Job Aid

Request/Change Access to CIHI Portal

Portal user roles: There are 2 types of CIHI Portal users:

- **Information consumers** modify and reformat existing reports and dashboards (licences for information consumers are free).
- **Analysts** create new reports and dashboards that can be shared with others (there is a cost for licences for analysts).

Note: If you already have access to Portal, you do not need to request access again.

Step 1: Go to cihi.ca.

Step 2: Click **Log In**.

Step 3: Enter your username and password, then click **Login**.

If you have forgotten your username or password, select **Forgot username** or **Forgot password** to have your login information sent to you by email.

Step 4: Once you are logged in to your CIHI profile, select **Request Access: New/Revoke** in the left navigation menu.

Step 5: To request access for yourself, click the checkbox at the top of the form; your information will be populated automatically.

To request access for someone else, fill out the mandatory contact information (first name, last name, email and organization name).

Step 6: Select the following:

- Program: Portal Services
- Organization identifier: Either your organization's unique identifier or your organization's short name/acronym
- Service: CIHI Portal
- Request type: New access, Revoke access or Change user role
- Role: Information Consumer or Analyst

Step 7: Once you have entered all the mandatory information, click **Next**.

Step 8: Review all the information on this page.

- To make changes to your request, click **Edit** to go back to the previous page.
- To delete the user and request, click **Remove User**.
- To request access for other staff members, click **Add Another User** and follow the instructions in steps 5 to 7.
- To add a comment to the request, type a note in the General Comments field.

Once you have confirmed that all information is accurate, click **Submit Request** at the bottom right of the page.

Step 9: Once you've submitted your request successfully, you will see a confirmation message on the screen.

You will receive a confirmation email with details of the submitted request.