

Getting Started in My Connected Care

Account Details

Gathering the information you will need

To get started in My Connected Care you will need your **First Name, Last Name, Date of Birth**, and one of the following:

- Health card number AND medical record number (MRN), or
- Email address as it appears in our system

Your MRN number can be found on your **armband** or on **documents** given to you at the hospital



1. Start by entering your personal information and either your **Health Card Number** and **last four digits of your MRN** number or use your **email address** as it appears in our system

* How would you like to verify your account?

Personal Identifier(s) Email address

Health Card Number

Last four digits of patient's MRN

* How would you like to verify your account?

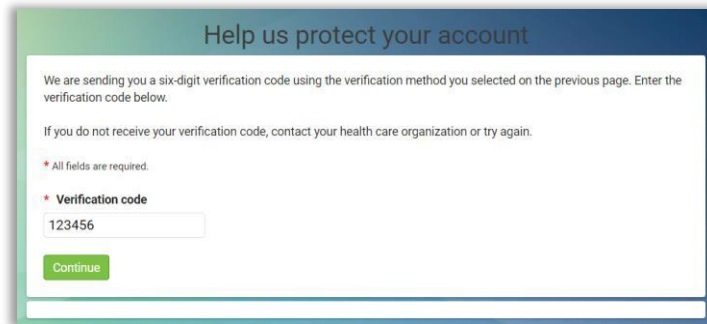
Personal Identifier(s) Email address

Email

If you don't have access to your MRN number or you can't login with your email address, contact us using the [Self Enrollment Support Form](#), available on our website.

A member of our team will receive your request and after verifying your information, we will use the email address you have provided to send you a link to complete the self-enrollment process.

2. If you enroll using your email address and you have an email address on file with us, you will receive a verification email with an activation code. If you do not receive this email, check your spam/junk folder.



The screenshot shows a web form titled "Help us protect your account". The text reads: "We are sending you a six-digit verification code using the verification method you selected on the previous page. Enter the verification code below." Below this, it says: "If you do not receive your verification code, contact your health care organization or try again." There are two red asterisks indicating required fields: "* All fields are required." and "* Verification code". A text input field contains the number "123456". At the bottom left of the form is a green button labeled "Continue".

3. When a Patient Match is found in the system, confirm your identity and agree to the Terms of Use and Privacy Policy.



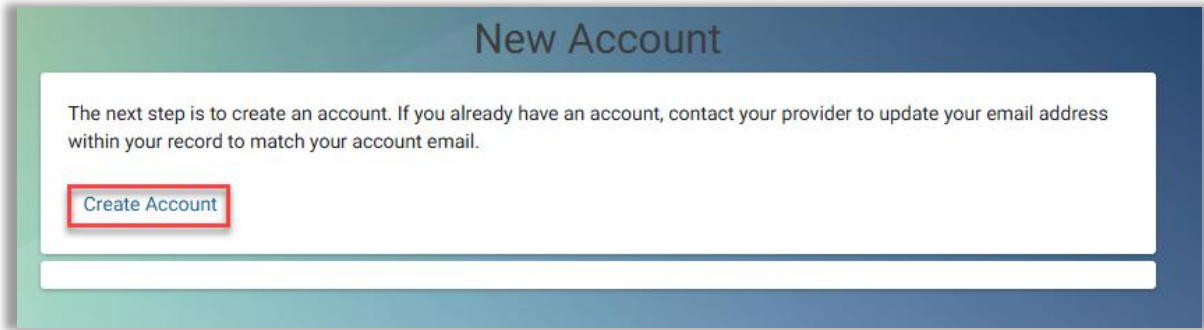
The screenshot shows a web form titled "Patient Match Found". The text reads: "Congratulations, your patient information has been verified. The last step to connect with My Connected Care is to create your online account. To proceed, confirm that you are the patient and that you agree to the Terms of Use and Privacy Policy." Below this, there are two red asterisks indicating required fields: "* All fields are required." and "* Identity verification". Under "Identity verification", there is a checkbox and the text "I confirm that I am ZZZALCTHREE ZZZTEST." Below that, there is another red asterisk for "* Terms of use" with a checkbox and the text "I agree to the NON-PROD Waterloo Regional Health Network Terms of Use and Privacy Policy." At the bottom left of the form is a green button labeled "Next".

If a patient match is not found, you will receive an error message that **More Information is Needed**. Please contact us using the Self Enrollment Assistance Form, available on our website.

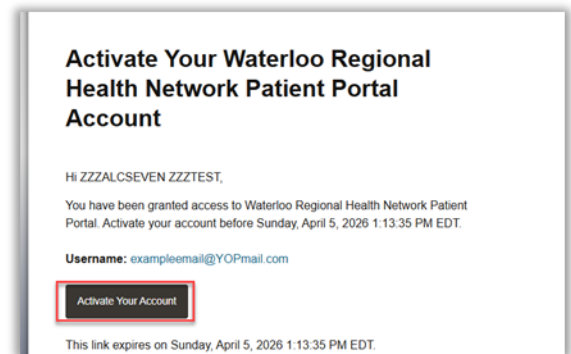
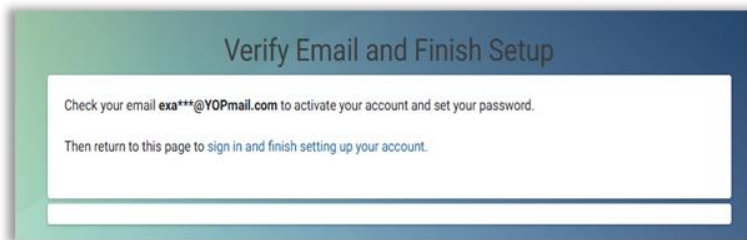
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Creating Log In

Set up your login in by selecting **Create Account**.

