

UPDATE YOUR @candw.ky EMAIL ADDRESS

Easy step-by-step guide for HSA patients

ACTION REQUIRED BY MONDAY, 31 AUGUST 2026

If an @candw.ky email address is recorded on your HSA patient account, update it to a different, active email address by this date.

Option 1: Through Patient Portal

The Patient Portal method is a two-step process. First, log in to the HSA Patient Portal.

Step 1 | Update your records

HSA will update your email address across our systems

Follow these steps:

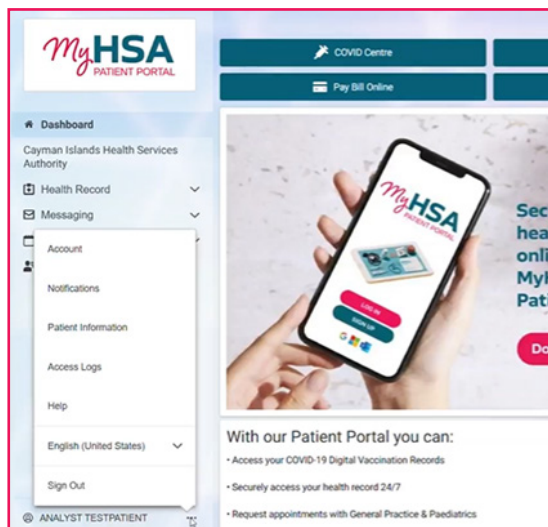
1. Go to 'Patient Information' on the left sidebar of the home page.
2. Update your email address
3. Scroll down to click "Send update request".

Step 2 | Update the email address for your Patient Portal account

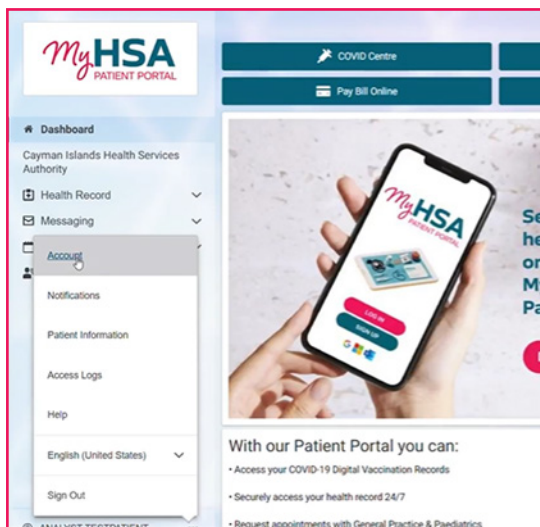
Important: Updating your records in HSA's system does not automatically change the email address used to create your Patient Portal account.

Follow these steps:

1. Click the three dots at the bottom left of your home page.



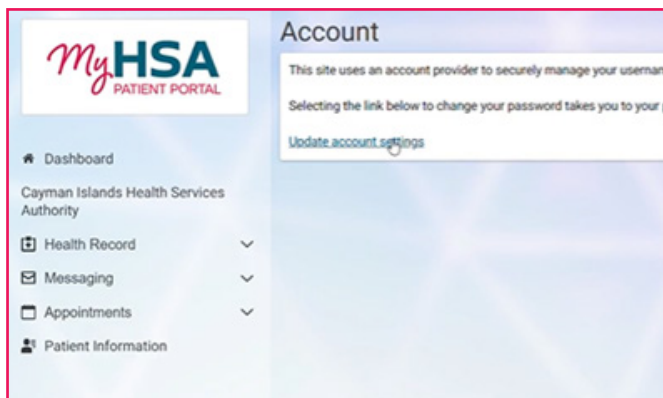
2. Click "Accounts".



