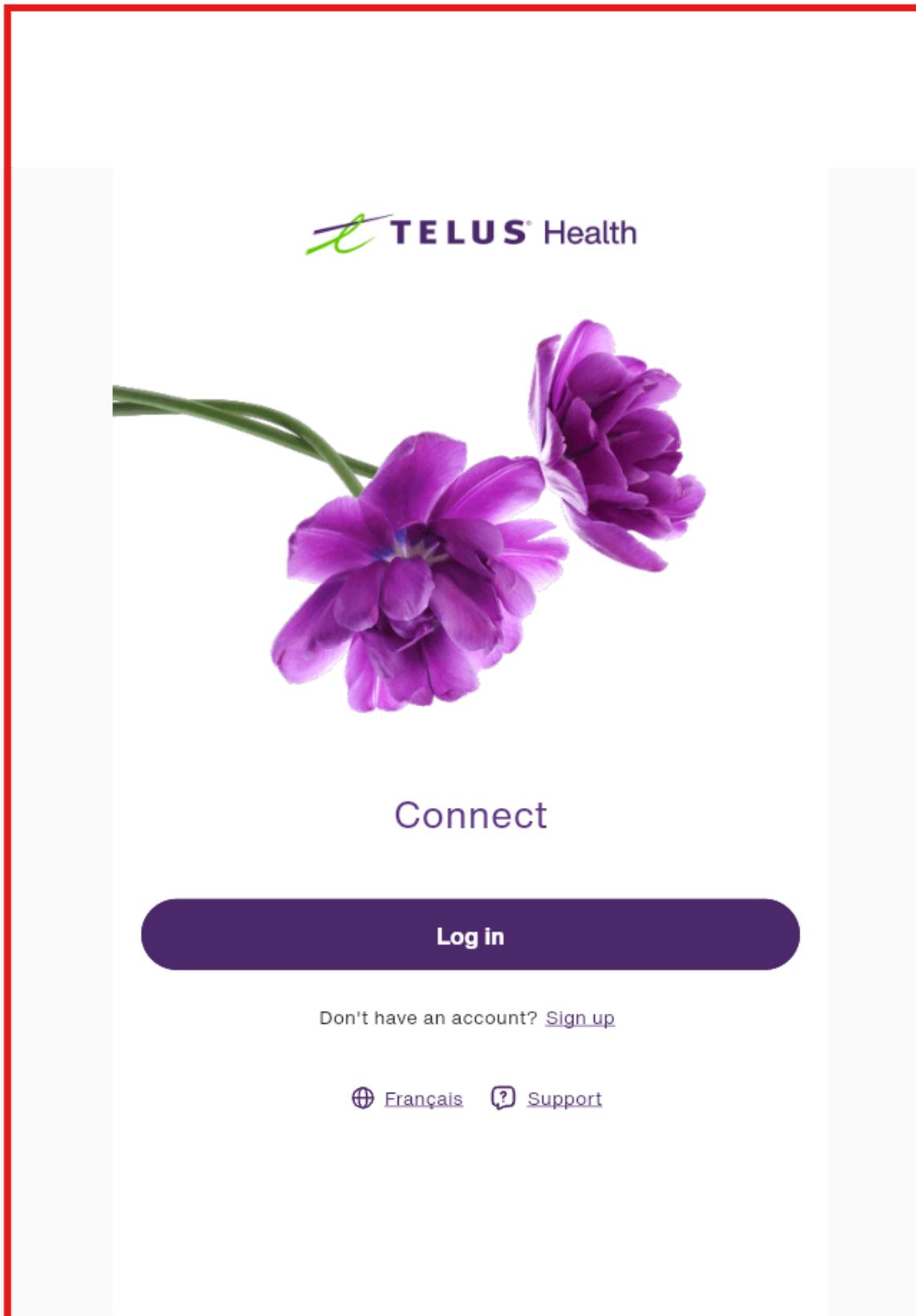


Telus Health Connect Registration Guide for

Student Mental Health Services

Step 1: Go to the TELUS CHR Portal

- Visit <https://thconnect.telushealth.com/login/landing>.
- If registering on a computer, use the **Google Chrome** web browser for the best experience.



Step 2: Select “Sign Up” or Log In

- If you already have a TELUS Health account from an external clinic, click Log in and enter your credentials.
- If you’re new, click **Sign Up** to create a new account using your Ontario Tech student email address.



Connect

Log in

Don't have an account? [Sign up](#)



Step 3: Select “Sign up with email”

- Click **Sign up with email** to create a new account using your Ontario Tech student email address.



Let's create your Connect
account

Sign up with email

 Sign up with Google

 Sign up with Apple

Already have an account? [Log in](#)

 [Français](#)  [Support](#)

Step 4: Enter Your Credentials

- Enter your **.net Ontario Tech student email** address.
- Create a unique password and confirm it.
- Review and check the three consent boxes.
- Select **Sign Up**



Create a new account

Email 

corey.cummings@ontariotechu.net

Password

.....



