

### Managing Messaging

#### Viewing a New Message

The My Connected Care Patient Portal messaging section allows you to receive communication from your health organization through secure messages. These messages are sent ensuring HIPAA/PHIPA compliance and protection of sensitive information. This section will provide more information on how to navigate the My Connected Care Patient Portal's secure messaging features.

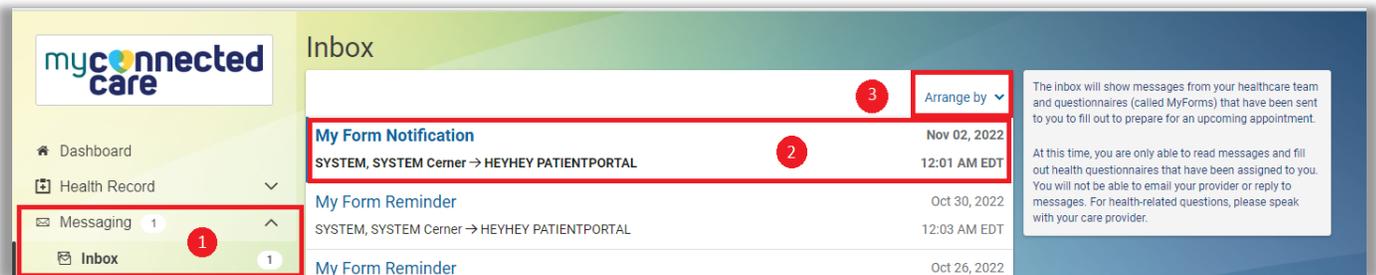
Once logged in, you can view new messages under the Messaging navigation section. The Inbox contains messages and updated responses received from Waterloo Regional Health Network care providers.

#### To review your messages:

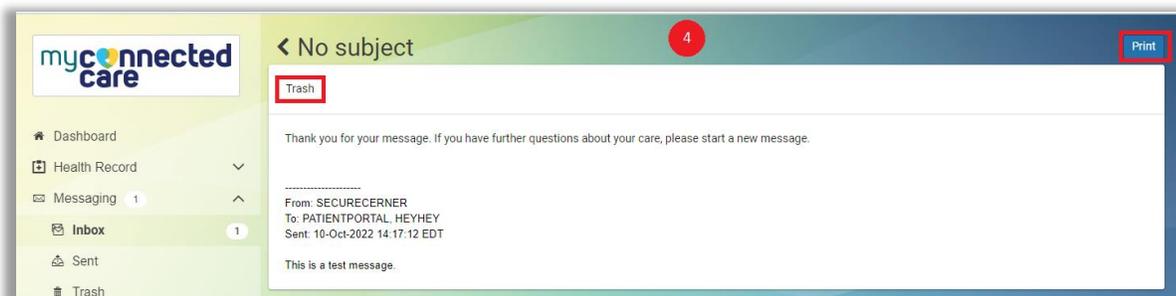
- From the My Connected Care Dashboard menu, click **Messaging** and then select **Inbox** to review messages.
  - Your messages will appear on the right side of the screen.
- Click on the message subject, date, or sender and this will display the new message.

**Filter Options:** Your newest message appears at the top of the screen; your oldest message appears at the end of your messages. If you want to change the order in which your messages are listed:

- Click the **Arrange by** drop-down arrow and select how you want your messages to appear.



- Once a message is opened, you have the option to Delete it (select **Trash**) or **Print** the message by clicking on the appropriate links.



## Message Alerts

The My Connected Care Patient Portal will send you a message to your personal email to let you know that a new message has arrived in the portal.

### If you need to update your email address:

1. Log into your account and select the drop-down menu in the bottom left-hand corner that says your name.
2. Choose **Notifications** and open the update email address field.
3. Enter the email where you wish to receive notifications.
4. **Save** your changes.

The screenshot shows the My Connected Care Patient Portal interface. On the left is a navigation menu with items: Dashboard, Health Record, Messaging (1), Appointments (!), FAQ, Support, and Survey. At the bottom left, a user profile dropdown menu is open, showing 'Heyhey Patientportal' (1), Notifications (2), Patient Information, Access Logs, Help, and Sign Out. The main content area is titled 'Notifications' and contains a form. The form has a red asterisk and the text '\* Indicates a required field.' Below this is a message: 'Notifications from the portal are sent to this email address. Your notification email address could be different than the email address associated with your sign-in account.' The 'Email Address' field (3) contains 'heyhey@gmail.com'. Below the field is a warning: 'Be sure the email address is correct as messages may contain sensitive information.' At the bottom of the form are 'Save' (4) and 'Cancel' buttons.