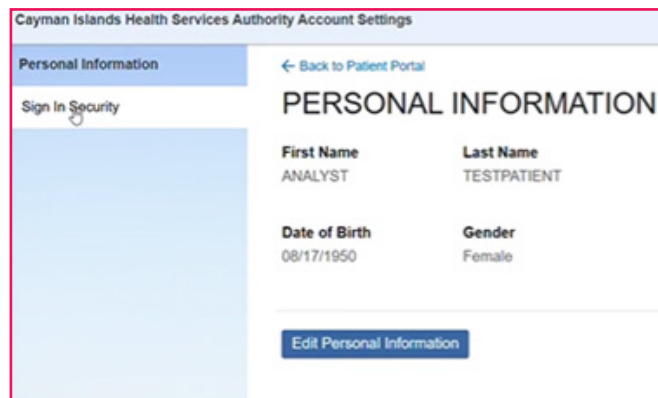
OPTION 1 CONTINUED

Patient Portal account email: Steps 3–6

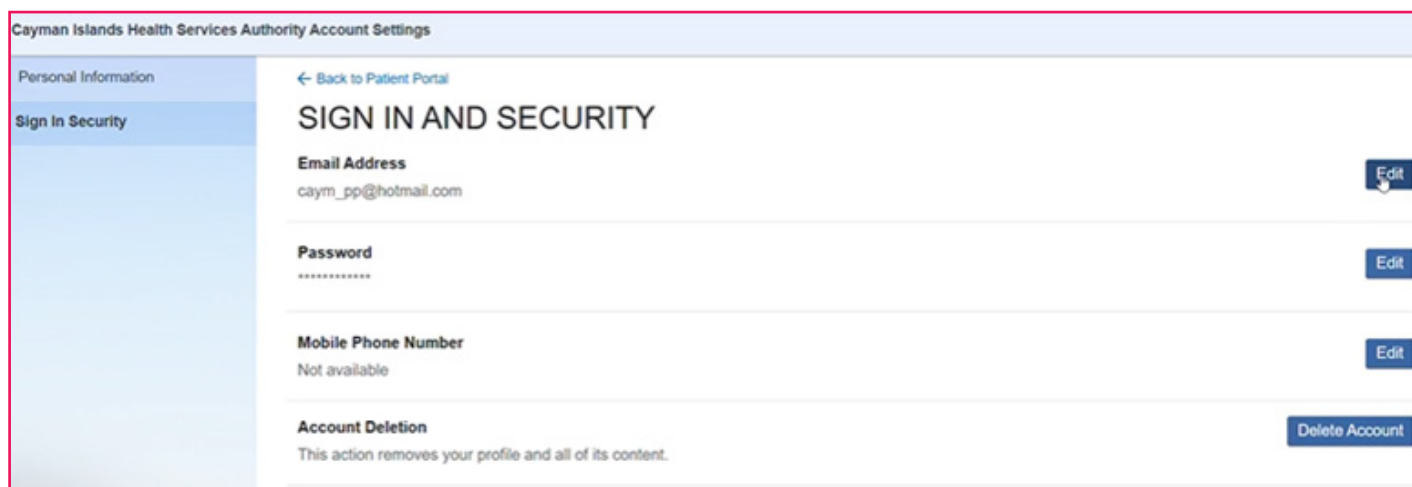
3. Click "Update account settings".



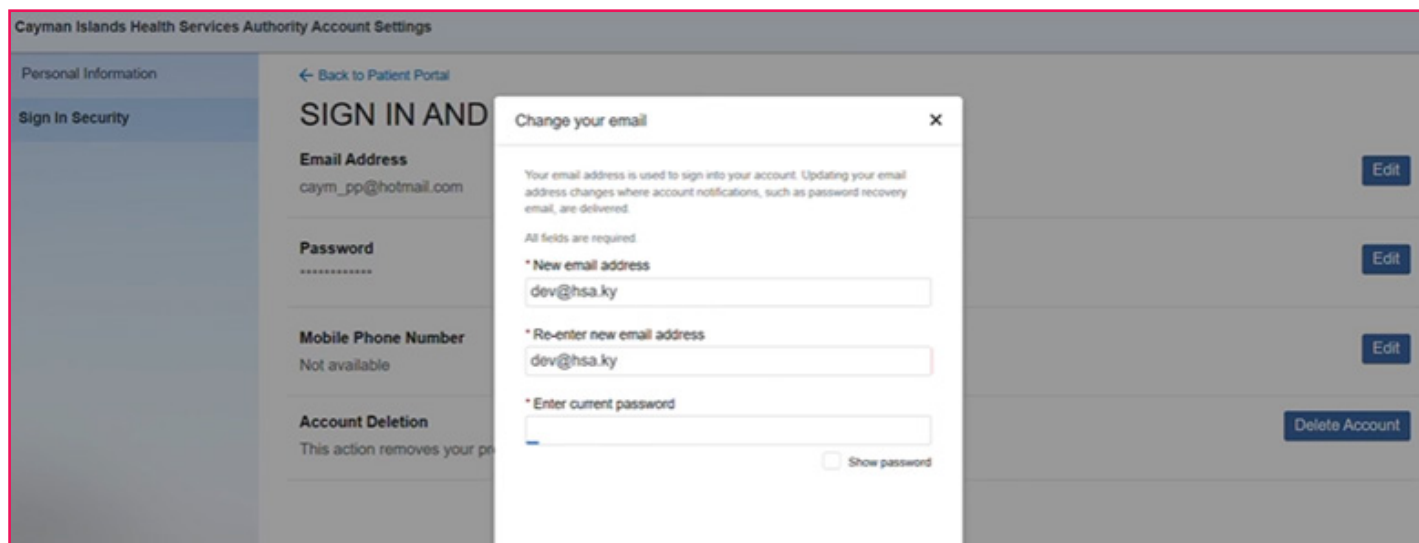
4. Click "Sign in Security" in the sidebar.



