HEALTHQUEST CLOUD LOGIN REFERENCE
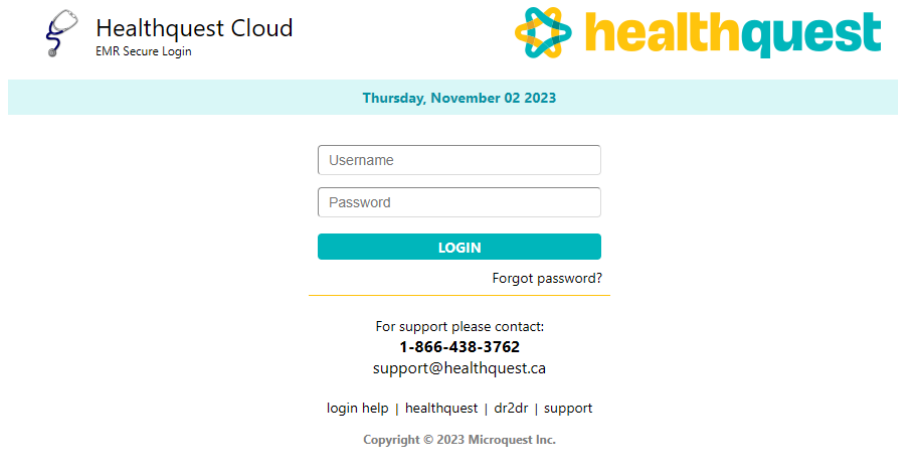
UPDATED NOVEMBER 2ND 2023
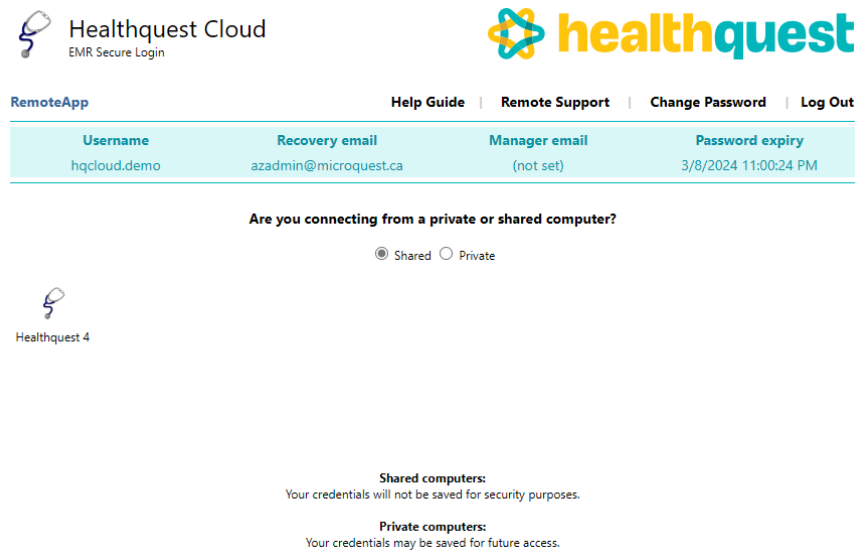
USER LOGIN (WINDOWS)

1. Open a web browser and navigate to: https://cloud.microquest.ca

2. Login with your Healthquest Cloud username and password
3. Double-click the "Healthquest 4" icon to download the shortcut file

   **Some web browsers may display a warning before downloading the Healthquest shortcut and you may need to approve the file download
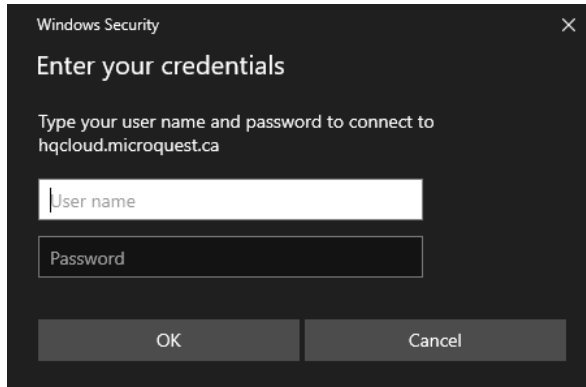

