

As an Authorized Representative, you will have access to another patient's account through your own My Connected Care account.

To learn more about becoming an Authorized Representative, please see the following resources:

- Patients 16 and up: Authorized Representative Access Age 16 and Up (PDF)
- Patients between ages 12 and 15: Authorized Representative Access Age 12 to 15 (PDF)
- Patients 11 and under: Accessing Your Child's My Connected Care Account (Age 11 and under) (PDF)

To become an Authorized Representative:

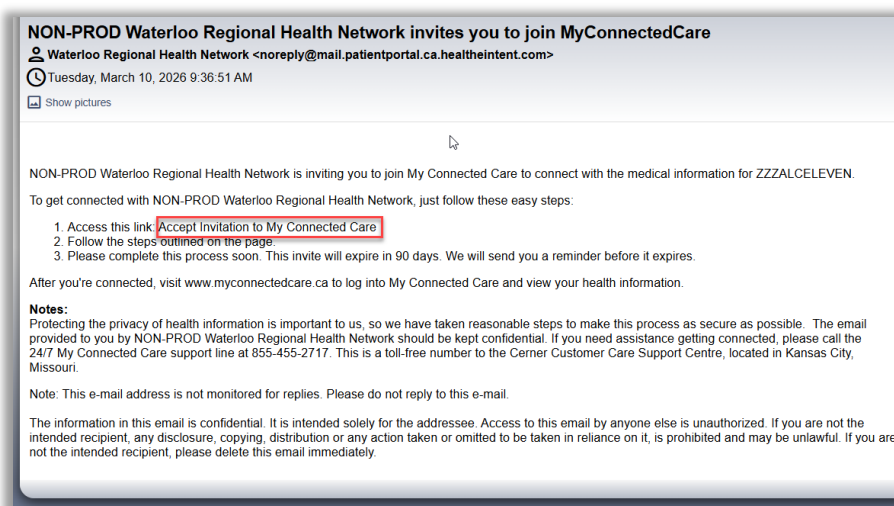
1. Print and complete the [Patient Portal Authorized Representative Form](#)
2. Scan and submit the form with supporting documentation to:

Releaseof.Information@wrhn.ca

3. We will contact you to confirm any required information
4. Once confirmed, we will email you an invitation to complete the registration process in My Connected Care.

Completing the Registration Process

1. Open the email sent to you by the hospital. You will see the first name of the patient for whom you have applied to be the Authorized Representative.
2. Accept Invitation to My Connected Care to begin registration.



March 10, 2026

3. In the Welcome window, confirm that you have legal authority to manage the patient's health.

Welcome to My Connected Care

My Connected Care is your online connection to NON-PROD Waterloo Regional Health Network. Here you can view health and visit information kept in our electronic health record and access an expanding number of online services designed to help you manage your health.

This invitation is for ZZZALCELEVEN

If you aren't ZZZALCELEVEN but have legal authority to manage ZZZALCELEVEN's health, you'll create an account first so that you can access the requested health information. If you don't manage ZZZALCELEVEN's health, please contact us immediately.

Are you ZZZALCELEVEN?

I manage ZZZALCELEVEN's health

Continue Cancel

4. Fill in the patient's Date of birth, answer the security question, read and agree to the Terms of Use and Privacy Policy, and then click the button to **Create Your Account**.

Verify Your Identity With Us

By verifying patient information with NON-PROD Waterloo Regional Health Network, you are helping us keep medical record information secure.

Complete ZZZALCELEVEN's Information

Date of birth

Month Day Year

Select

Enter the year as 4 digits.

Last four digits of your HCN

The answer to this security verification question may have been provided when you were invited to join.

I agree to the NON-PROD Waterloo Regional Health Network [Terms of Use](#) and [Privacy Policy](#).

Next Cancel

5. The My Connected Care Sign Up window opens by default for a new user.

If you are new to My Connected Care:

- Enter the email you provided to the hospital, and your first and last name then select **Create Account**.
- Verify your email and password.

Verify Email and Finish Setup

Check your email tes***@yopmail.com to activate your account and set your password.

