

The following instructional guide will outline how clients will receive and send secure messages.

**How to Open a Secure Email from Guelph CHC**

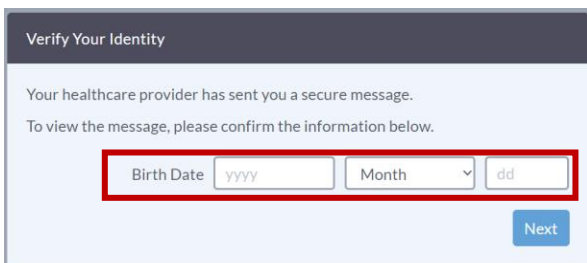
When you get an email, it will look like the picture below:



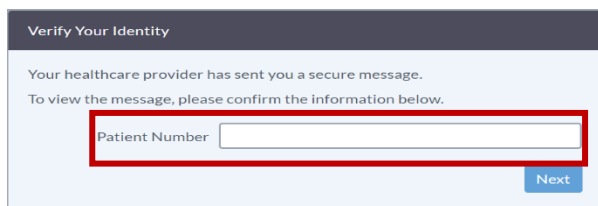
Select 'View Secure Message'

You may be asked to enter your date of birth or patient number as provided to you by your provider. This is so the system knows it is really you.

**Option 1: Birth Date**



**Option 2: Patient Chart Number**



Once you enter the right password, a new window will open. You might need to download an attachment. It may ask you to respond.

Secure Message From Your Healthcare Provider

Oct 2, 2023, 12:04 PM  
 Here is the secure message link:  
<https://ocean.cognisantmd.com/eRequest/99aece9a-23a7-4817-9e03-36a823238b35>



Oct 2, 2023, 11:10 AM  
 Hello this is another test message from your provider.  
 Thanks

Oct 2, 2023, 11:08 AM  
 Hello this is a test message from your provider.  
 Thanks!



Please note: This message will be deleted after 100 days.

**How to Book an Appointment**

Option 1: By calling (519)780-5296

Option 2: By email using the email [clinicalservices@guelphchc.ca](mailto:clinicalservices@guelphchc.ca) or QR code.



If you have questions: visit the following link or use the QR Code.

<https://ocean.cognisantmd.com/eRequest/99aece9a-23a7-4817-9e03-36a823238b35>

