



**NLCHP** | NEWFOUNDLAND AND LABRADOR  
COUNCIL OF HEALTH PROFESSIONALS

# Member Self-Service Guide

**January 2020**

# Accessing the Portal

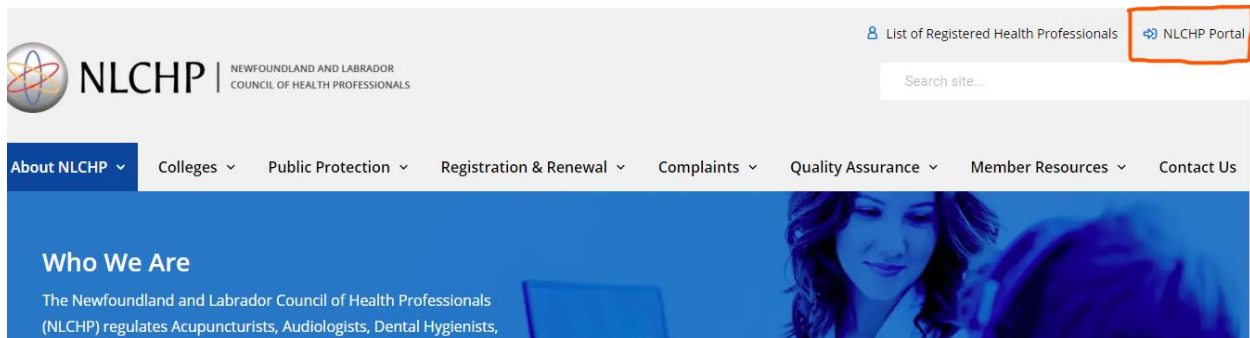
Accessing the portal is easy. From your preferred device go the following URL:

<https://onlineservice.nlchp.ca>

Select the “Member Portal” to access the member-only portal.

OR

Visit [www.nlchp.ca](http://www.nlchp.ca) and select the NLCHP Portal Icon in the top right corner



Select the “NLCHP Portal” to access the online registration system.

## Welcome to the Newfoundland and Labrador Council of Health Professionals (NLCHP)

### List of Registered Health Professionals

The NLCHP protects the public by ensuring that our registrants are registered and qualified to practice. You can check that a health professional is registered with us on our List of Registered Health Professionals.

[List of Registered Health Professionals](#)

### File a complaint

If you have a complaint; we want to hear from you. You can use our secure and confidential complaint system to complain about services provided by a member in Newfoundland and Labrador.

[Start your complaint](#)

### Member Portal

If you are a registered health professional with the NLCHP, you can update your contact information, apply for renewal of your license and other services by using our online self-service system.

[Member Portal](#)

### Online Application

If you would like to apply to practice in Newfoundland Labrador, you can use our online application system.

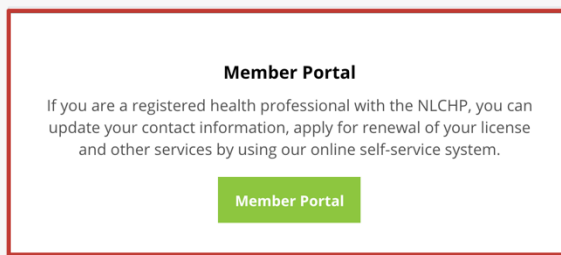
[Online Application](#)

Select Online Application.

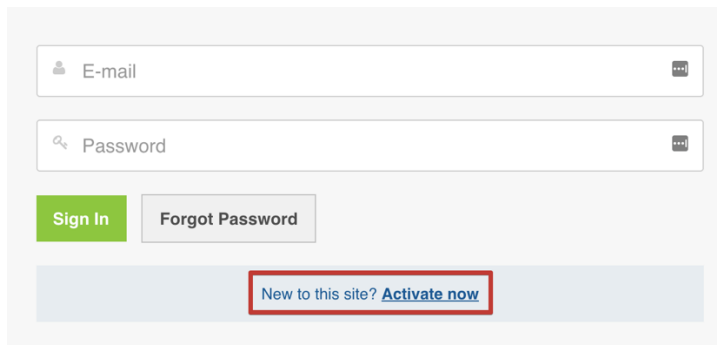
# Activation

If it is your first time signing into the portal you will need to activate your account.

