Your Digital Manitoba Health Card

A guide to your "My Manitoba Health Card" account & your MB Wallet

Manitoba

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Setting up your "My Manitoba Health Card" account

What is your "My Manitoba Health Card" account?

Your "My Manitoba Health Card" account allows you to apply for a digital and plastic Manitoba health card. Once signed in, you will see your personalized profile page where you can manage digital invitations for the digital health card and submit updates to your Manitoba health card.

Step 1: Navigate to your "My Manitoba Health Card" account

- Go to your "My Manitoba Health Card" account.
  https://healthcardweb.manitoba.ca

Step 2: Two-factor authentication

- Choose your preferred method of two-step verification:
  - Text Message or Phone Call
  - Microsoft Authenticator App is the preferred multifactor authentication app (if you do not have phone service, this option only requires internet connection)
- Click Continue

Step 3: Sign In/Sign Up for "My Manitoba Health Card" Account

- If you are applying for the first time, click "Sign Up Now."

Step 4: Email Verification

- Enter your email address. This email will be used to sign into your account going forward.
- Click "Send Verification Code."
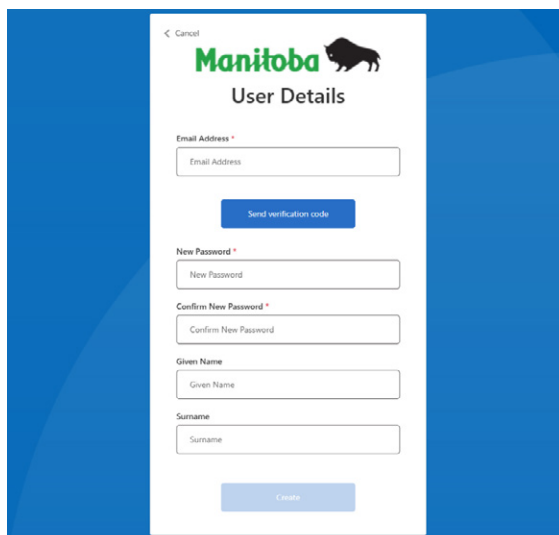- Check your email for the code and enter it in the portal to verify.
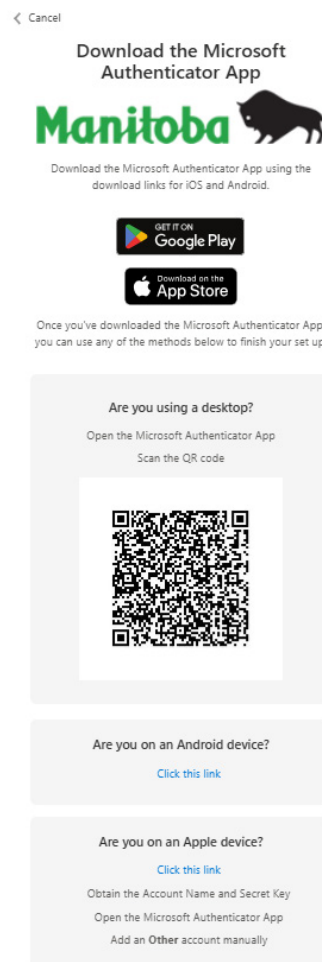
Step 5: Create a Password

- Create a password (six to eight characters).
- Enter your:
    - Legal first name
    - Legal last name
- Click "Create."

Step 6: Download the Microsoft Authenticator App

- To install the software on your mobile device, use the appropriate link below:
    - **Apple:** https://support.microsoft.com/en-us/account-billing/download-microsoft-authenticator-351498fc-850a-45da-b7b6-27e523b8702a#id0ebbj=ios
    - **Android:** https://support.microsoft.com/en-us/account-billing/download-microsoft-authenticator-351498fc-850a-45da-b7b6-27e523b8702a#id0ebbj=android
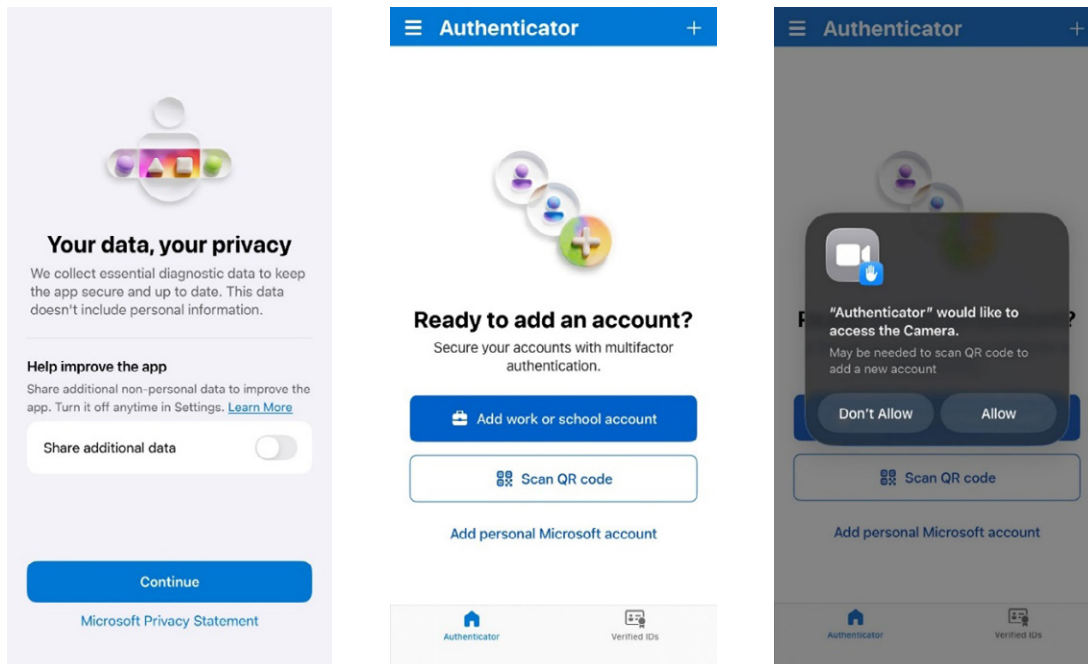- Follow the prompts on your mobile device to download and install the app.
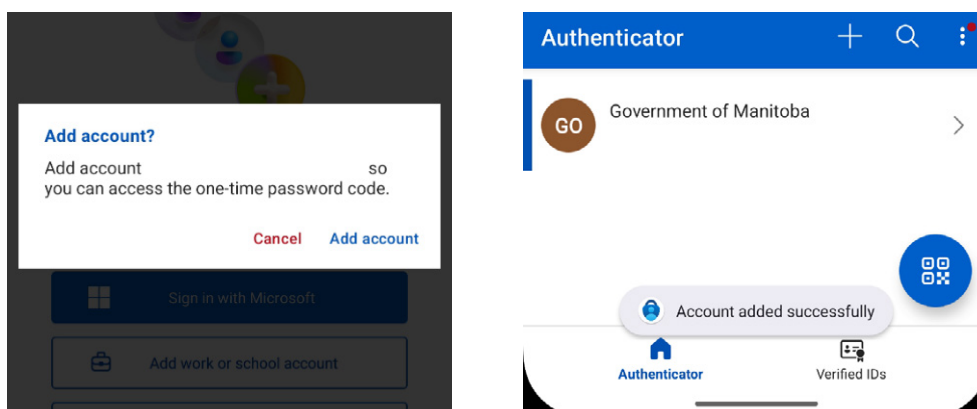
Step 7: For Account Set Up on a Desktop

