

Getting Started in My Connected Care

Details

To Self- Enroll

To self-enroll in My Connected Care for Waterloo Regional Health Network:

- You must be at least 13 years old
- You must be the patient accessing the account. Self-enrollment is not currently available to caregivers or legal guardians
- Health card number AND medical record (MRN), **or**
- You must have an email within your WRHN medical record.

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



Do you need to add an email to your record? If you do not have an email address currently added to your chart, please complete the [Self Enrollment Support Form](#) and a hospital representative will assist you. You can also request an invitation for My Connected Care from a member of our registration team at your next visit.

Enrolling with Health Card and MRN (no email on file)

1. On the Personal Identifier tab, fill out name, date of birth, health card number and the last four digits of your MRN. Then select Identity Verification and the **Next** button.

* First name

* Last name

* Date of birth

Month Day Year

February 14 1980

Enter the year as 4 digits.
This field is required.

* How would you like to verify your account?


Personal identifier(s) Email address

OHIP Health Card Number (numbers only; no letters, dashes, or spaces)

Last four digits of patient's MRN

* Identity verification

I am human

 hCaptcha
Privacy - Terms

Next

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

Patient Match Found

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.

* All fields are required.

* Identity verification

I confirm that I am ONCOLOGY CPOE.

* Terms of use

I agree to the NON-PROD Waterloo Regional Health Network Terms of Use and Privacy Policy.

Next

3. If you do not already have an email address in our system, enter it now. Then select **Create Account**.

New Account

The next step is to create an account. If you already have an account you can sign in instead.

Email:

mail.mail@yopmail.com

Create Account Sign In

4. The next screen instructs you to Verify Email and Finish Setup. To finish setting up your account, check your email inbox for an email. Within the email, select **Activate Your Account**.

📧 Red arrow points out you will need to keep that window to go back to afterwards.

Verify Email and Finish Setup

Finish setting up your account:

1. Check your email at mail***@yopmail.com to activate your account and set your password.

Note: Be sure to leave this page open. After you activate your account, you must return to this page. The next step connects your account to your health record. If you leave this page, you'll need to restart the entire enrollment process to avoid errors.

2. Return to this page and select the link below to continue.

I have activated my account and I'm ready to continue.

Activate Your Waterloo Regional Health Network Patient Portal Account

Hi ZZZALCTWELVE ZZZTEST,

You have been granted access to Waterloo Regional Health Network Patient Portal. Activate your account before Wednesday, May 27, 2026 9:32:20 AM EDT.

Username: mail.mail@yopmail.com

Activate Your Account

This link expires on Wednesday, May 27, 2026 9:32:20 AM EDT.

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

6. Select **Reset Password**.

April 24, 2026

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

Reset your password.
Set a password for your user account.

New Password

Confirm New Password

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

7. Access to My Connected Care is confirmed, and you may now log in using your new account. Return to initial browser and select **I have activated my account and I'm ready to continue.**

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

✓

Congratulations!
Your password has been reset. Please login using your new password.

Verify Email and Finish Setup

Finish setting up your account:

1. Check your email at **Dav***@gmail.com** to activate your account and set your password.

Note: Be sure to leave this page open. After you activate your account, you must return to this page. The next step connects your account to your health record. If you leave this page, you'll need to restart the entire enrollment process to avoid errors.

2. Return to this page and select the link below to continue.

[I have activated my account and I'm ready to continue.](#)

Enrolling with Email

1. Fill out the required fields within the self-enrollment form, including your email on file.

* Indicates a required field.


* **First name**
Ima

* **Last name**
Real Person

* **Date of birth**
Month: March, Day: 26, Year: 1998
Enter the year as 4 digits.

* **How would you like to verify your account?**
Personal identifier(s): Email address

Email (if already added to your WHRN medical record)
mail.email@yopmail.com

* **Identity verification**
 I am human 

Next

2. Check your email inbox. You will receive a verification email with an activation code. If you do not receive this email, check your spam/junk folder.

Help us protect your account

We are sending you a six-digit verification code using the verification method you selected on the previous page. Enter the verification code below.

If you do not receive your verification code, contact your health care organization or try again.

* All fields are required.

* **Verification code**
123456

Continue

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

Patient Match Found

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.

* All fields are required.

* **Identity verification**
 I confirm that I am ZZZALCTHREE ZZZTEST.

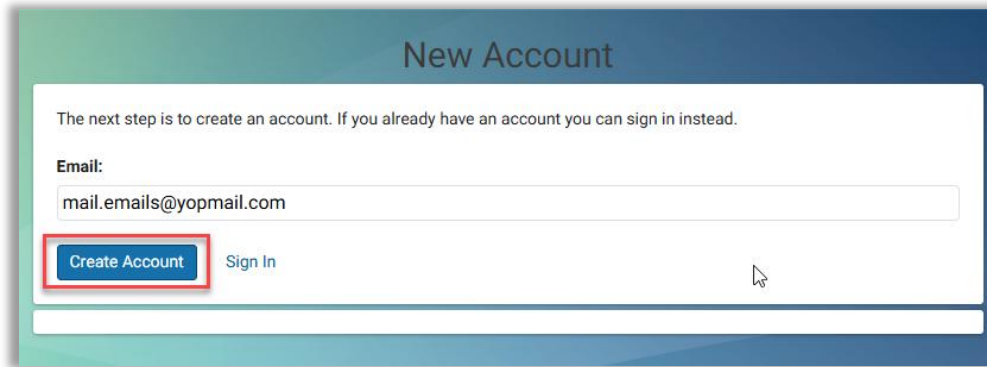
* **Terms of use**
 I agree to the NON-PROD Waterloo Regional Health Network [Terms of Use and Privacy Policy](#).

