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 <u>one</u> 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

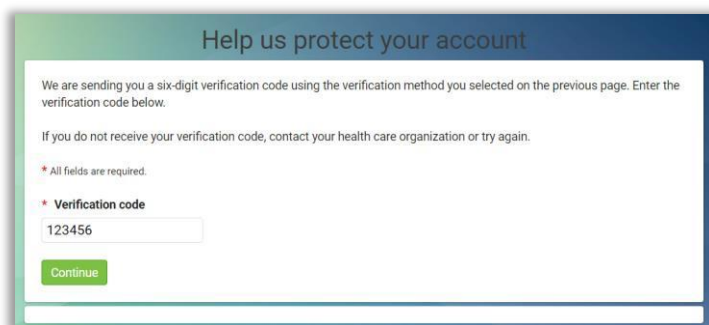1. Start by entering your personal information and either your **Health Card Number** and **last four digits of your MRN** number <u>or</u> use your **email address** as it appears in our system

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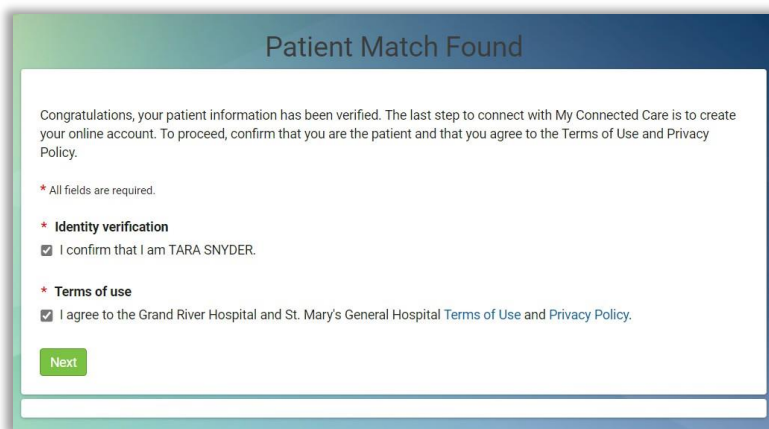
A member of our team will receive your request and after verifying your information, we will use the email address you have provided to send you a link to complete the self-enrollment process.

WRHN
Waterloo Regional
Health Network

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.

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

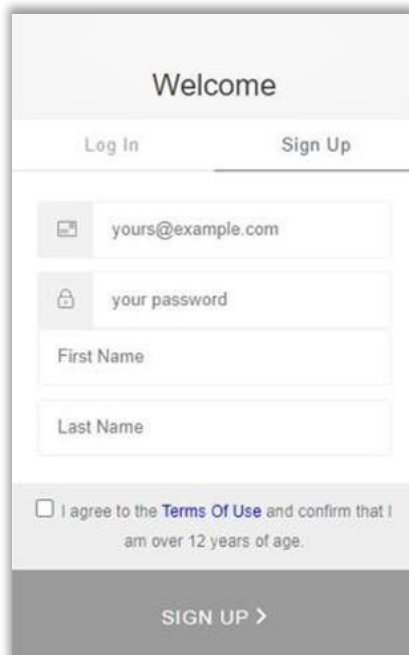If a patient match is not found, you will receive an error message that **More Information is Needed**. Please contact us using the Self Enrollment Assistance Form, available on our website.

WRHN
Waterloo Regional
Health Network

Creating Log In

Set up your login in the **Sign Up** tab. If you already have an account but are accepting an invitation as an Authorized Representative, use the **Log In** tab instead.

1. Enter your **email address**, **password**, **First Name**, and **Last Name**.
2. Select the box to agree to the **Terms of Use** (click on the link to read the Terms of Use).
3. Click on **SIGN UP**.

Tips for a Strong Password

- At least 8 characters in length
- Include 3 of the following:
    - Lowercase letters (a-z)
    - Uppercase letters (A-Z)
    - Numbers (0-9)
    - Special characters (!@#$%^)
- Use a password that is different from others you use

Note: If you have previously created a My Connected Care account and your account access was revoked or your account was deleted, select **Log In** and enter your email address and password.

WRHN
Waterloo Regional
Health Network