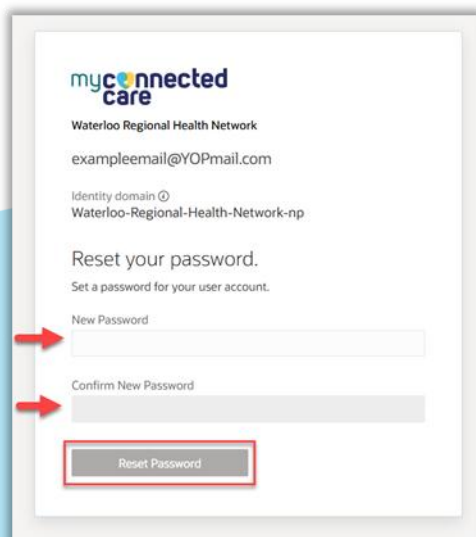


1. Check your email to activate your account.



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

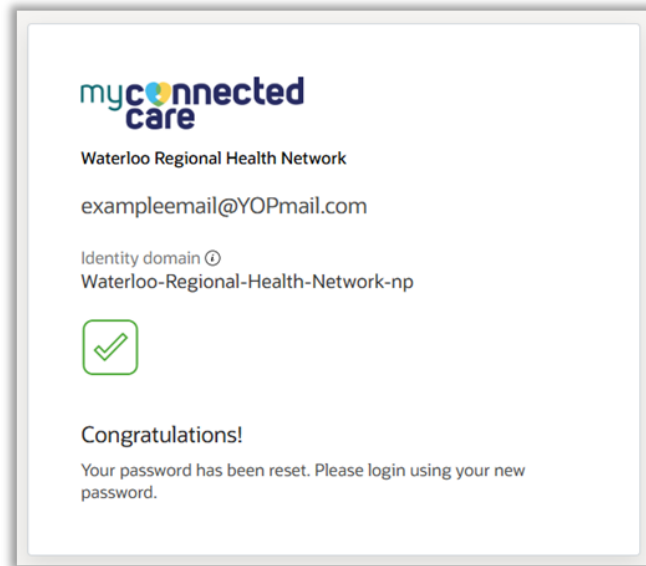
3. Select **Reset Password**.



- 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

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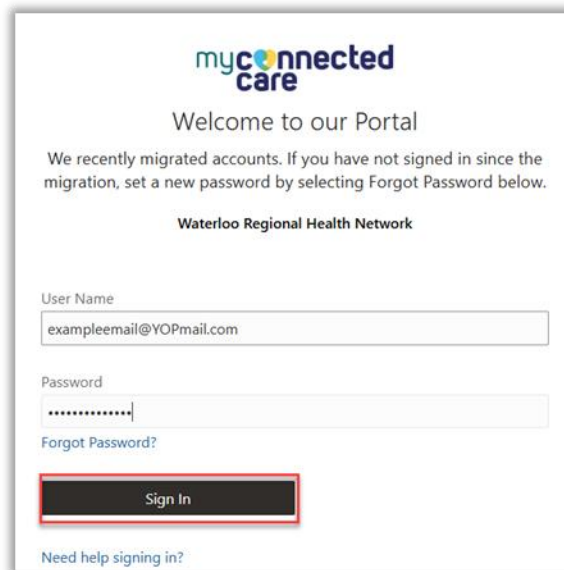
4. Access to My Connected Care is confirmed, and you may now log in using your new account.



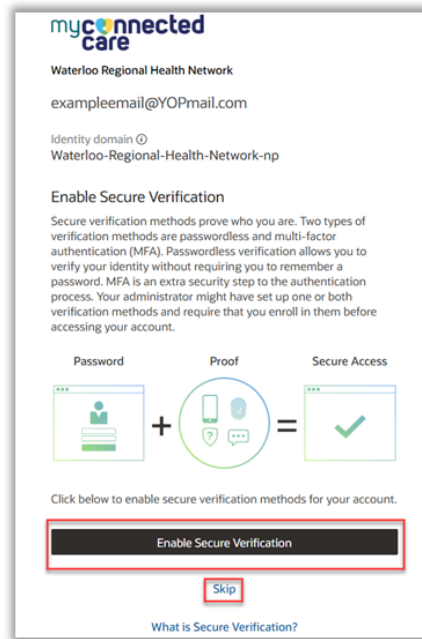
Enabling Multi Factor Authentication Verification

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

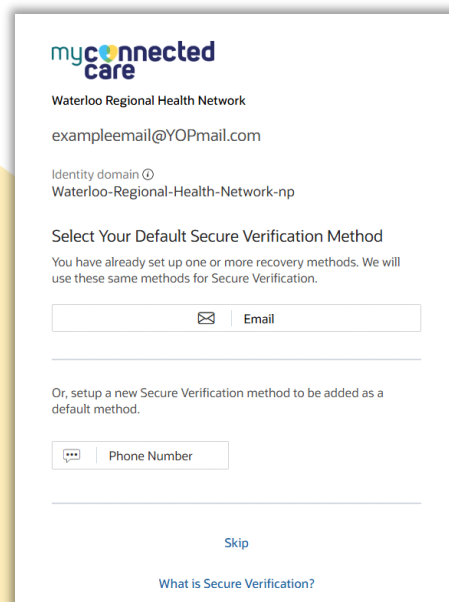


2. Select **Enable Secure Verification** or **Skip**.



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.



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