   **Please note the preference settings for credentials "Shared" and "Private"
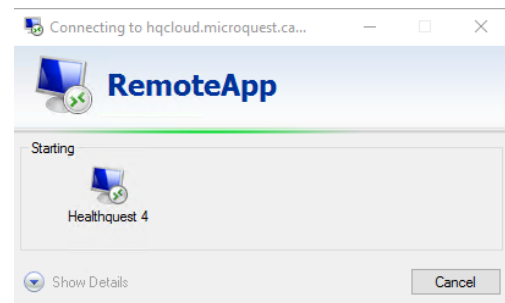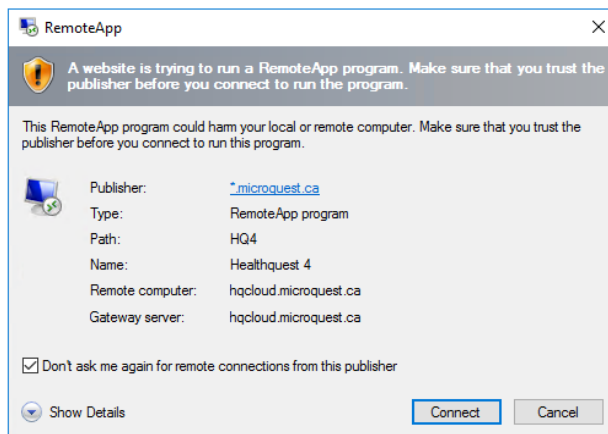
4. Place the shortcut in a convenient location (e.g. your Desktop)
5. Locate the shortcut file and double-click to launch Healthquest Cloud

6. You will be prompted to enter your username and password

7. If prompted, select **Don't ask me again for connections from this publisher** and click **Connect**

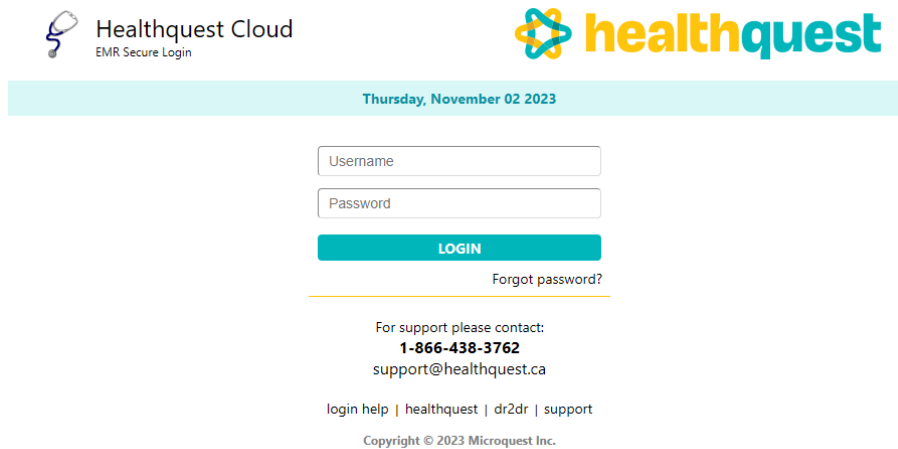8. Healthquest will launch and automatically log you into the application

