West Carleton Family Health Team Patient Health Portal

Problem Accessing the Portal TIPS:

There may be a number of reasons that you can't access the portal. Our site is operational 99.99% of the time and is being monitored 24/7. You will have to try to determine what may be your problem. The problem may be local to you, or a problem with the Internet.

Can't get to the Login Screen:

Is your internet connection operational? Try going to another web site such as http://www.wcfht.ca. While there check the News and Events to any message that may indicate that the site is not operational. It may be down for maintenance (which is rare).

If you are using an old shortcut, maybe it is not valid. Try typing in the URL fresh. https://portal.wcfht.ca

The problem may be with your browser or device (an option). Close the browser and start over. Try another browser. We support IE, Chrome, Firefox. The portal also can be viewed on the iPad.

It is a possibility that our Internet connection is down or there is a problem in the Internet. This happens rarely. Try back in a few hours.

Can't get logged in:

Did you forget your user name or password? There are two features on the login screen. Verify that you have the correct UserID and if so, then try a password reset. We suggest that you copy and then paste the new password from the email to the login screen to minimize the chance of a typing error. Once you access the site change your password to something that you can remember.

If you don't get the UserID or password reset email messages from the Health Portal, you may not have a valid email registered for yourself. You will have to email us (from the link on the login page) and request that the email be verified and/or changed.

I get logged in, but can't see any screens.

Some business locations have rules applied to their internet connection that may block access to parts of the Health Portal. You need to try and access the site from a less secure location such as home. Determine if this same condition occurs when using a different browser.
This same condition may affect the Login also (high security sites).