- Open the Microsoft Authenticator App on Mobile Device
- Choose your privacy setting and tap "Continue"
- Tap "Scan QR code" to add your My MB Health Card Account
- You may see a pop up asking for permission to access your camera. Tap "Allow"
- Use your mobile device to scan the QR code displayed on your computer screen

## Step 8: For Account Set Up on a Mobile Device

Android:

- If you are using an android device, select the Android link
- This link will connect you automatically to your Microsoft Authenticator App
- Tap "Add account"
- You will see confirmation that your account has been added successfully

Apple:

- If you are using an apple device, select the Apple link.
- Your Account Name and Secret Key will appear; this information will allow you to manually link your account.
- Open the Microsoft Authenticator App on your mobile device.
- Choose your privacy setting and tap "Continue"
- Tap "+" in the top right corner of the screen
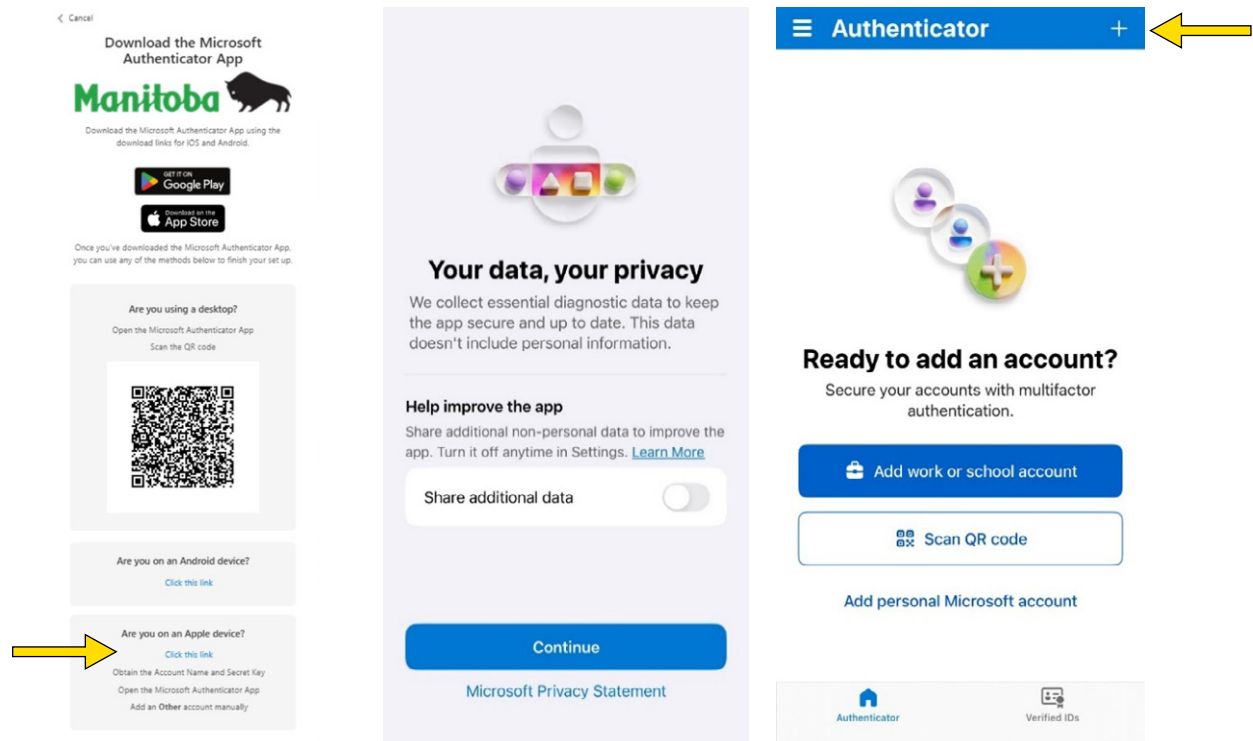
- Tap "Other"
- Tap "Enter code manually"
- Enter your Account Name and Seceret Key information.
- Tap "Finish"
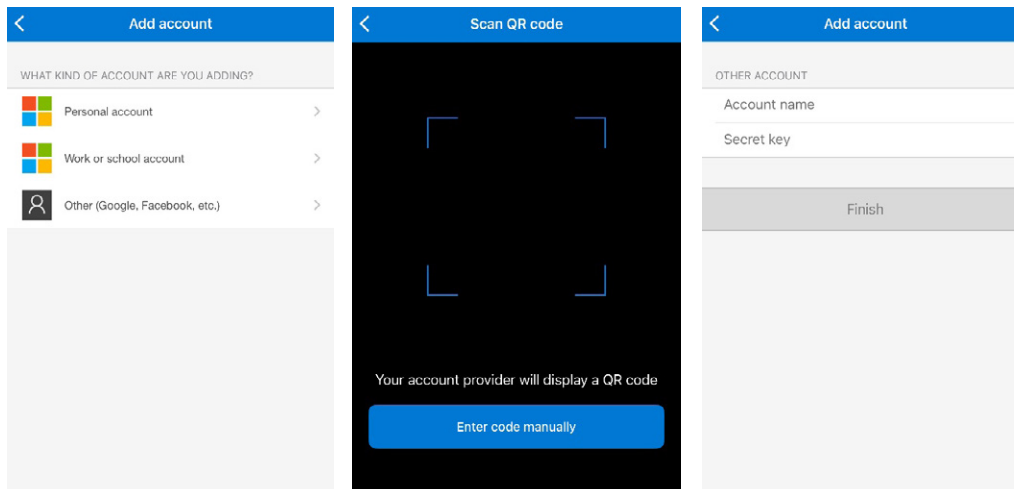
Step 9: Confirm Your Account Has Been Added