   **Please note it may take up to 60 seconds to connect and open Healthquest

   **If prompted to login to the Healthquest application, please contact Healthquest support
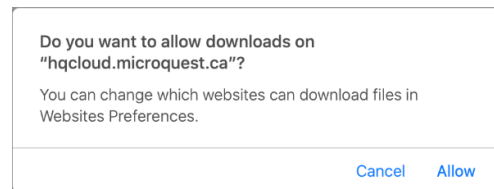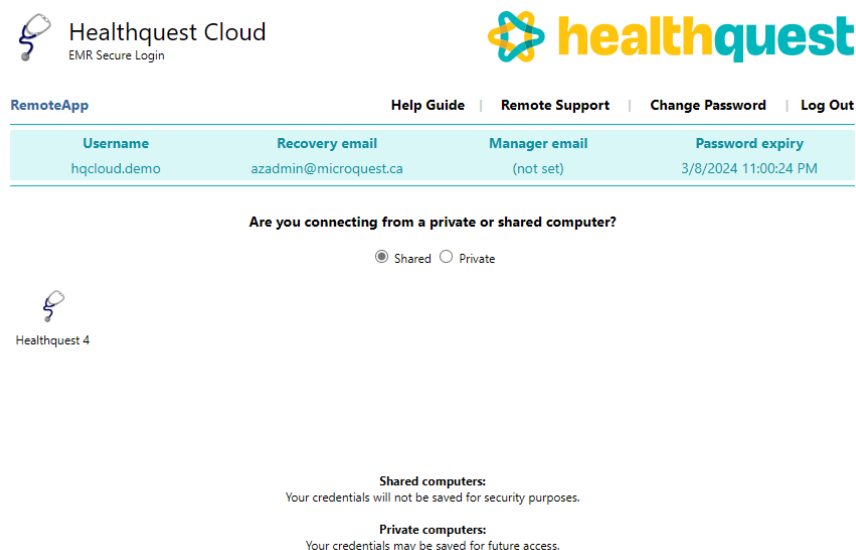
MICROQUEST

USER LOGIN (MACOS)

Please note: MacOS users require the free Microsoft Remote Desktop application to access Healthquest Cloud. See the MacOS Install Microsoft Remote Desktop Client *section for more information*

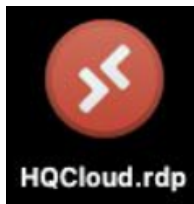1. Open a web browser and navigate to: https://cloud.microquest.ca

2. Login with your Healthquest Cloud username and password
3. Double-click the "Healthquest 4" icon to download the shortcut file
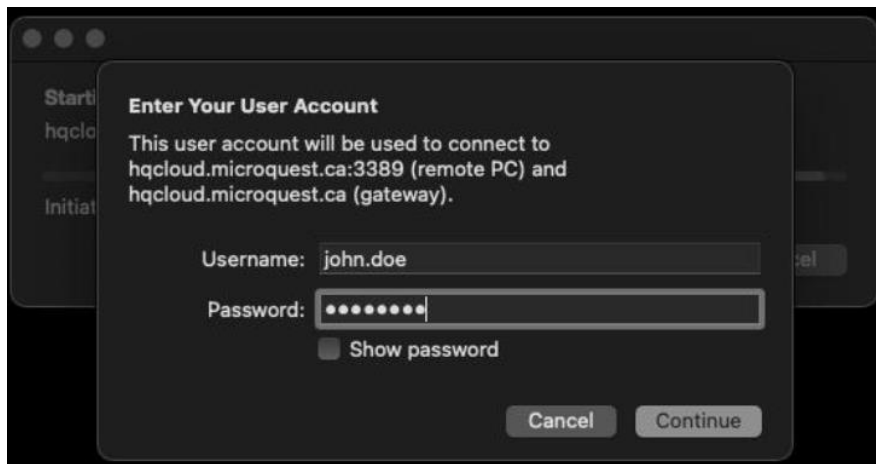4. *If prompted to allow downloads, select* **Allow**

**Please note the preference settings for credentials "Shared" and "Private"
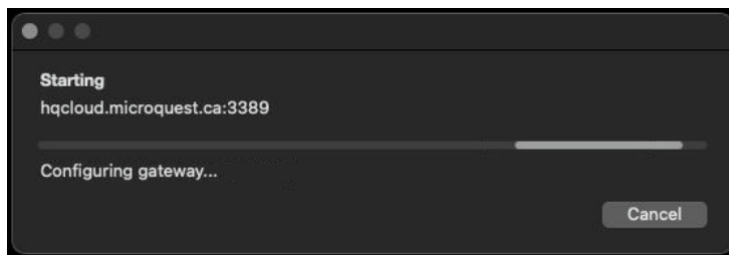
5. Place the shortcut in a convenient location (e.g. your Desktop)
6. Locate the shortcut file and double-click to launch Healthquest Cloud

