

## HELP / FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. What do I do if I forgot or misplaced my user name?

Please refer to the e-mail you received from IMS with your user name information, following your request for accessing the secured site. If you no longer have the information, please reapply by clicking on the “*Access Request Form*” found on the login page to start over the process and obtain a new user name.

- Following verification of the information above, an email containing your **user name** and **temporary password** will be sent to your email address.
- A new **security code** will follow by regular mail to your primary work address.

Once you will have in hand the information (user name, temporary password and security code) you will be able to login to the site.

When opening a session you will be asked to modify your password.

### 2. What do I do if I forgot or misplaced my password or security code?

If you forgot your password or security code, click on “*Lost password or security code?*” button on the login screen and follow the instructions by entering the correct information required.

Should you experience difficulties in entering the information, for security reasons, please reapply by clicking on the “*Access Request Form*” found on the login page to start over the process.

### 3. How do I enter correctly my license/registration number?

It is important to always enter your license/registration number by respecting the following criteria:

Province of practice	Criteria for license number
Quebec	5 digits: ##-###
Ontario	5 digits: #####
Alberta	6 digits: ##### (can include leading letter)
Saskatchewan	6 digits: ##### (can include leading letter)
Nova Scotia	Letter + 6 digits: X#####
New Brunswick	7 digits: ##-#####

### 4. Who can apply online?

The secured site of IMS Health Canada, *My Practice Insights*, was developed for physicians in Québec, Alberta, Saskatchewan, Ontario, New Brunswick and Nova Scotia.

**Note:** The individual and confidential prescribing profile is not available to physicians practicing in British Columbia, Manitoba, Prince Edward Island, Newfoundland, Northwest Territories, Yukon Territory and Nunavut, because we do not collect information on the prescribing activities of physicians in those provinces.

To apply for access to the website, please fill out all fields of the “*Access Request Form*”.

## **5. Once in the application, what do I do if I have questions?**

If you cannot find answers to your question in this *FAQ*, please refer to the following documents found under the tabs at the top right hand side of the screen in the light blue box:

- Using this site: How to navigate in the site
- Understanding your profile: What information is available?

If your question is still unanswered after consulting these documents, please send us your question via the feedback button (also found at the top right hand side of the screen in the light blue box) or email us your question at: [mypracticeinsights@ca.imshealth.com](mailto:mypracticeinsights@ca.imshealth.com)