Confirm password

.....



- By clicking on the checkbox and selecting "Sign Up", you acknowledge that you have read and agree to be bound by the [Terms of Use](#)
- By clicking on the checkbox and selecting "Sign Up", you acknowledge that you have read the [Privacy and Consent Information](#) and consent to the processing of your personal information and personal health information in accordance with it.
- I consent to receive commercial/marketing broadcasts about updates, promotions, offers, and other relevant content about my clinic.

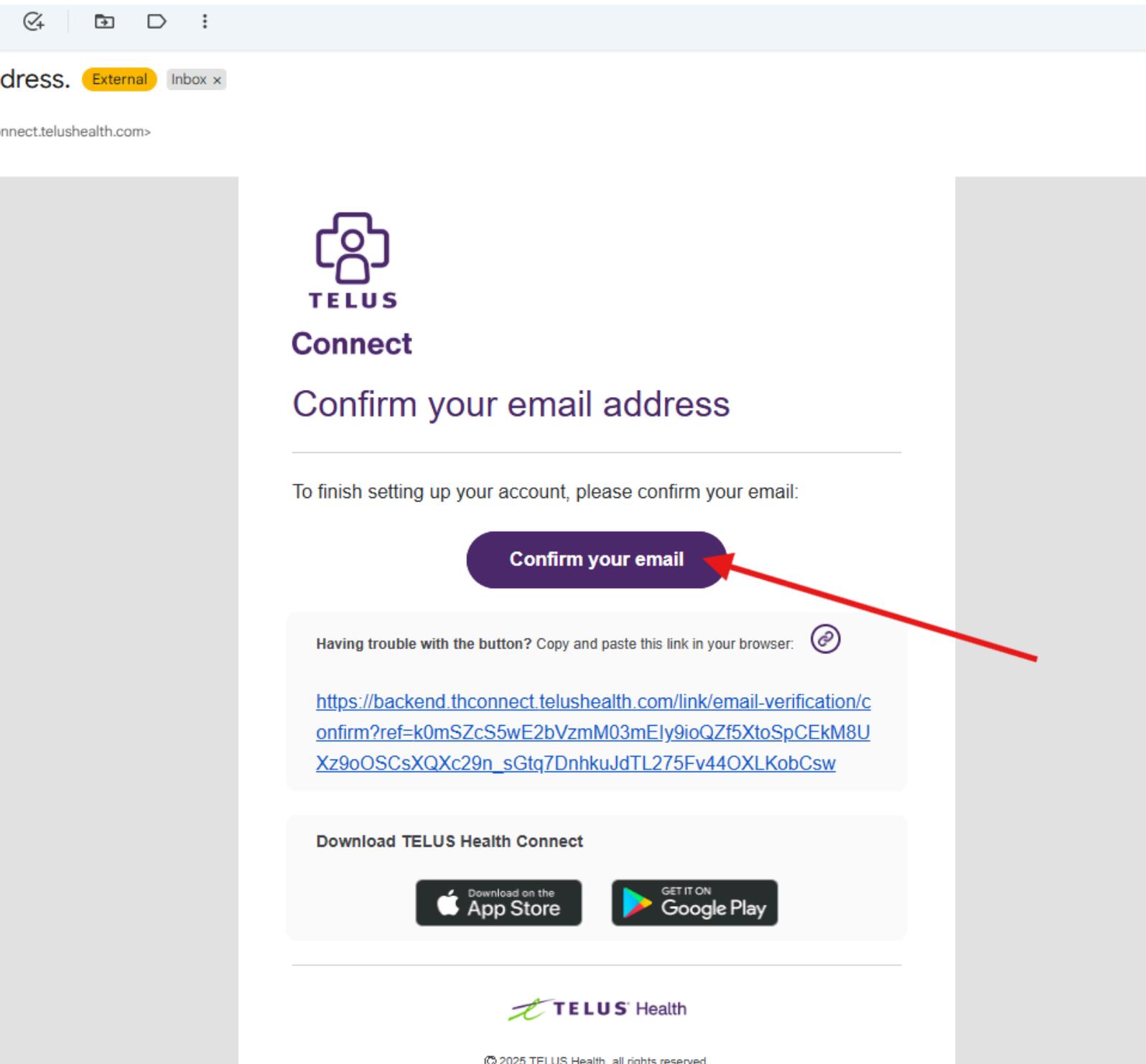
See [Terms of Use](#) for full details.

Sign up

Already have an account? [Log in](#)

Step 5: Verify Your Email Address

- TELUS Health will send a verification email to the address you provided.
- Open your inbox, find the message, and click **'Confirm your email'** to continue.