7. You will be prompted to enter your username and password

8. Healthquest will launch and automatically log you into the application

   **Please note it may take up to 60 seconds connect and open Healthquest

   **If prompted to login to the Healthquest application, please contact Healthquest support

MACOS INSTALL MICROSOFT REMOTE DESKTOP CLIENT

1. Launch the Apple **App Store**

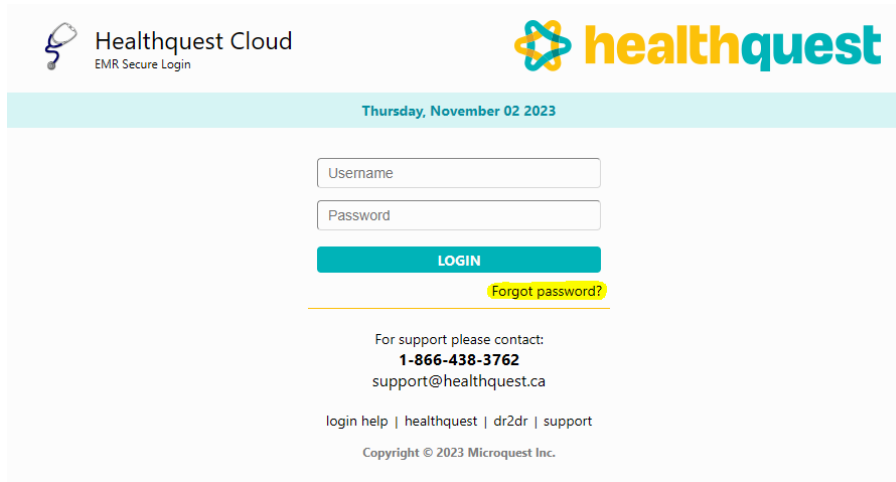2. Using the search field, search for: **Microsoft Remote Desktop**

3. Install the **Microsoft Remote Desktop** application
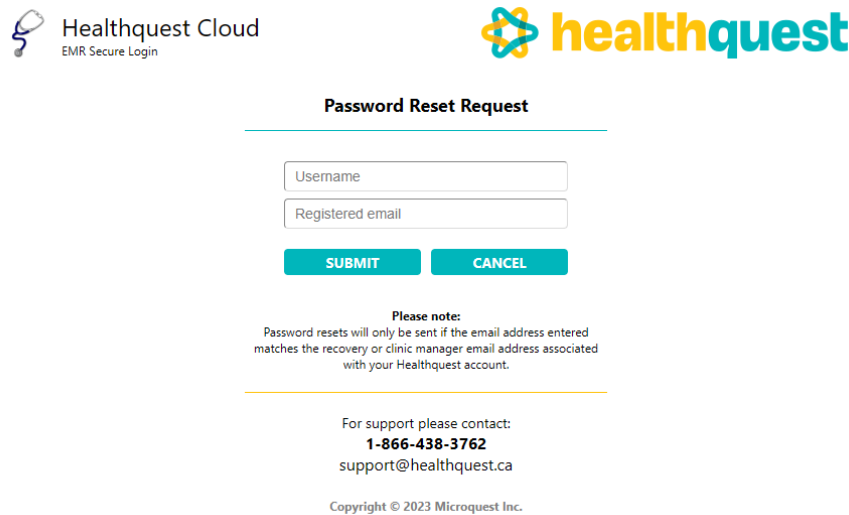
HEALTHQUEST CLOUD FORGOT PASSWORD

If you have forgotten your Healthquest Cloud password and know an email address associated with your account, you may request a password reset.

1. Select the **Forgot Password** option on the Healthquest Cloud login page

2. Enter your Healthquest Cloud username and an email address associated with your account

   **You will only receive a password reset email if the username and email address provided match the information on your account.