- After adding your account, the Microsoft Authenticator app will return to the main screen.
- You will now see your newly added account listed, tap on your Government of Manitoba account.
- A 6 digit verification code will appear and refresh every 30 seconds.
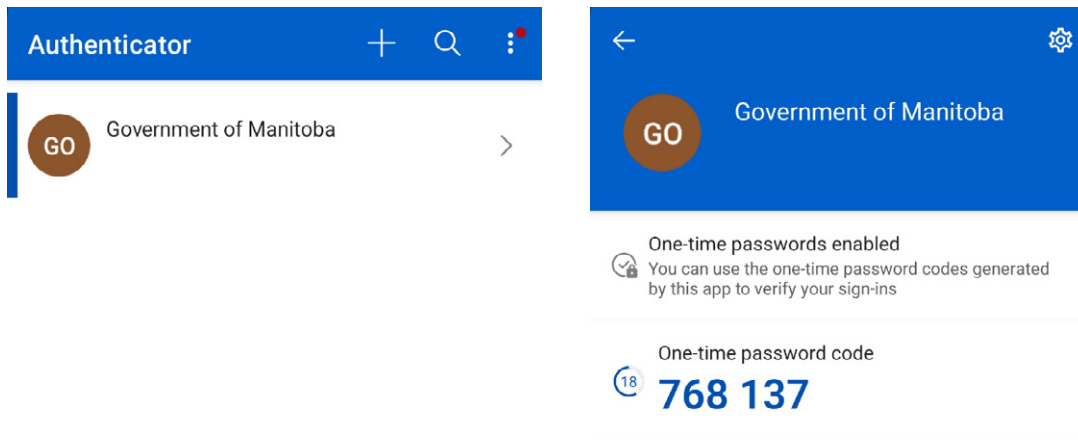
Step 10: Enter the Verification Code in Webpage

- Go back to your account setup webpage on your computer or mobile device.
- Type the 6 digit code shown in your Microsoft Authenticator app into the box.
- Tap "Verify" to complete your account.
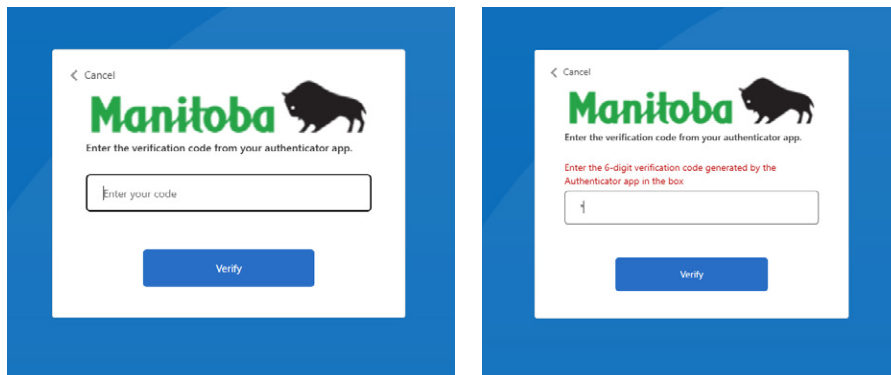
Step 11: Your Profile Page

Once signed in, you will be directed to your profile page.
Here, you can update your first and last name on your profile.

Important: Changes made here are for your "My Manitoba Health Card" profile only.
To officially update your Manitoba Health Card, you must submit a request through the online forms available in your "My Manitoba Health Card" account.

Request Your Digital Health Card - Active Manitoba Health Coverage

Step 1. Log in to Your My Manitoba Health Card Account

- Access your account and select "Replacement Card" from the available services.

Step 2. Start the Replacement Card Request

- Choose the Replacement Card option to begin your application.

Step 3. Complete the Online Form

- Fill in all required fields using your current information.

Step 4. Select Card Type

- In the "Type of Card" section: Choose "Digital" from the dropdown menu.

Add a Minor Child with an Active Manitoba Health Coverage

Step 1. Log in to Your My Manitoba Health Card Account

- Access your account and select "Replacement Card" from the available services

Step 2. Start the Replacement Card Request for your Minor Child

- Choose the Replacement Card option to begin your application.

Step 3. Complete the Online Form

- Fill in all required fields using your current information.
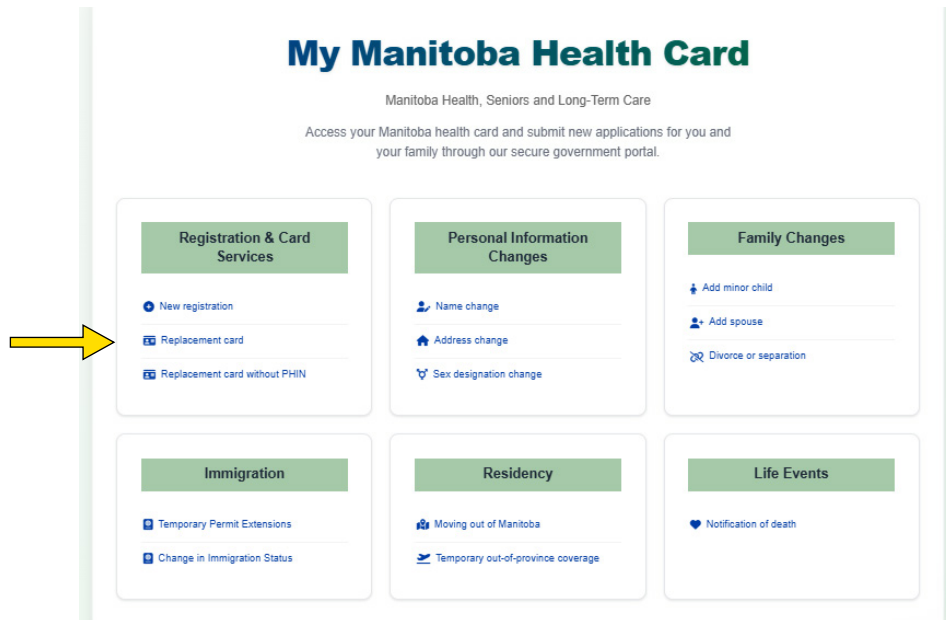
Step 4. Select Card Type

- In the "Type of Card" section: Choose "Digital" from the dropdown menu.

Important:
Only the applicant, a spouse, a parent, or a legal guardian is eligible to request a digital card.
Others must select "Plastic".