Then return to this page to [sign in](#) and [finish setting up your account](#).

Activate Your Waterloo Regional Health Network Patient Portal Account

Hi ZZZALCELEVEN ZZZTEST,

You have been granted access to Waterloo Regional Health Network Patient Portal. Activate your account before Sunday, April 5, 2026 1:13:35 PM EDT.

Username: exampleemail@YOPmail.com

Activate Your Account

This link expires on Sunday, April 5, 2026 1:13:35 PM EDT.

- Click the **Activate Your Account** button.
- Enter your password, then enter it again in the **Confirm New Password** section.
- Select **Reset Password**.

- The password must have at least 12 characters.
- The password cannot exceed 40 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.
- The password must have at least 1 special characters.
- Cannot repeat last 4 passwords

6. Access to **My Connected Care** is confirmed, and you may now log in using your new account.

If you have an existing My Connected Care account:

- Click the **Sign In** button.
- Enter your email address and password.
- Click the **LOG IN >** button.

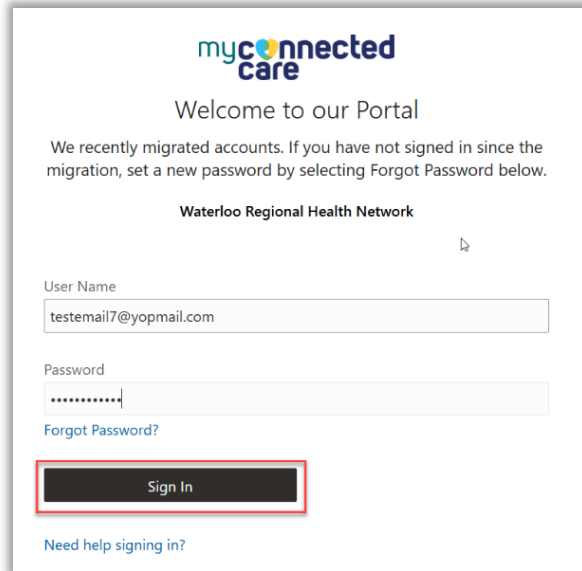
☞ If you are registering for access as an Authorized Representative for more than one patient and you see an error message, close the window and wait for about 15 minutes, and then begin again starting at Step 1.

7. Your My Connected Care account opens on the login page.

Enabling Multi Factor Authentication Verification

My Connected Care now offers Multi-Factor Authentication (secure verification). You can set it up using your email or phone number, and although MFA adds an extra layer of security, you may choose to skip it if preferred.

1. Enter your email and password to log in.



myconnected
care

Welcome to our Portal

We recently migrated accounts. If you have not signed in since the migration, set a new password by selecting [Forgot Password](#) below.

Waterloo Regional Health Network

User Name
testemail7@yopmail.com

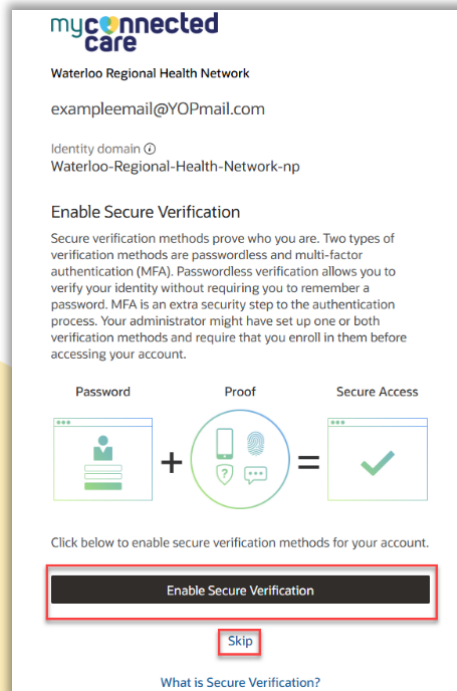
Password
.....

