

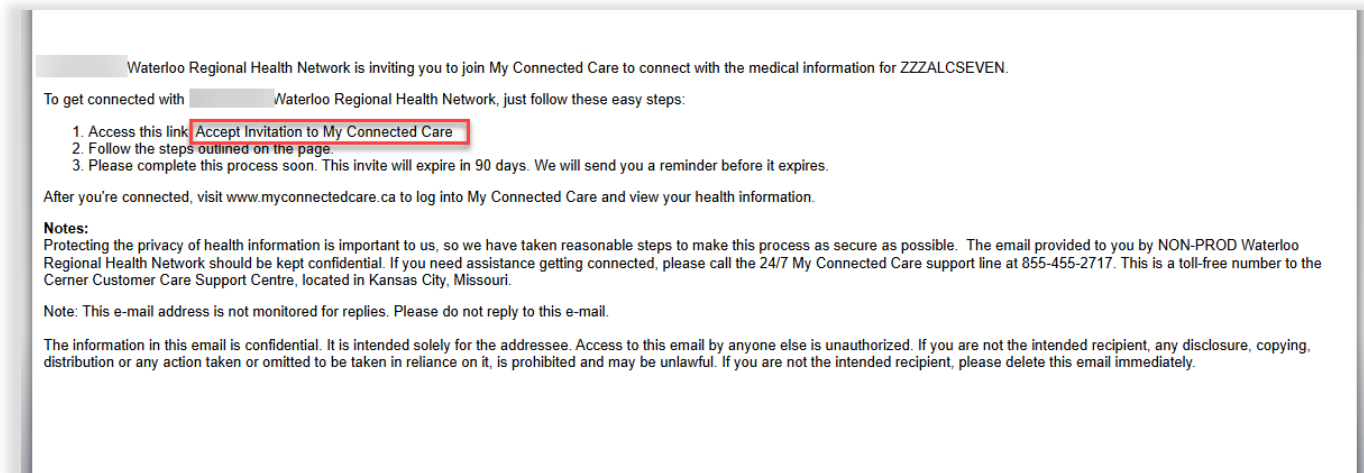
Portal Enrollment – Accepting Invitation

Enrolling in My Connected Care

Creating an Account

Accepting an Invitation

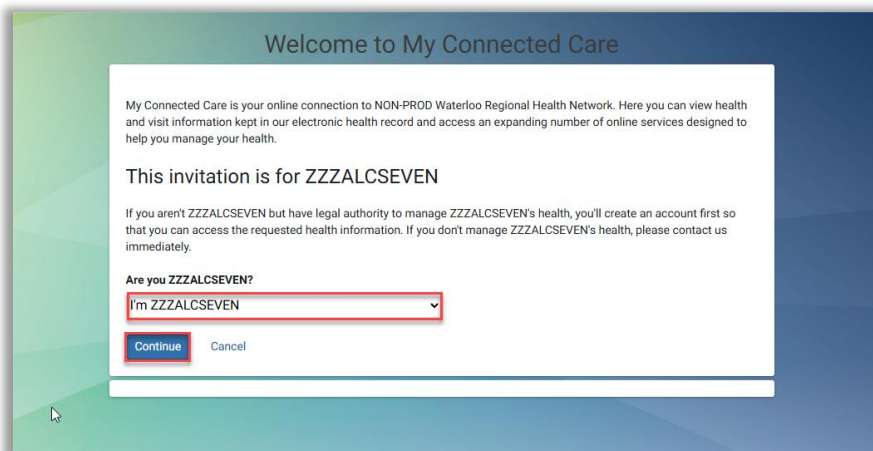
You will receive an email from WRHN once you are registered to be enrolled for the portal by a member of our team.



1. Open the email and click on **Accept Invitation to My Connected Care**.
2. The **My Connected Care** page will open, and you will be instructed to verify your information.

Verifying Information

1. Verify that the invitation is in your name and select **Continue**.
 - a. Select the option: **I'm NAME** if you are the patient.
 - b. If you are an authorized representative, select the option: **I manage NAME's health**.
 - c. Click **Continue**.



2. Complete your information by entering your **Date of birth** and the **Last four digits of your HCN** (health card number).
3. Click on the Terms of Use and Privacy Policy links to read them, then select the box to agree.
4. Click **Next** to create your account.

Verify Your Identity With Us

By verifying patient information with [blacked out] Waterloo Regional Health Network, you are helping us keep medical record information secure.

Complete Your Information

Date of birth

Month Day Year

January 1 1960

Enter the year as 4 digits.

Last four digits of your HCN

5898

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

Creating Log In

Set up your login in the **Create Account** button. If you already have an account but are enrolling for a new role (e.g. Authorized Representative access), use the **Sign in** button instead. Check your email to activate your account.