Next

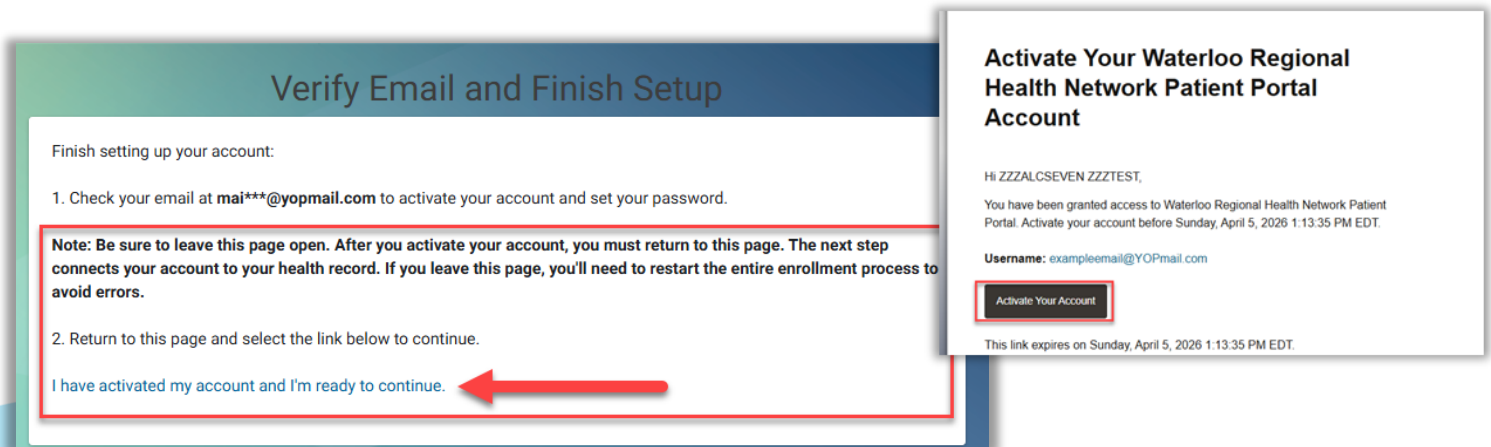
April 24, 2026

Note: 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](#).

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



5. Check your email to activate your account.



Verify Email and Finish Setup

Finish setting up your account:

1. Check your email at **mai***@yopmail.com** to activate your account and set your password.

Note: Be sure to leave this page open. After you activate your account, you must return to this page. The next step connects your account to your health record. If you leave this page, you'll need to restart the entire enrollment process to avoid errors.

2. Return to this page and select the link below to continue.

[I have activated my account and I'm ready to continue.](#)

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: exampleemail@YOPmail.com

[Activate Your Account](#)

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

🔗 Make sure to return to above page to finish setting up your account

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

7. Select **Reset Password**.

April 24, 2026

The screenshot shows the 'myconnectedcare' password reset interface. At the top is the logo and the text 'Waterloo Regional Health Network' and 'exampleemail@YOPmail.com'. Below that is the identity domain '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 is a 'Reset Password' button with a red border.

- 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

8. Access to My Connected Care is confirmed, and you may now log in using your new account. Refer to the previous window to select **"I have activated my account and I'm ready to continue"**.

The screenshot shows a confirmation screen with the 'myconnectedcare' logo and 'Waterloo Regional Health Network' text. It displays the email 'exampleemail@YOPmail.com' and the identity domain 'Waterloo-Regional-Health-Network-np'. A green checkmark icon is centered on the screen. Below the icon, the text reads 'Congratulations!' and '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.

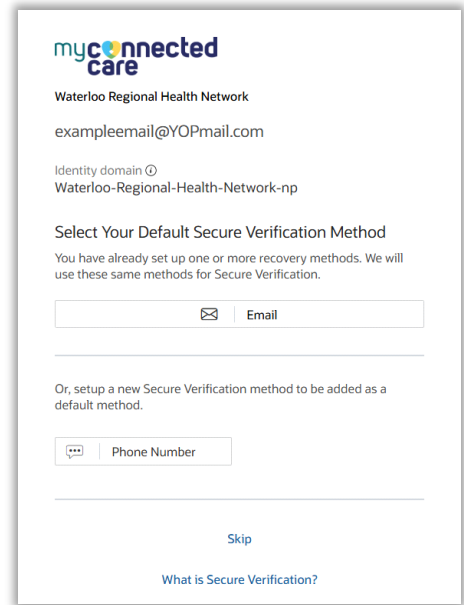
Enable Secure Verification

Skip

[What is Secure Verification?](#)

3. Enabling MFA

- a. Select your Default Secure Verification Method
- b. Enter in your email or phone number 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 the process.



The screenshot shows the 'myconnectedcare' interface for the Waterloo Regional Health Network. It displays the user's email as 'exampleemail@YOPmail.com' and the identity domain as 'Waterloo-Regional-Health-Network-np'. The main heading is 'Select Your Default Secure Verification Method', with a sub-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 speech bubble icon). A 'Skip' link is located at the bottom, along with a link for 'What is Secure Verification?'.

April 24, 2026