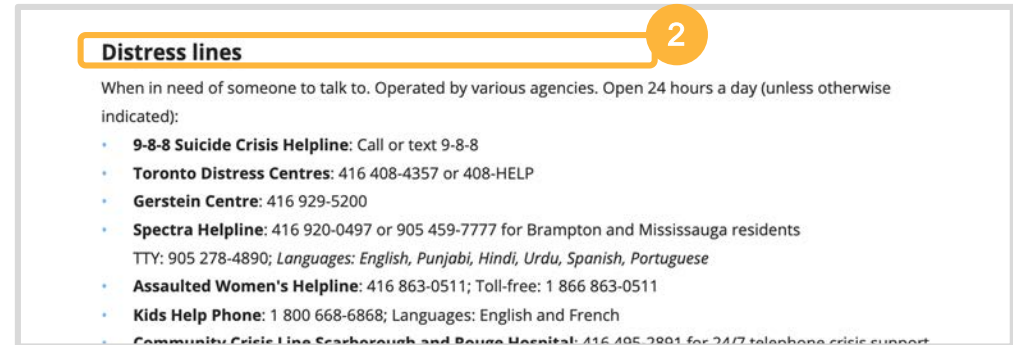
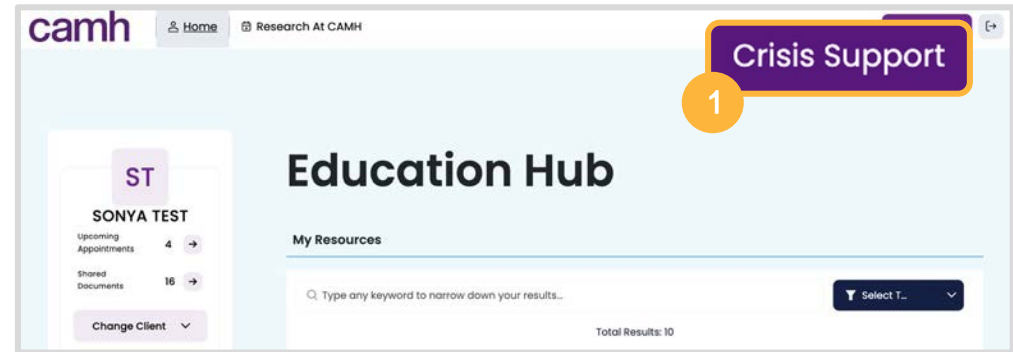
- To view a resource, click the purple arrow (A).
- To refine the list, use the Select filter (B) drop-down menu to choose categories that interest you.
- Use the Search field (C) to find specific terms in the resource.

The screenshot shows the 'Education Hub' page. At the top, there is a search bar labeled 'My Resources' with a placeholder text 'Type any keyword to narrow down your results...'. Below the search bar, it says 'Total Results: 10'. There are three resource cards visible: 'Personality Disorders - Symptoms and Causes', 'CBC Math trick', and 'Mental Health Support - CMHA'. A callout 'C' points to the search bar. A callout 'B' points to a 'Select T...' dropdown menu on the right side of the page. A callout 'A' points to a purple arrow icon at the bottom right of the page. The page also features a 'Personality Disorders' dropdown menu with options like 'Personality Disorders', 'Mood disorders (depression, anxiety, bipolar disorder)', 'Treatments and therapies', and 'Youth resources'. A small icon of a person is visible in the bottom right corner.

Find crisis services

1) On any of your MyCAMH pages, click the purple “Crisis Support” button at the top right corner of the page.

2) On the Crisis Support page, look through the list of distress lines and choose a crisis service that you can contact to get support.



View research at CAMH

- 1) Log in and at the top of the page, click the “Research at CAMH” tab.
- 2) To explore research studies at CAMH, click “Find a CAMH Study.”
- 3) To learn more about research at CAMH, click “Research Connect FAQs.”