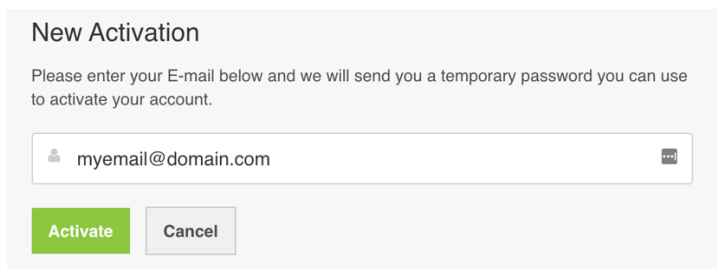
1. Visit <http://onlineservice.nlchp.ca> or [www.nlchp.ca](http://www.nlchp.ca)
2. Select “Member Portal”



3. Select “Activate Now:



4. Enter your e-mail address on file with NLCHP.



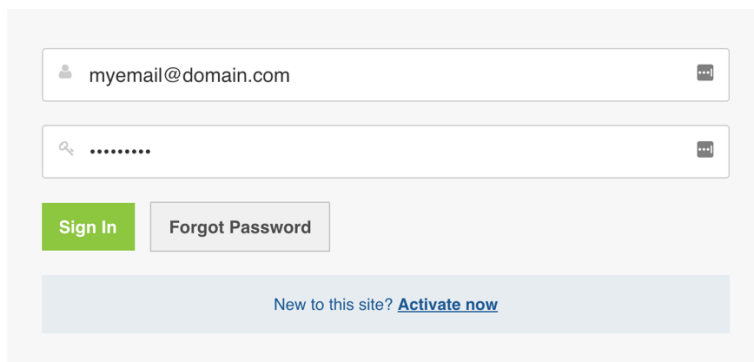
5. A message will be sent to your inbox containing your temporary password. Select “Return to Login” and enter copy and paste the password from your e-mail. Make sure you don’t include any spaces.

## NLCHP Member Self-Service Guide

### Check your e-mail!

We've sent you an e-mail to activate your account. Have a look and follow the instructions to access to your account.

[Return to Login](#)



Select Sign In.

6. Set up your two-factor authentication questions. At least one of these questions will be asked every time you login to the portal in the future. If you answer incorrectly 3 times your account will be locked. If your account becomes locked, please contact the NLCHP.

*Note: Your answers are case sensitive! We suggest using lower case text.*

### Two-Stage Authentication: Security Questions

To help protect the privacy of your account, please select three questions below and provide their corresponding answers.

|                       |                                      |
|-----------------------|--------------------------------------|
| Security Question 1 * | In what city were you born? ▾        |
| Answer *              | city                                 |
| Security Question 2 * | What high school did you attend? ▾   |
| Answer *              | high school                          |
| Security Question 3 * | What is your father's middle name? ▾ |
| Answer *              | robert                               |

7. Create a new password.

This password must be at least 8 characters, contain a minimum of one upper case letter, one number and one special character.

Your password cannot contain your first name, last name, address, city, province, country, postal code, birthdate or other commonly used words like “password”.

### Password Reset

To help protect the privacy of your account, please provide a new password and confirm it below. Your new password must be at least 8 characters, contain a minimum of one upper case letter, one number and one special character. Your new password must not contain your first name, last name, address, city, province, country, postal code, birth date or commonly used words like 'password'.

Password Strength: Strong

|                    |  |
|--------------------|--|
| New Password *     | ..... <input type="button" value="🔒"/> |
| Confirm Password * | ..... <input type="button" value="🔒"/> |