[Forgot Password?](#)

Sign In

[Need help signing in?](#)

2. Select **Enable Secure Verification** or **Skip**.



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Waterloo Regional Health Network

exampleemail@YOPmail.com

Identity domain ⓘ
Waterloo-Regional-Health-Network-np

Enable Secure Verification

Secure verification methods prove who you are. Two types of verification methods are passwordless and multi-factor authentication (MFA). Passwordless verification allows you to verify your identity without requiring you to remember a password. MFA is an extra security step to the authentication process. Your administrator might have set up one or both verification methods and require that you enroll in them before accessing your account.

Password + Proof = Secure Access

Click below to enable secure verification methods for your account.

Enable Secure Verification

Skip

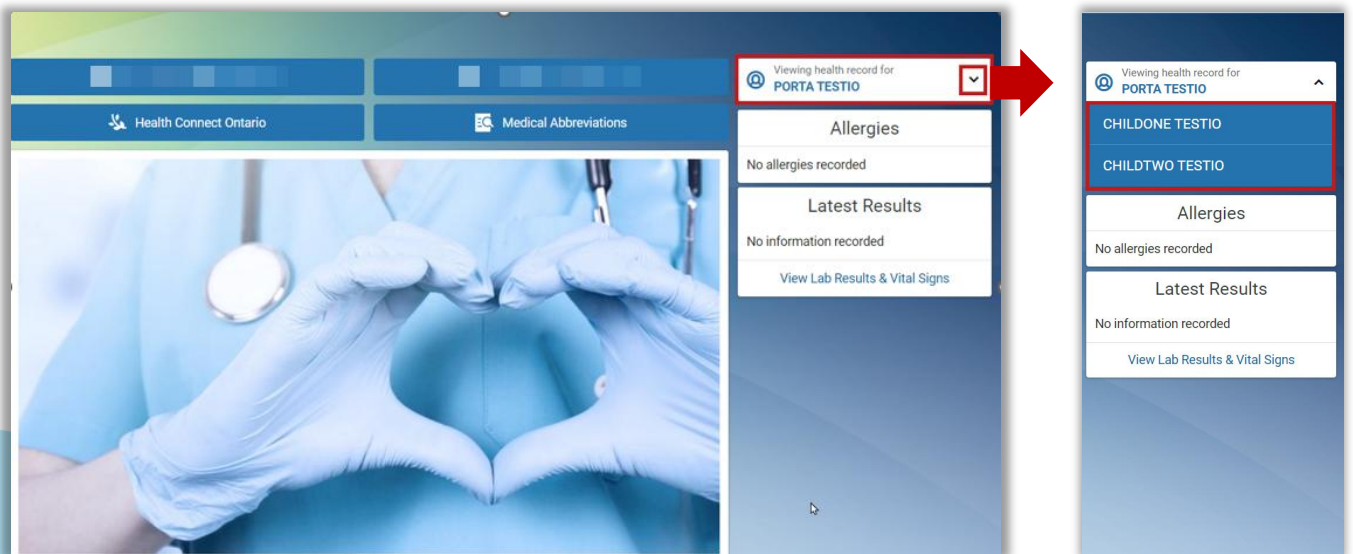
[What is Secure Verification?](#)

3. Enabling MFA

- a. Select your Default Secure Verification Method
- b. Enter in your email or phone number for verification method
- c. Retrieve passcode from preferred method and enter it into the Passcode section, then select **Verify Passcode**.
- d. Select **Done** to complete process.

The screenshot shows the 'myconnectedcare' website for the Waterloo Regional Health Network. The user's email is 'exampleemail@YOPmail.com'. The identity domain is 'Waterloo-Regional-Health-Network-np'. The user is prompted to 'Select Your Default Secure Verification Method'. There are two options: 'Email' and 'Phone Number'. The 'Email' option is selected. Below the options, there is a 'Skip' button and a link for 'What is Secure Verification?'.

4. Your My Connected Care account opens with your name listed in the top right, Click the down arrow next to your name to see a link to the account(s) that you have Authorized Representative status for.



5. Remember to sign out of your account when you have finished reviewing health information, by clicking the ellipsis (...) in the bottom left corner next to your name.