The screenshot shows an email interface with a browser address bar at the top. The email content features the TELUS Health Connect logo and a heading "Confirm your email address". Below the heading, a message states: "To finish setting up your account, please confirm your email:". A prominent purple button labeled "Confirm your email" is centered, with a red arrow pointing to it from the right. Below the button, a text box provides a troubleshooting link: "Having trouble with the button? Copy and paste this link in your browser:" followed by a URL: https://backend.thconnect.telushealth.com/link/email-verification/confirm?ref=k0mSZcS5wE2bVzmM03mEly9ioQZf5XtoSpCEkM8UXz9oOSCsXQXc29n_sGtq7DnhkuJdTL275Fv44OXLKobCsw. At the bottom, there are two buttons for downloading the "TELUS Health Connect" app: "Download on the App Store" and "GET IT ON Google Play". The footer includes the TELUS Health logo and the copyright notice: "© 2025 TELUS Health, all rights reserved."

Step 6: Add a Clinic

- You will be directed to the page to add a clinic. All available Telus CHR clinics will appear in alphabetical order.



← Add clinic

Please select the clinic you want to connect to. You can search for your clinic's name using the search bar below.

-  **101Forms**
✓ Accepts new patients
2 locations, Vancouver, Pitt Meadows +
-  **17 Avenue South East Medical Centre**
2 locations, Calgary +
-  **360 Concussion Care**
4 locations, Ottawa, Toronto, 2+ +
-  **911 Nurses OnCall Virtual Urgent Care** +
-  **Aafiyat Medical Centre**
✓ Accepts new patients
2 locations, Mississauga +
-  **Abby Central Medical Clinic**
2 locations, Abbotsford +

Step 7: Search for Ontario Tech University

In the search bar, type “Ontario Tech” and select **Ontario Tech University – Student Mental Health Services** from the results.

Then click the plus (+) icon to connect.



← Add clinic

Please select the clinic you want to connect to. You can search for your clinic's name using the search bar below.

-  **Ontario Tech University - Student Mental Health Services**
1 location, Oshawa +

Step 8: Complete General Information

Fill in your details exactly as they appear in your student record:

- First and Last Name - Enter your name **exactly as it appears in Canvas/Banner**, (for example, if your name appears as “Jon” instead of “Jonathan,” use “Jon”).
- Email - You must use your **ontariotechu.net** email address to register
- Date of Birth
- Sex - There will be an option to edit gender and pronouns in the next stage
- Under Identification, select **Student ID** and enter your nine-digit Ontario Tech student number.
- When finished, click **Next**.



← Ontario Tech University - Student Mental ...

Step 1 of 2: General information

To connect to this clinic, you must complete this form, and ensure that it matches your health record in order for the clinic to properly identify you.

I have visited this clinic before.

First name

Corey

Last name

Cummings

Email

corey.cummings@ontariotechu.net

We will use this email to send you notifications.

