

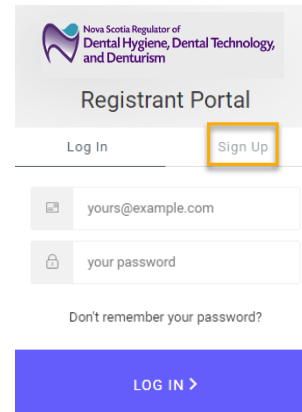
New Registrant or Existing Registrant who has changed their Email Address

## NEW ACCOUNT Step 1: Create a portal account

You will need to create a new portal account if you have never been a registrant with the Regulator or have received a notification that your email address with the Regulator has been changed. This will add **the email the Regulator has on file for you** to the system.

A login screen displaying email address and password fields will appear.

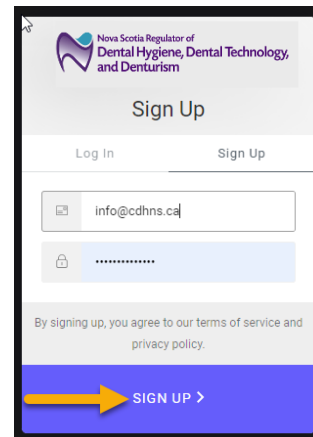
Click **“Sign Up”**



Enter your email address\* and create a new password for your portal account.

Click **“Sign Up”**

*\*Please note: this email address is the one the Regulator has on file for you. If you need to change your email address, please contact the Regulator.*



## NEW ACCOUNT Step 2: Verify your account

An email from [portal@cdhns.ca](mailto:portal@cdhns.ca) will be sent to your email address requesting you verify your account.

Click **“Confirm my account”**

*\*If you do not see the email, please check your junk mail. Some email filters will cause this to happen and can also delay the receipt of the email for 2-3 hours.*

*If you have not received the password change email after 3 hours, please contact the Regulator.*

You don't often get email from [noreply@cdhns.ca](mailto:noreply@cdhns.ca). [Learn why this is important](#)



### Welcome to Registrant Portal!

Thank you for signing up. Please verify your email address by clicking the following link:



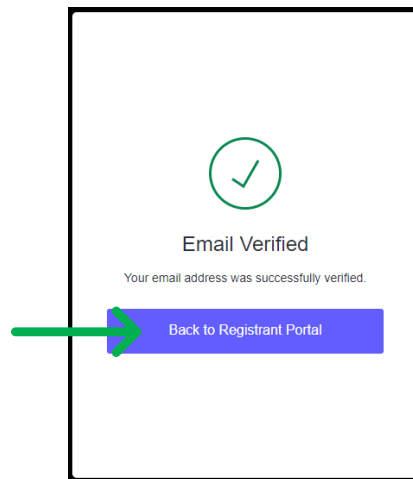
[Confirm my account](#)

If you are having any issues with your account, please don't hesitate to contact us by replying to this mail.

Thanks!  
Registrant Portal

If you did not make this request, please contact us by replying to this mail.

A window will open confirming your email have been successfully verified.  
Click **“Back to Registrant Portal”**



### NEW ACCOUNT Step 3: Log into the Registrant Portal

Return to the login page and enter your email address and password.