Request Your Digital Health Card – New Registration

Step 1. Log in to Your My Manitoba Health Card Account

- Access your account and select "New Registration" from the available services.
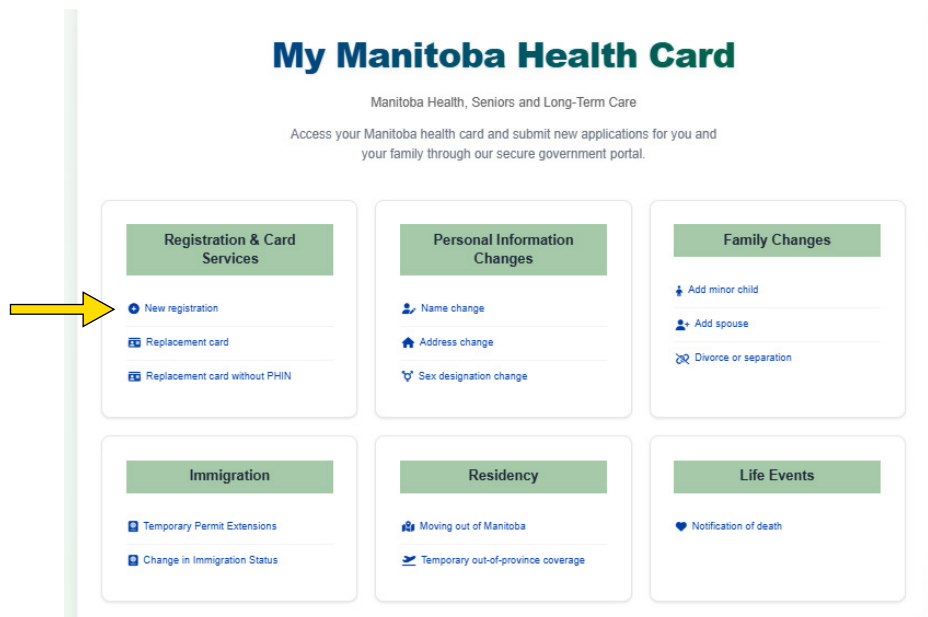
Step 2. Start the New Registration Application Request

- Choose the New Registration Application to begin your application.

Step 3. Complete the Online Application Form

- Fill in all required fields using your current health card information.

Step 4. Select Card Type

- In the "Type of Card" section: Choose "Digital" from the dropdown menu.

Downloading Your MB Wallet

What is MB Wallet?

MB Wallet is a mobile app that runs on smartphones and tablets. It is a secure wallet that can safely store your digital health card.

Step 1: Download the MB Wallet App

- Open the App Store (iOS) or Google Play Store (Android) on your smartphone or tablet.
- **Apple:** https://apps.apple.com/us/app/mb-wallet/id6738668460
- **Android:** https://play.google.com/store/apps/details?id=ca.mb.gov.MBWallet&pli=1
- Search for "MB Wallet."
- Click "Get" or "Install" and follow the on-screen prompts to download the app to your device.

Step 2: Open the App

- Once installed, locate the MB Wallet icon on your home screen.
- Tap the icon to launch the app.

(iOS)   (Android)

Step 3: Set Up Your PIN

- You will be prompted to create a six-digit PIN.
- Enter your chosen PIN and confirm it.
- This PIN will be used to receive your wallet securely.
- **It is Important to remember your PIN**: If you forget it, you will not be able to access your account, and you will need to go through the process again from the start.

Step 4: Enable Fingerprint or Face Recognition

- After setting your PIN, you will be prompted to enable biometric authentication.
- Follow the on-screen instructions to register your fingerprint or face recognition.
- This allows for quick and secure access to the wallet without entering your PIN each time.
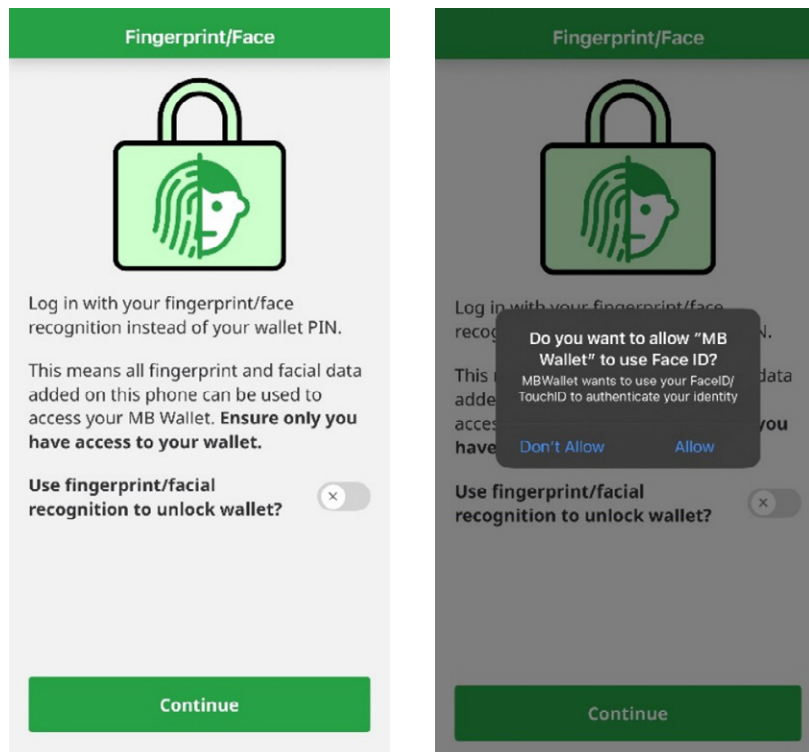
Receiving your Digital Health Card

Step 1: Email Confirmation

- If you have applied for a Manitoba health card for the first time, when your application is approved, you will receive a confirmation email with instructions to receive your Manitoba Digital Health Card.
- If you already have a physical health card and complete the application for a digital health card correctly, your digital health card should be available within 2 hours.
- A link to log into your "My Manitoba Health Card" account will be available in the confirmation email.
- Use the link provided to log into your "My Manitoba Health Card" account.