Date of birth

10/13/1999

mm/dd/yyyy

Sex at birth

Female

Sex designation as defined on your government ID

Identification

Student ID

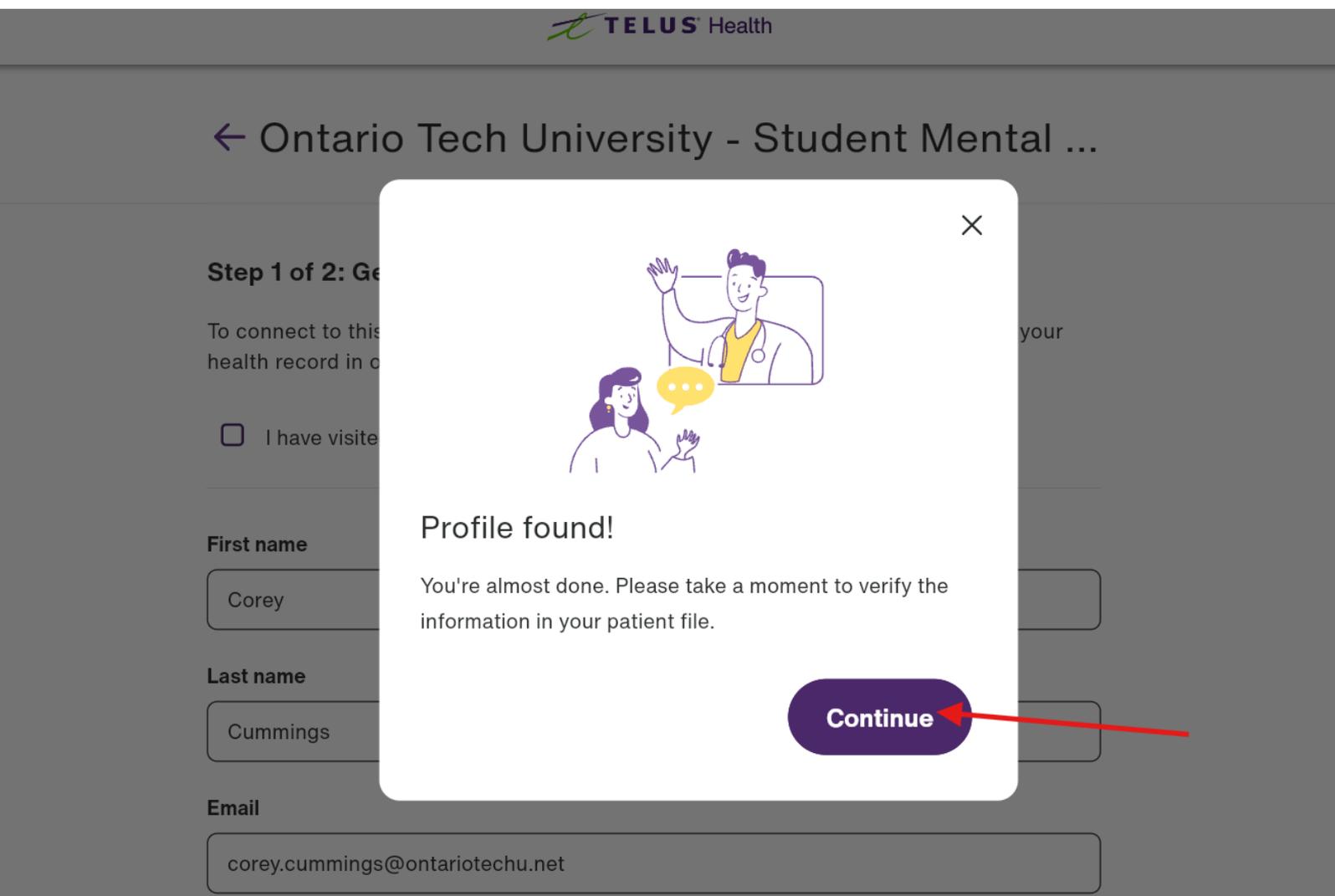
109876543

e.g. 1234567890

Next

Step 9: Confirm Profile Match

- If the system recognizes your information, a pop-up will appear saying "Profile found!"
- Click **Continue** to proceed.



TELUS Health

← Ontario Tech University - Student Mental ...

Step 1 of 2: Get your health record in order

To connect to this health record in order, you must verify your information.

I have visited this clinic

First name
Corey

Last name
Cummings

Email
corey.cummings@ontariotechu.net

Profile found!

You're almost done. Please take a moment to verify the information in your patient file.

Continue

In the event you receive an 'Error Message'

- *If the system does not recognize your information it will pop up with an error message saying the clinic is not accepting new patients.*
- *Please go back and **re-enter your information carefully**. If there are any discrepancies the system will not recognize your profile.*

Step 10: Verify Your Profile

- Review your personal information carefully.
- If anything needs to be added or updated, click **Edit** to make changes. (ex; pronouns, address, etc) *Please note this step is optional.*
- Once confirmed, click **Confirm** to finalize your connection.



← Ontario Tech University - Student Mental ...

Step 2 of 2: Verify your profile

 Edit

Here is the information we have on file at this clinic. Please take a moment to verify that your personal information is still accurate.

Personalization

Display name:

Pronouns:

Gender:

Demographics

Full name: Corey Cummings

Date of birth: 10/13/1999

Sex: Female

Student ID: 109876543

Contact

Email: corey.cummings@ontariotechu.net

Phone number: +1 905-721-3392

Address

Full address:

Confirm

Step 11: Access the Clinic Dashboard

You're now connected!

- You'll see the Ontario Tech University – Student Mental Health Services clinic listed under “My clinics.”

From here, you can:

- View appointments
- Receive messages from staff
- Cancel appointments

The screenshot displays the user interface for the Ontario Tech University - Student Mental Health Services clinic dashboard. On the left, a sidebar titled "My clinics" contains a list of clinics, with "Ontario Tech University - Student Mental Health Services" selected. Below the clinic name, there are two options: "Appointments" and "Messages", both of which are highlighted with a red rectangular box. The main content area of the dashboard is titled "Ontario Tech University - Student Mental Health Services" and includes a language selector "EN". The dashboard content is organized into sections: a greeting "Good evening!", a section for "Upcoming appointments" which includes an illustration of a person at a computer and the text "You don't have any upcoming appointments.", and a section for "Unread messages" which includes an illustration of a person at a computer and the text "You don't have any unread messages.". At the bottom left of the sidebar, there is a button labeled "+ Add clinic". At the bottom right of the main content area, there is a circular button with a plus sign.

Still having trouble?

If you experience any technical issues or need additional assistance, please email: studentlifeline@ontariotechu.ca