How to register an Operation Lead account in the Switch Health online portal

https://portal.switchhealth.ca/register

Click "Airports & border crossing".

Click "create account".

Enter Operation Lead's first name, last name and email.

Click "next".

Choose a security question from the list and enter a secret answer.

Enter a password of choice. Passwords must be a minimum of 8 characters, and include at least 3 lowercase letters, 1 uppercase letter, 1 number, and 1 special character.

Click "next".

Enter Operation Lead's date of birth.

Enter Operation Lead's sex.

Click "next".

Enter Operation's Address. Search for address in the drop down bar, once selected it will auto-populate mandatory fields. Add apartment number after selecting the main address or manually enter entire address.

Enter cell phone number. Please note, your phone number is how you will authenticate your login and how you will be notified when your results are available (an email reminder will also be sent). If you do not have a cell phone, enter a landline number that is regularly answered. You can authenticate your login by selecting "send e-mail instead" when signing in.

Select "Next".

You will now see "*Registration Complete.*"

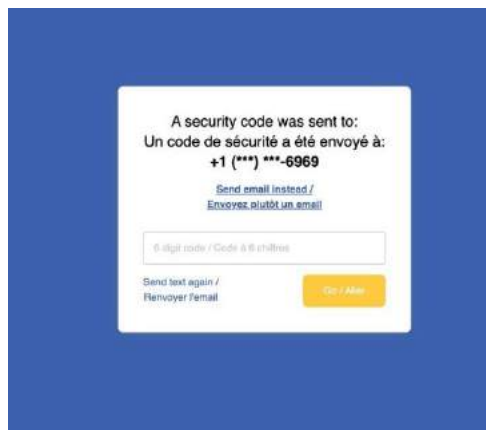---

How to add a "dependant"

Continue to login.

You will be sent an SMS with a 6-digit security code to verify your login. When logging in after an account is created, you will have the option to choose "send in email instead".

Enter the code and click "Log in".

This will take you to the main portal.

To add temporary foreign workers, select "Dependents" on the left panel.

Click *add dependent* in the right corner.
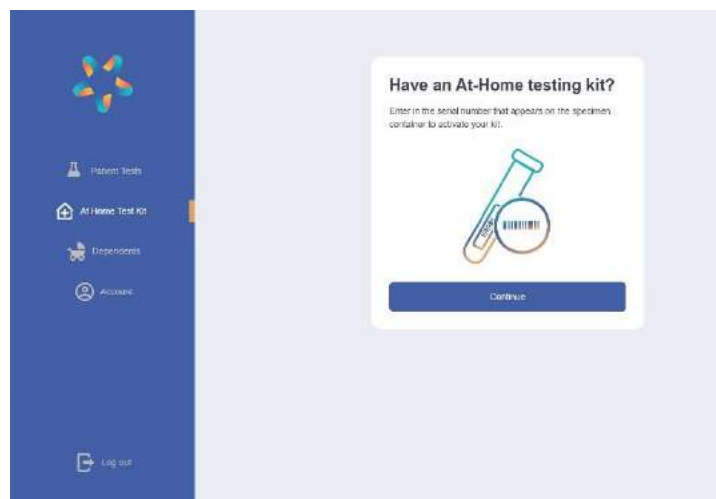
Enter required information.

Click save.

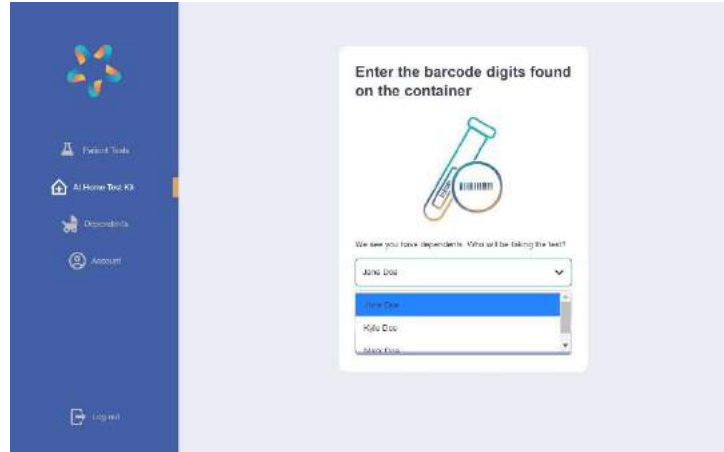*How to assign a serial number for the dependent*

Begin by logging into your portal with the Operation Lead account information.

Ensure all dependents have been added properly. If you make a mistake, you can edit the information by selecting "edit dependent" next to name.

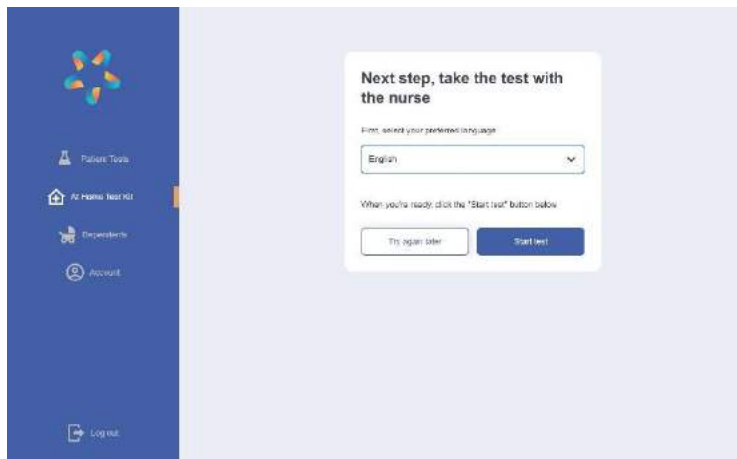Click "At Home Test Kit" on the left-side panel.
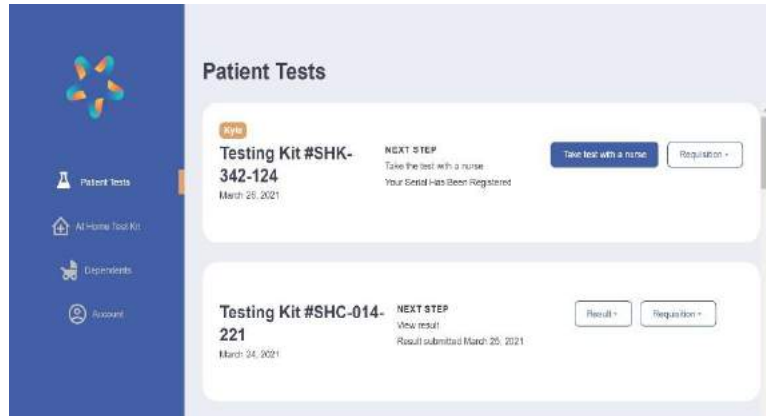

Click "Continue"

Use the drop down under "Patient" to select the appropriate dependent and add the serial number from their Home Kit. The serial number can be found on the collection tube.

Click "Add".

Click "Try again later". *If you click start test, this will take you into the virtual telehealth portal.* *Please do not do this*.

Go back to "Patient Tests".

You can see what tests have been "Added" and what patient/dependent they have been assigned to.

The date you enter the serial number will show as the date the specimen/test was completed. This will be adjusted by Switch Health on your appointment date.

Now you are ready for your appointment with a Switch Health nurse!