Step 2: Prepare Download Invitation

- Once logged into your "My Manitoba Health Card" account.
- Navigate to "Access Digital Health Cards".
- Scroll to the "Ready to Download" section.
- Under "Digital Health Cards ready to download", locate your card.
- Click the "Download here" below your name.
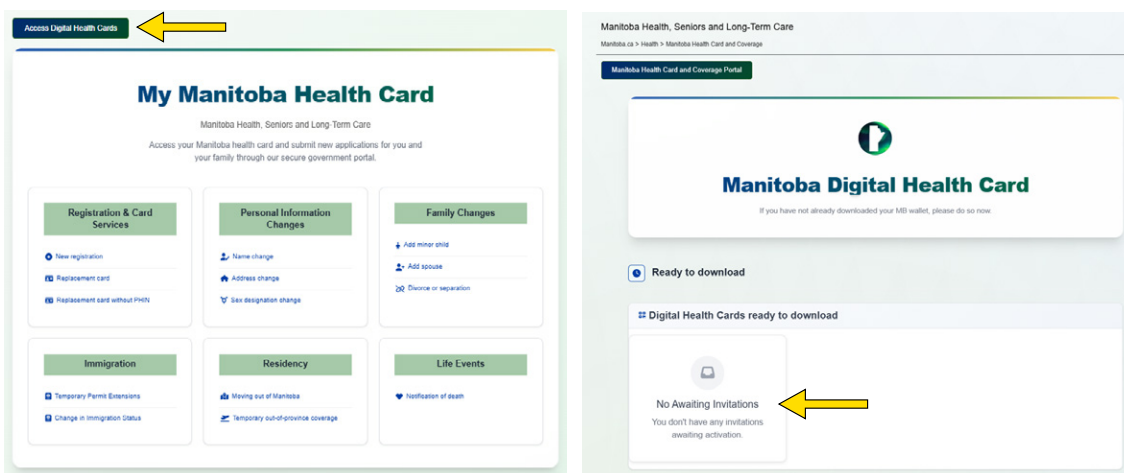
Step 3: Scan QR Code

Once you have clicked "Download here," a QR code will be generated for your digital health card.

- **If you are using a PC or laptop:**
  - Open the MB Wallet app on your mobile device.
  - Use the app to scan the QR code displayed on your computer screen.
  - This QR code will regenerate every 15 minutes

Important: Your digital invitation will expire after 30 days. If your invitation expires, you will need to resubmit your request.
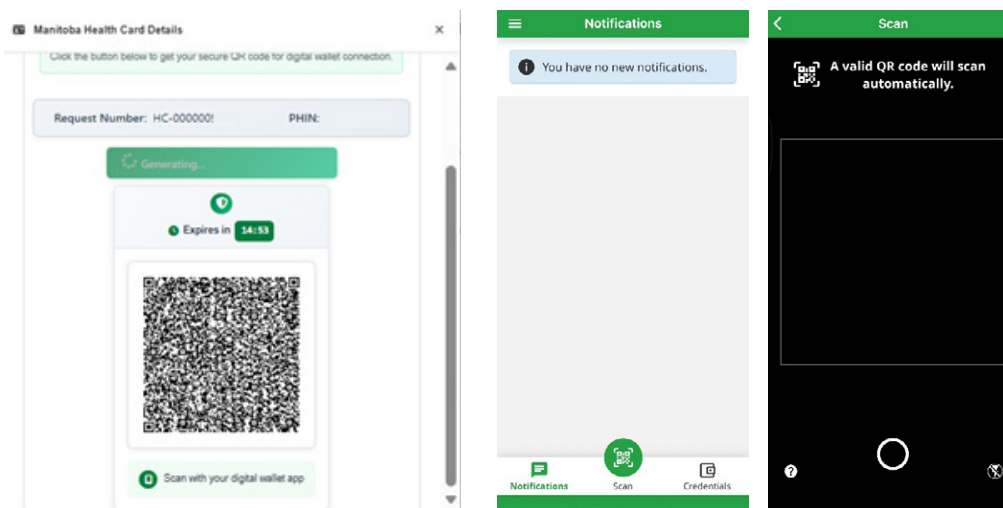
- **If you are using a mobile device or tablet:**
    - Click the link below the QR code to open it directly in the MB Wallet app.
    - Follow the prompts to activate your card.
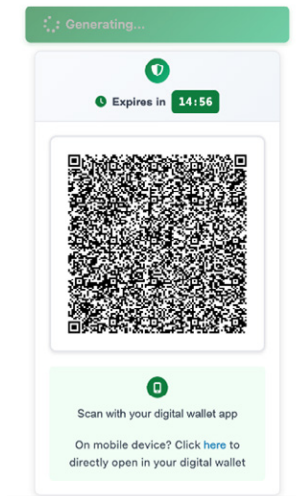
Step 4: Accept your Digital Health Card

After scanning the QR code, your MB Wallet app will receive a notification with a new health card offer.

- Open MB Wallet app
- Look for the message titled "New credential offer."
- Tap the "View" button to open the health card details.
- Scroll down and click "Accept."
- Once accepted, you'll see a message that says "Credential added to your wallet."
- Tap "Done" to complete the process.
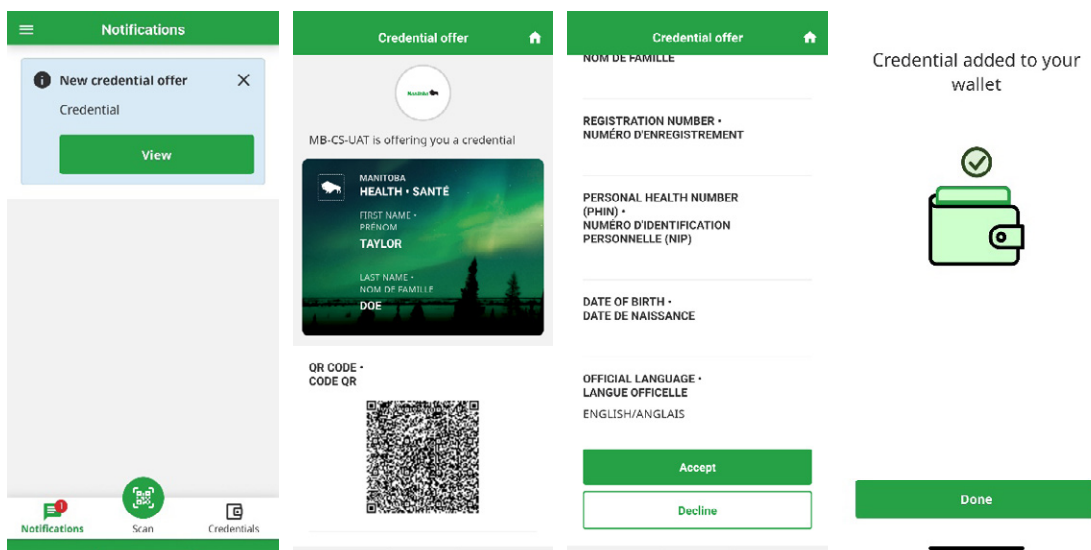
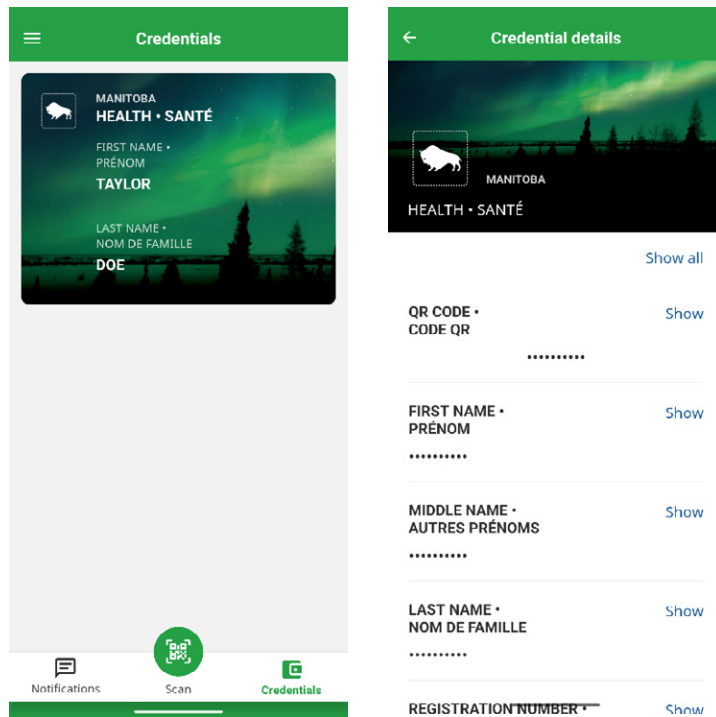**Step 5: Confirm Your Digital Health Card is Active in MB Wallet**