Verify Email and Finish Setup

Check your email [blacked out]@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 ZZZALCSEVEN 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: examplemail@YOPmail.com

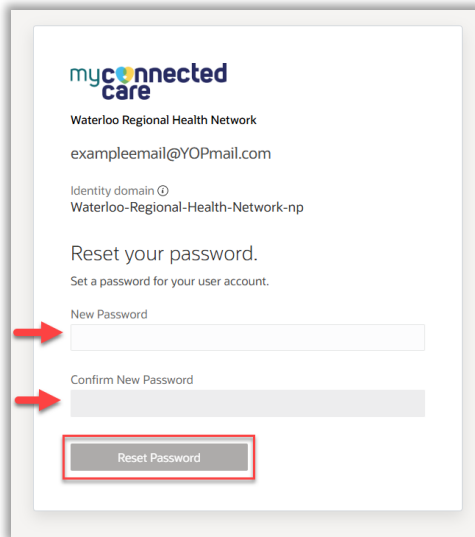
Activate Your Account

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

1. Enter your password, then enter it again in the **Confirm New Password** section.

13-Mar-26

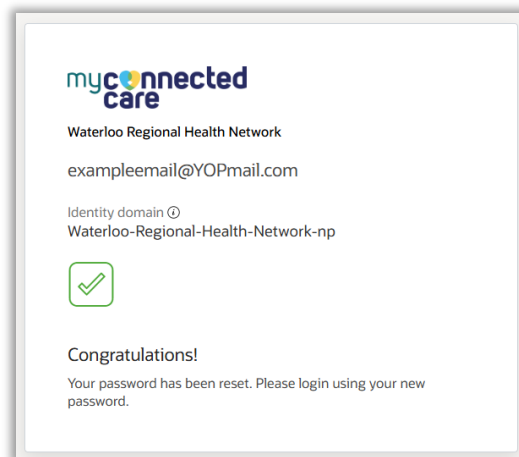
2. Select **Reset Password**.



The screenshot shows the 'myconnectedcare' password reset interface. At the top, it displays the logo and the text 'Waterloo Regional Health Network' and 'exampleemail@YOPmail.com'. Below this, it shows the 'Identity domain' as 'Waterloo-Regional-Health-Network-np'. The main heading is 'Reset your password.' with the instruction 'Set a password for your user account.' There are two input fields: 'New Password' and 'Confirm New Password', both with red arrows pointing to them. At the bottom, there is a 'Reset Password' button highlighted with a red box.

- 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

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



The screenshot shows a confirmation message from 'myconnectedcare'. It displays the logo and the text 'Waterloo Regional Health Network' and 'exampleemail@YOPmail.com'. Below this, it shows the 'Identity domain' as 'Waterloo-Regional-Health-Network-np'. There is a green checkmark icon. The text reads 'Congratulations!' followed by 'Your password has been reset. Please login using your new password.'

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. 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** or **Skip**.

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.

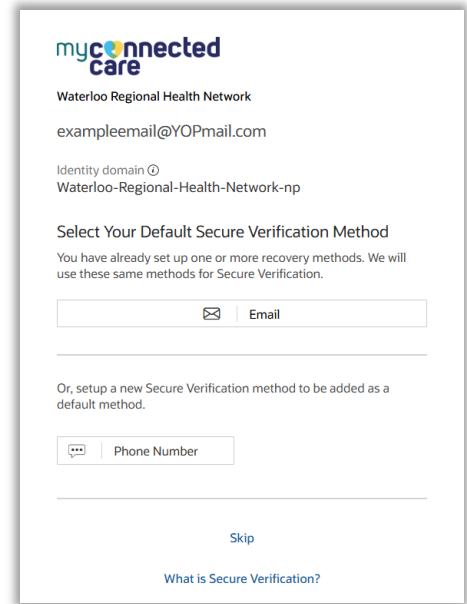
Enable Secure Verification

Skip

[What is Secure Verification?](#)

3. Enabling MFA

- a. Select your Default Secure Verification Method
- b. Enter in your email or phone number
- 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' app interface. At the top, it displays the logo and 'Waterloo Regional Health Network' with the email 'exampleemail@YOPmail.com'. Below this, it shows the 'Identity domain' as 'Waterloo-Regional-Health-Network-np'. The main heading is 'Select Your Default Secure Verification Method', followed by a note: 'You have already set up one or more recovery methods. We will use these same methods for Secure Verification.' There are two selection options: 'Email' (indicated by an envelope icon) and 'Phone Number' (indicated by a phone icon). At the bottom, there are links for 'Skip' and 'What is Secure Verification?'.

13-Mar-26