

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, Safari. The portal also can be viewed on a tablet. All the screens may not display properly on a smart phone.

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 **username** and if so, then try **forgot your password**.

If you are still having problems logging in, you can send an email to portalhelp@wcfht.ca or call our reception desk 613-839-3271.