- Navigate to the "Credentials" tab at the bottom of the screen.
- You should now see your Manitoba health card displayed with your first and last name.
- Tap on the card to view more information.

Step 6: Confirm Your Download in Your Manitoba Health Services Portal Account

- First, login to your "My Manitoba Health Card" account.
- Navigate to "My Digital Invitations" in the top right corner.
- Scroll to the "Accepted" section.
- Your digital health card should appear under the "Accepted Digital Cards" section.
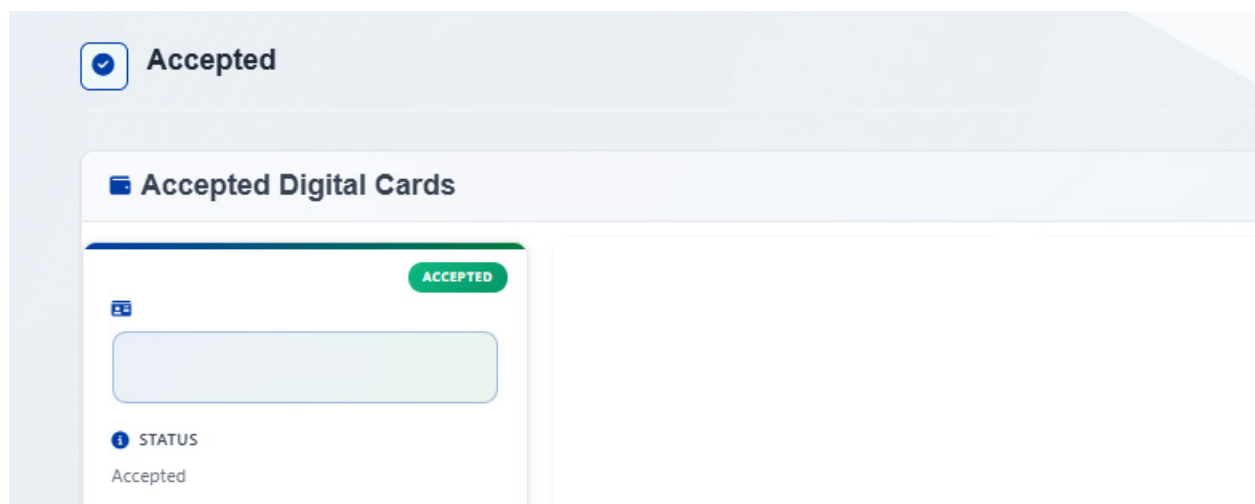
Navigating your "My Manitoba Health Card" account

Update Your Manitoba Health Card

- Click the "Manitoba Health Card and Coverage Portal" button at the top left. This will take you to a list of available forms.
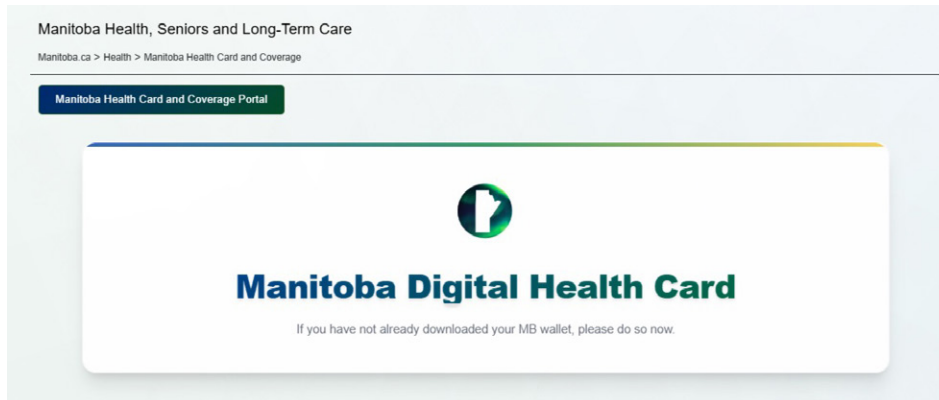

- These forms will allow you to request a replacement card, update your existing card, submit an application for a dependant, or request temporary out of province coverage.

- Click the button of the form you wish to update and proceed with your application.

