

Effective July 15th, 2018, the current process of submitting a password change request via your claims submission software using the change password (/cp) service will no longer be available. The current process will be replaced with a password change user interface.

How will I change my current password to a complex password to enable claims submission?

Please take the following steps, to change your current password to a new complex password:

1. Use your preferred browser to navigate to <https://www.MSIeLink.ca>.
 2. Login using your Submitter ID (3 letters) as the User ID and your current password.
 3. Select "Change Password" from the menu on the left side of the screen.
 4. Using your current password, create a new password. The new password requirements are:
 - New password is not to match the current password.
 - Minimum password length is 14 and maximum length is 20.
 - Must contain at least 1 lowercase character, at least 1 uppercase character, at least 1 number, and at least 1 of the following special characters ! @ # \$ * . , ? - = _
 - Cannot start with a special character.
 5. Save the new password by selecting the **Change Password** button.
- Note: The new password will not have an expiry date and can be changed whenever you choose, but you need to know your current password to change it to a new complex password.

If I am a new submitter, what will be my assigned password?

A temporary password will be assigned as, 'submitter id' || pass. For example, if your Submitter ID is 'zzz', the password will be 'zzzpass' (all lowercase). The password will only permit access to the MSIELink website's change password functionality. Claims cannot be submitted using this password. This temporary password will have to be reset to a complex password before it can be used for this purpose. The steps described above will need to be followed to create a complex password that will allow for claims submission and file pick up.

If I forget my current password, what steps do I take to obtain a new password?

If you do not remember your current password, please do the following:

1. Contact Medavie's Provider Coordinators during regular business hours to have your password reset. They can be reached via email (msiproviders@medavie.ca) or phone (902-496-7011/toll-free 1-866-553-0585). Your password will be reset to the temporary password, 'submitter id' || pass, which will allow you to access the MSIELink website.
2. Follow the process described above to create a new complex password that will allow for claim submission and file pick up.