5. Click "Edit" beside your current email address.



6. Enter and re-enter your new email address along with your current password. Then click "Next".



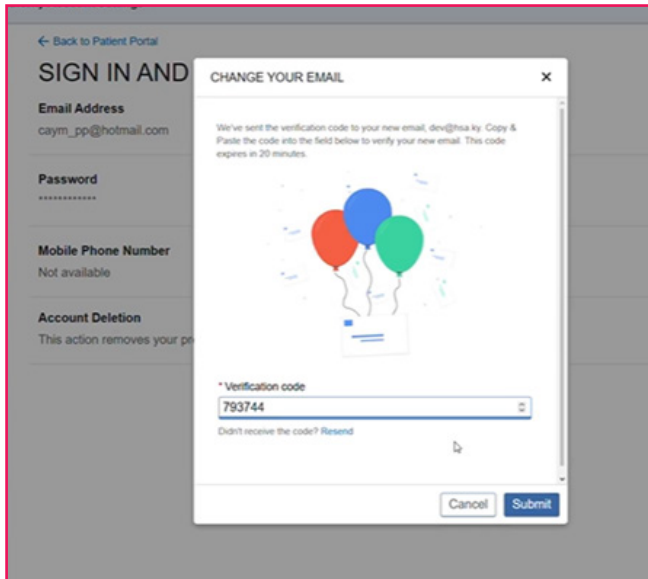
Next: verify the new email address using the code sent to your inbox.

FINISH THE PORTAL UPDATE

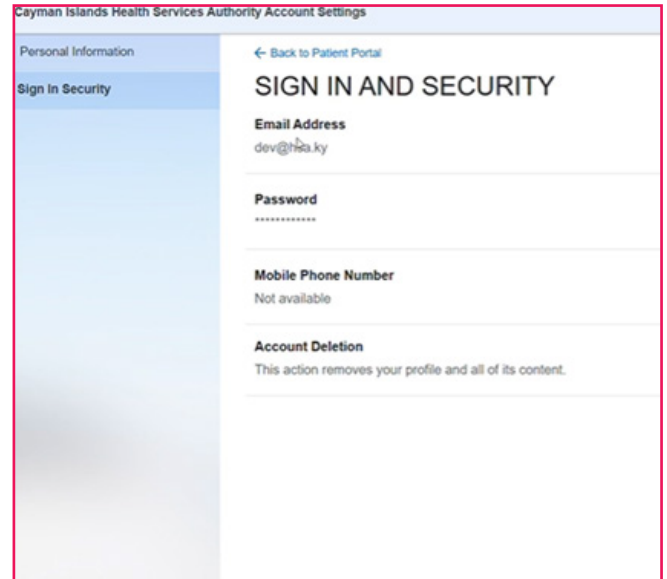
Patient Portal account email: Steps 7–8

7. Enter the verification code and click "Submit".

A verification code will be sent to your new email. Enter it into the field displayed on your Patient Portal to verify your new email address.

A screenshot of a web application showing a 'CHANGE YOUR EMAIL' modal. The modal has a title bar with a close button. Inside, it says 'We've sent the verification code to your new email, dev@hsa.ky. Copy & Paste the code into the field below to verify your new email. This code expires in 20 minutes.' Below this is an illustration of three balloons (red, blue, green) and a small box with a code. A text input field labeled '* Verification code' contains the number '793744'. Below the field is a link that says 'Didn't receive the code? Resend'. At the bottom right are 'Cancel' and 'Submit' buttons. The background shows a 'SIGN IN AND' form with fields for Email Address, Password, Mobile Phone Number, and Account Deletion.

8. Confirm your new email address is displayed. Your new email address should be immediately displayed in the email field.

A screenshot of a web application showing the 'SIGN IN AND SECURITY' page. The page has a sidebar with 'Personal Information' and 'Sign In Security' sections. The main content area has a title 'SIGN IN AND SECURITY' and a 'Back to Patient Portal' link. Below the title are fields for 'Email Address' (displaying 'dev@hsa.ky'), 'Password', 'Mobile Phone Number' (displaying 'Not available'), and 'Account Deletion' (with a description: 'This action removes your profile and all of its content.').

Option 2: By email or phone

If you do not have access to the Patient Portal or require assistance, contact the Registration team at registration@hsa.ky or the HSA Call Centre at **949-8600** (select option 1). For verification purposes, please be prepared to provide your full name, date of birth, a scan or photo of your government-issued ID, and a photo of yourself holding the same ID.

All information provided to HSA will be subject to HSA's Privacy Policy.

Option 3: In person

You may also update your email address by visiting a Registration Desk at any HSA facility.

PLEASE NOTE

HSA will never ask for your portal password, payment or credit card information as part of the email update process. Patients are responsible for ensuring their information is current and accurate. We encourage you to complete the update promptly to avoid any disruption in electronic access to your records and receiving important HSA communications.

If you have any questions, please contact HSA's Call Centre at 949-8600.

Please disregard if you've already changed your candw.ky email address.