

Multi Factor Authentication Verification

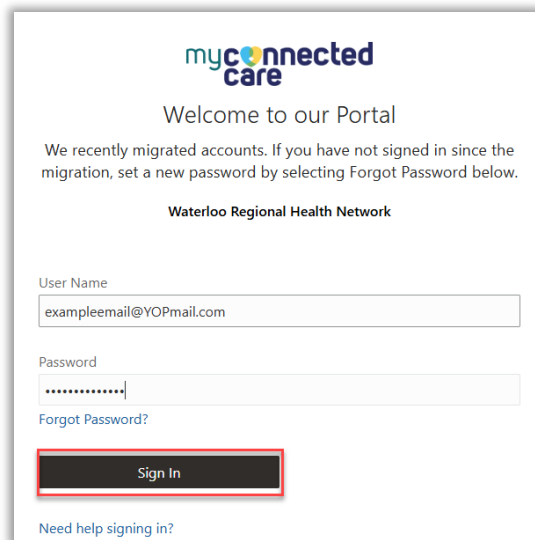
Setting up Multi Factor Authentication

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.

WRHN highly recommends using Multi Factor Authorization (MFA). It provides an added layer of security to help protect patient information and reduce the risk of unauthorized access.

1. Login to My Connected Care Portal.



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
exampleemail@YOPmail.com

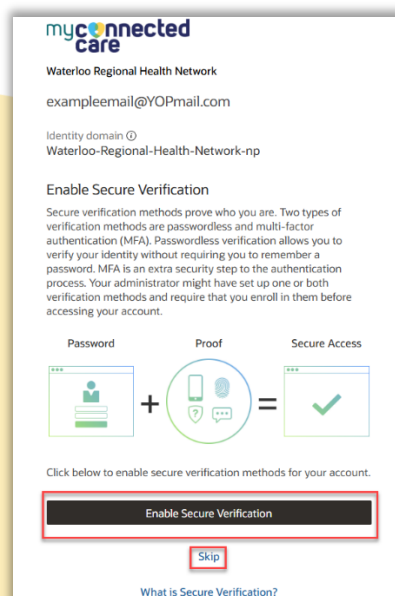
Password
.....

[Forgot Password?](#)

Sign In

[Need help signing in?](#)

2. Select **Enable Secure Verification**.



myconnected
care

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?](#)

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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.

myconnectedcare
Waterloo Regional Health Network
exampleemail@YOPmail.com
Identity domain ⓘ
Waterloo-Regional-Health-Network-np

Select Your Default Secure Verification Method
You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

Email

Or, setup a new Secure Verification method to be added as a default method.

Phone Number

[Skip](#)
[What is Secure Verification?](#)

Switching Between Verification Methods

In My Connected Care, Multi-Factor Authentication allows you to switch between two verification options—telephone or email—based on your preference.

1. Login to My Connected Care Portal

myconnectedcare
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
exampleemail@YOPmail.com

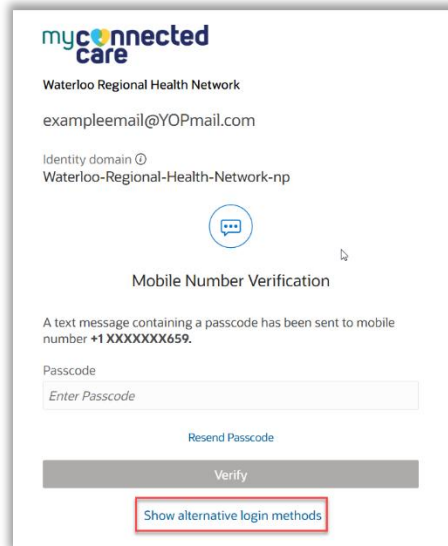
Password
.....

[Forgot Password?](#)

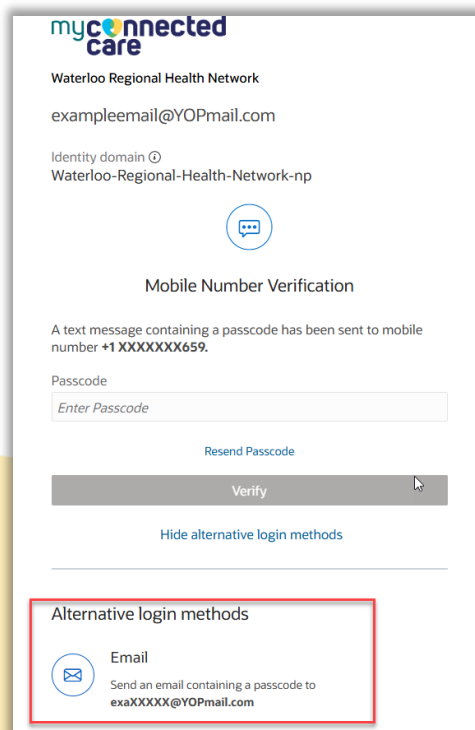
Sign In

[Need help signing in?](#)

2. When your verification window open you have the option to switch verification methods by selecting **Show Alternative Login Methods**.



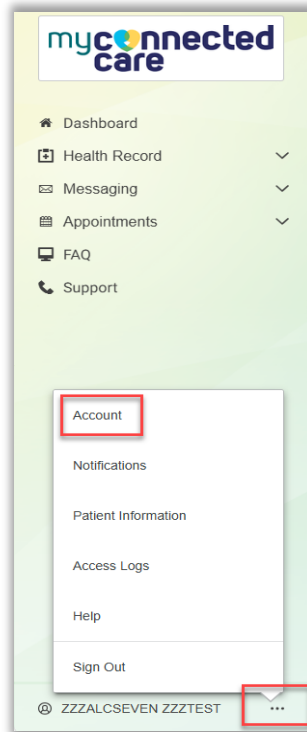
3. Select the alternative option available for you to login. The passcode will be sent there instead for verification.



Account Settings

After signing in to My Connected Care, navigate to your account settings to review or modify your preferences.

1. Once signed into My Connected Care, navigate to the bottom left to click on the **ellipses (...)**, then select **Account**.



2. Account options display. Here you can:

- a. Change email address
- b. Change password
- c. Clear or reset authentication settings

A screenshot of the 'Manage Account' settings page. The page has a blue header with the title 'Manage Account'. Below the header are several input fields: 'Patient First Name' (ZZZALCSEVEN), 'Patient Last Name' (ZZZTEST), and 'Email Address' (exampleemail@YOPmail.com). The 'Email Address' field is highlighted with a red box and a red letter 'A'. Below the email field are two links: 'Change Password' (highlighted with a red box and a red letter 'B') and 'View Secure Verification Settings' (highlighted with a red box and a red letter 'C'). At the bottom of the form are 'Save' and 'Cancel' buttons.