Change or Reset Your Password

- Navigate to your "My Manitoba Health Card" account.
- Choose your preferred method to verify your identity.
- Click "Continue."
- Once you have reached the sign in page, click "Forgot your Password."
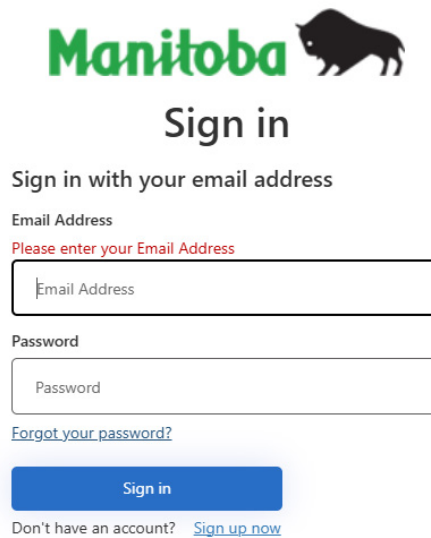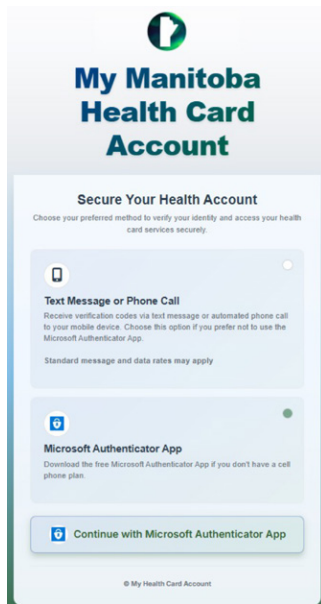
- Type in your email address.
- Click "Send verification code."
- Open your email inbox and find the verification code.
- Enter the code on the User Details page and click "Verify code."
- You will see a message that your email is verified.
- Click "Continue to change password."
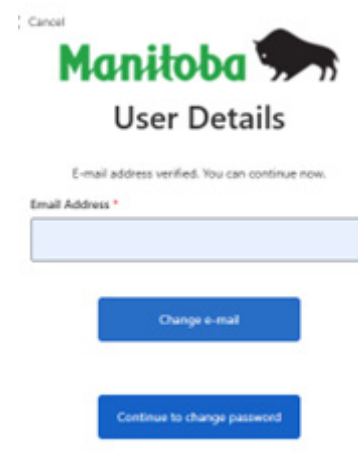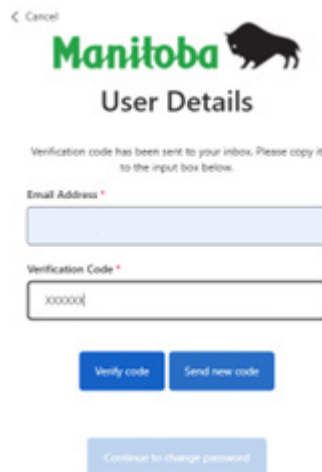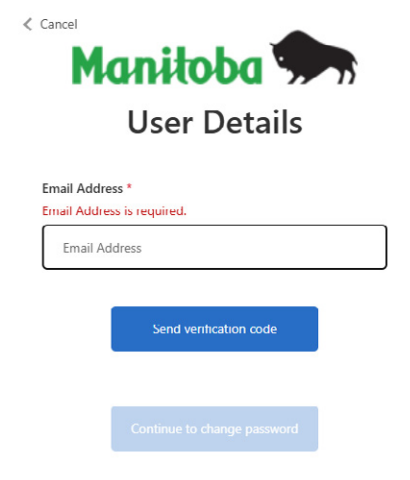
If you selected Text Message (SMS) or Phone Call:

- Text Message (SMS):
    - Click "Send Code."
    - A verification code will be sent to your phone number.
    - Enter the code in the field provided and click "Verify Code."
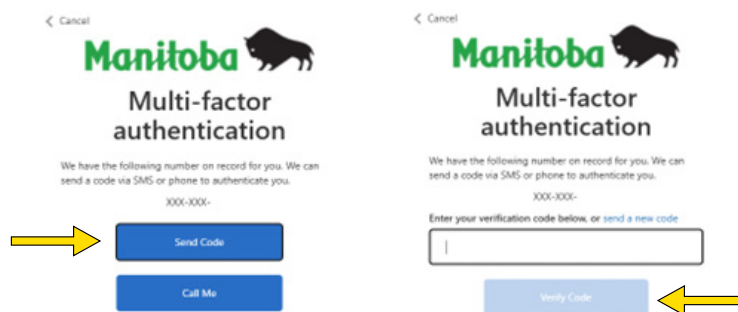
- Phone Call:
    - Click "Call Me."
    - You will receive a call at the same number with your verification code.
    - Enter the code in the field provided and click "Verify Code."

- You will be redirected to the User Details screen.
- Enter and confirm your new password.
- Click "Continue to change password."
- You will be signed in a redirected to your "My Manitoba Health Card" account.
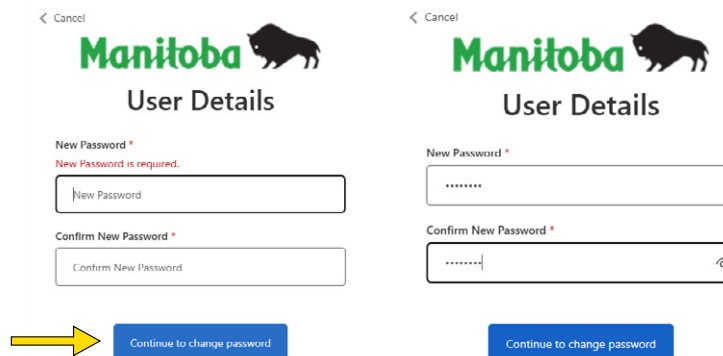
If you selected Microsoft Authenticator:

- Open your Microsoft Authenticator app.
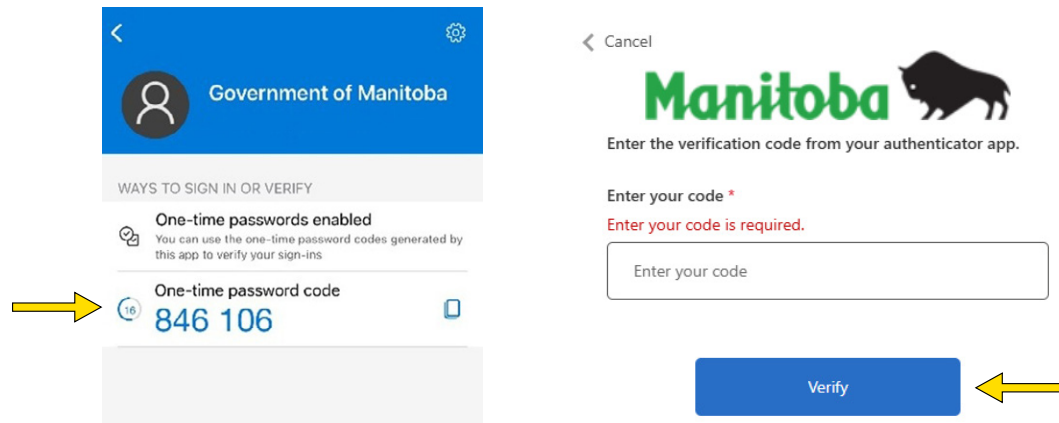- Enter the code shown into your "My Manitoba Health Card" account log in.
- Click "Verify."