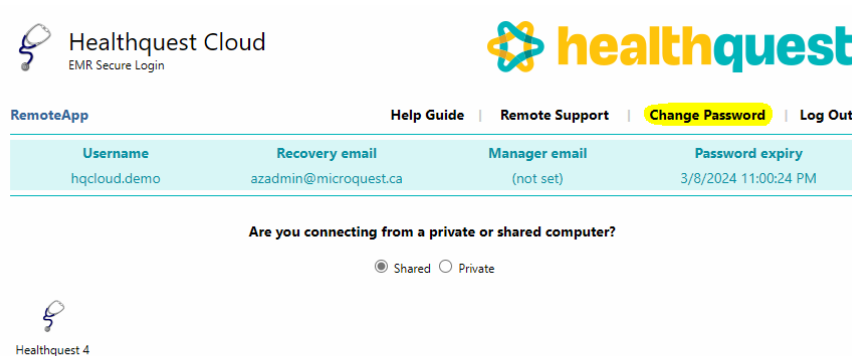   ****It may take up to 5 minutes for the password reset email to arrive. Please check your spam/junk folders.**

3. If you do not receive the password reset email, please contact Healthquest Support at 1-866-438-3762, or confirm your recovery email address with your clinic manager.
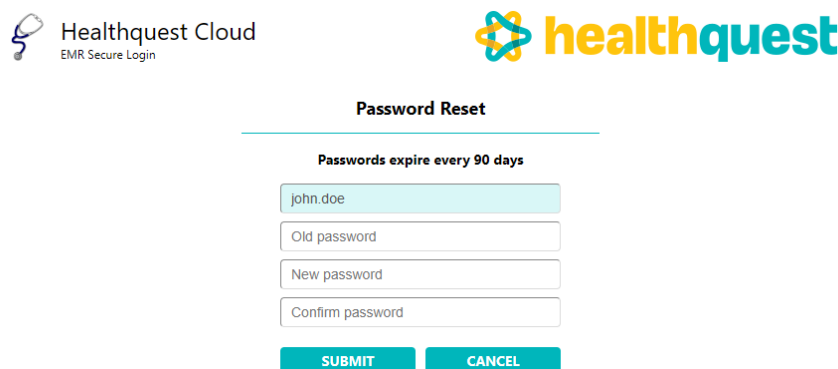
HEALTHQUEST CLOUD CHANGE PASSWORD

The below instructions apply If you know your (current or expired) password and need to change it, you would like to update your password before it expires, or for any other reason.

1. Login with your Healthquest Cloud username and (current or expired) password
2. If your password is expired, you will be automatically directed to the password reset page (skip to step #5 below)
3. If your password is not expired, you will be directed to the applications page
4. Once logged in, select **Change Password** near the top

5. Enter your Healthquest Cloud username, your (current or expired) password, and your desired new password two times and select **SUBMIT**

**Your new password must meet all the requirements outlined on this page

6. After a successfully changing your password, you may log back in with your new password

HEALTHQUEST CLOUD PASSWORD REQUIREMENTS

Healthquest Cloud account password requirements:

- Minimum of 8 characters
- At least one lowercase letter (a-z)
- At least one uppercase letter (A-Z)
- At least one number (0-9)
- At least one special character (~!@#$%&_?)
- You cannot reuse a previously used password
- Cannot contain part of your username, first name or last name

**Please note account passwords expire every 90 days

HEALTHQUEST CLOUD SYSTEM REQUIREMENTS

Healthquest Cloud system requirements can be found at the link below:

Healthquest-Cloud-System-Requirements-2023

**Please note that Healthquest Cloud requires a reliable internet connection at all times

HEALTHQUEST CLOUD SUPPORT

You can contact Healthquest Support toll-free during business hours at **1-866-438-3762** or email us anytime at **support@healthquest.ca**.

Healthquest Support is available:

Monday to Thursday 07:30-18:00

and Friday 07:30-17:00

Mountain Time (UTC -07:00)