

Changing your GO Secure User ID And Email Account

Ministry of Health and Long-Term Care

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Scenario 1

Instructions:

Login to your GO Secure account:

- Select the GO Secure Profile
- Change the current User ID to the new email account
- Select Update, log out and close the browser
- Using the link provided in the confirmation email from GO Secure, log back into GO Secure using the new User ID/email

Scenario 2

For circumstances where two (2) GO Secure accounts have been created in error and you wish to switch the User ID/email account from the one that will not be used for MC EDT (secondary account) to the other (primary account).

- A. Primary GO Secure account or email (A)
- B. Secondary email already used to create a GO Secure account that you want to use again and is either enrolled in MC EDT or not (B)
- C. Dummy email – make one up (fake@fake.com) (C)

Note: After each email is updated you will receive an email from GO Secure to confirm the change. Go to step 3 (ignore all other instructions).

Instructions:

1. Login to the GO Secure account you want to change (primary account- A):
 - a. Select the GO Secure Profile
 - b. Change User ID/email (A) to a dummy email (i.e. fake@fake.com - C)
 - c. Select Update, log out and close the browser

2. Login to the other GO Secure account (secondary account - B):
 - a. Select the GO Secure Profile
 - b. Change the User ID/email (B) to the primary email account (A) from Step 1.
 - c. Select Update, log out and close the browser

3. Log back in to the dummy GO Secure account (C):
 - a. Select the GO Secure Profile
 - b. Change the User ID/email account from the dummy account (C) to the email from the secondary account (B)
 - c. Select Update, log out and close the browser
 - d. Using the link provided in the confirmation email from GO Secure log back into GO Secure using the new User ID/email.