Change Your Language Preference to French

If you would prefer to use your "My Manitoba Health Card" account in French, you can easily switch your language settings.

- Go to the top right corner of your "My Manitoba Health Card" account.
- Click on the language dropdown menu labeled "English."
- Select "français" from the list.
- The webpage will reload in French, allowing you to continue your application or view your digital health card in your preferred language.
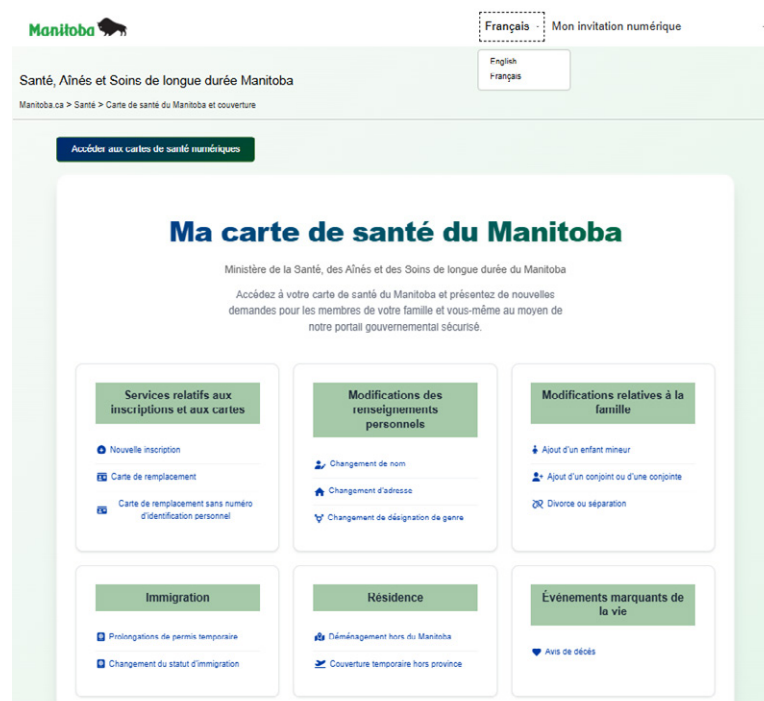
Active Invitation Error Code

Before proceeding with any new health card offers, make sure to check your MB Wallet for any pending invitations. If you receive this error code, you must:

- Open the MB Wallet app.
- Look for any active digital health card offers that have not been accepted yet.
- Tap on the invitation and follow the prompts to accept or deny it.
- You must respond to any existing offers before new ones can be processed.
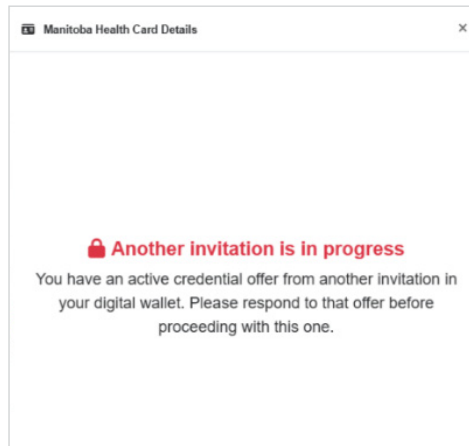
Navigating Your MB Wallet

How to Change or Reset Your PIN

- Launch the MB Wallet on your mobile device.
- Tap the three horizontal lines in the top left corner of the screen.
- In the menu, scroll to the "App settings" section.
- Tap on "Change PIN."
- You will be taken to the Change PIN screen.
- Enter the following:
    - Your old PIN
    - A new six-digit PIN
    - Re-enter the new PIN to confirm
- Tap the "Change PIN" button to save your new PIN.

<div style="background-color:#f9e79f">
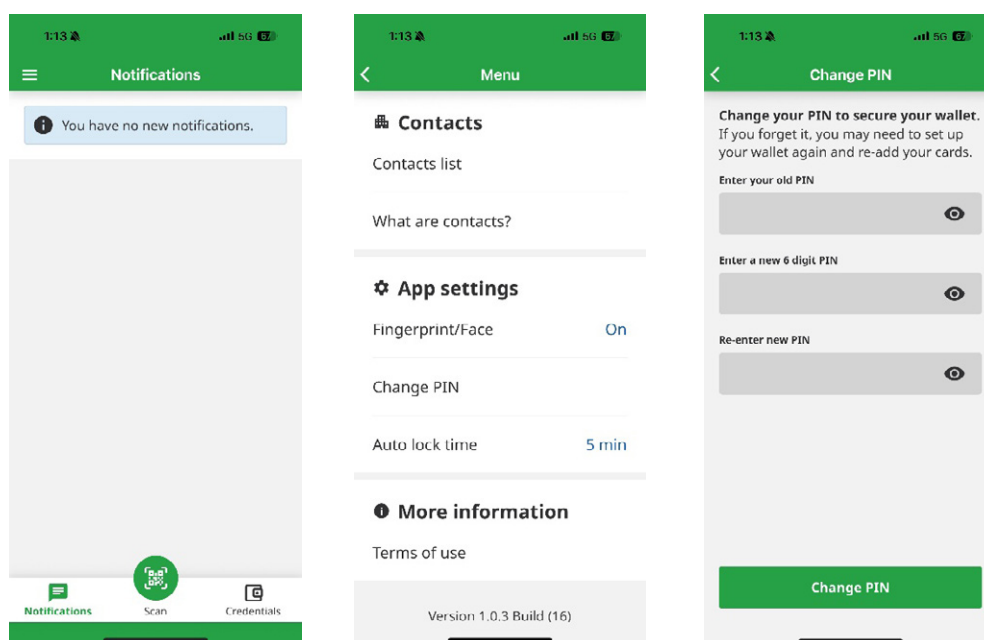
Important: Lost PINs cannot be recovered

If you have forgotten your PIN for your MB Wallet, you will need to delete the app and set up a new account. This process ensures that only you can receive your digital health card and protects your personal information.

</div>

Change Your Language to French

- Your MB Wallet will display in French if the language of your smartphone or tablet is French. If your phone is set to any other language, the app will default to English

Further Assistance

To receive technical assistance or ask questions about your "My Manitoba Health Card" account or your MB Wallet, please contact Manitoba Health, Seniors and Long-Term Care, Insured Benefits Branch.

Phone: 204-786-7101
Toll Free: 1-800-392-1207
Website: Update or Replace Your Manitoba Health Card | Health | Province of Manitoba