

Digital Certificate Installation

1. The digital certificate file that was emailed to the Access Administrator needs to be saved to your Desktop, or secured network drive.
2. Contact the Ministry HelpDesk at 250 952-1234 or toll free at 1 888 764-2323 during the hours of 8:00AM - 4:30PM, Monday - Friday to obtain the digital certificate installation password.
3. Locate the saved digital certificate and double click to launch the certificate import wizard. Follow the on-screen prompts until you get to the password. Enter the 12-character password provided by the Ministry Helpdesk. Then accept the default remaining prompts to completion. You will get an "Import was successful" dialogue box when finished.
4. Open the Ministry of Health Web Business Services at:
<https://healthregistry.moh.hnet.bc.ca> and you will be prompted to select your digital certificate each time you access the website.
5. If you do not successfully install the digital certificate, upon visiting the Web Business Services website your screen will show a "Page Cannot Be Displayed" error message. Please retry installing your digital certificate.
6. If you continue to experience login or technical difficulties, please contact the Ministry HelpDesk by phone at 250 952-1234 or toll free at 1 888 764-2323 during the hours of 8:00AM - 4:30PM, Monday - Friday; or email hlth.hnetconnection@gov.bc.ca
7. If you have Medical Services Plan (MSP) business related questions (i.e. How to add an employee to group coverage online), please contact MSP Direct by phone at 604 683-7520, toll free at 1 877 955-5656 or by email at hlth.mspsdirect@hibc.gov.bc.ca

Please be advised that the sharing of UserIDs and passwords is a security breach and is not permitted.