

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?

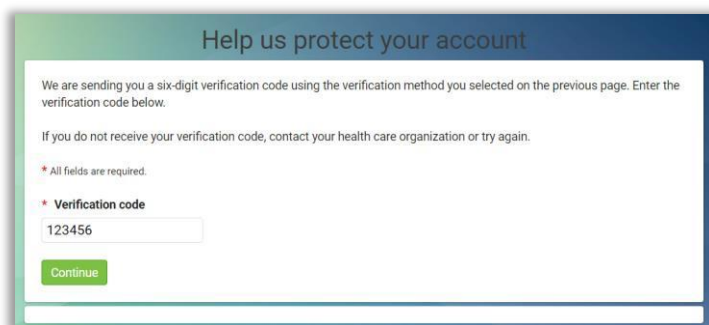
☐ Personal Identifier(s) ☒ Email address

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.

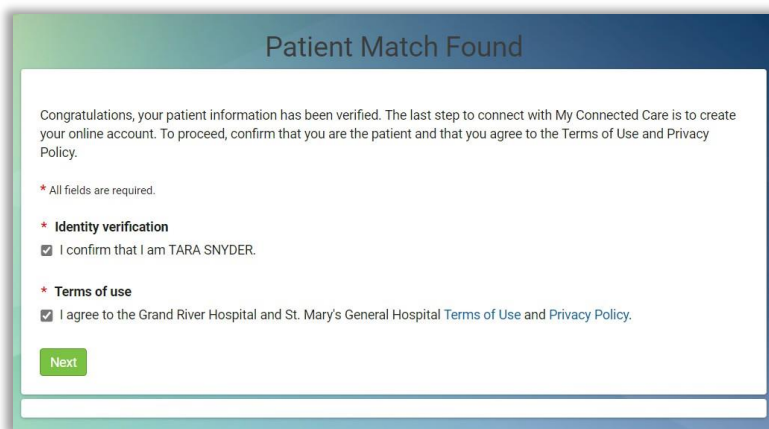
A member of our team will receive your request and after verifying your information, we will use the email address you have provided to send you a link to complete the self-enrollment process.

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.



This screenshot shows a web form titled "Help us protect your account". The text inside the form 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 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.



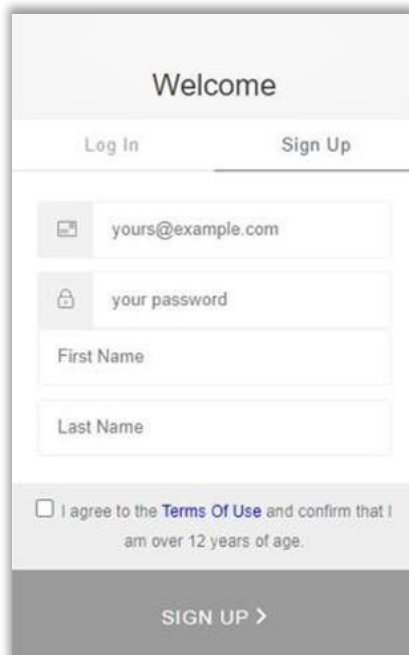
This screenshot shows a web form titled "Patient Match Found". The text inside the form reads: "Congratulations, your patient information has been verified. The last step to connect with My Connected Care is to create your online account. To proceed, confirm that you are the patient and that you agree 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 labeled "I confirm that I am TARA SNYDER." which is checked. Below that, there is another red asterisk for "* Terms of use" and a checkbox labeled "I agree to the Grand River Hospital and St. Mary's General Hospital Terms of Use and Privacy Policy." which is also checked. At the bottom 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.

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**.



The screenshot shows a mobile app interface for signing up. At the top is a 'Welcome' header. Below it are two tabs: 'Log In' and 'Sign Up', with 'Sign Up' being the active tab. The form contains four input fields: an email field with the placeholder 'yours@example.com', a password field with the placeholder 'your password', a 'First Name' field, and a 'Last Name' field. Below these fields is a checkbox labeled 'I agree to the [Terms Of Use](#) and confirm that I am over 12 years of age.' At the bottom of the form is a grey button labeled 'SIGN UP >'.

Tips for a Strong Password
<ul style="list-style-type: none">• At least 8 characters in length• Include 3 of the following:<ul style="list-style-type: none">○ 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.