

As an Authorized Representative, you will have access to another patient's account through your own My Connected Care account.

To learn more about becoming an Authorized Representative, please see the following links:

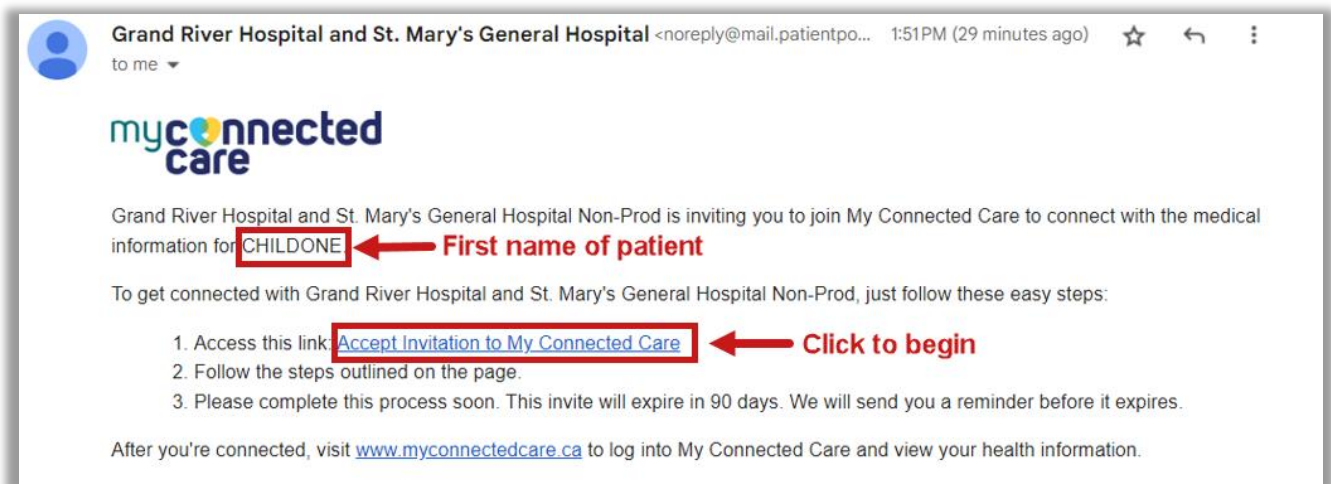
- Patients 16 and up: [Authorized Representative Access Age 16 and Up \(PDF\)](#)
- Patients between ages 12 and 15: [Authorized Representative Access Age 12 to 15 \(PDF\)](#)
- Patients 11 and under: [Accessing Your Child's My Connected Care Account \(Age 11 and under\) \(PDF\)](#)

To become an Authorized Representative:

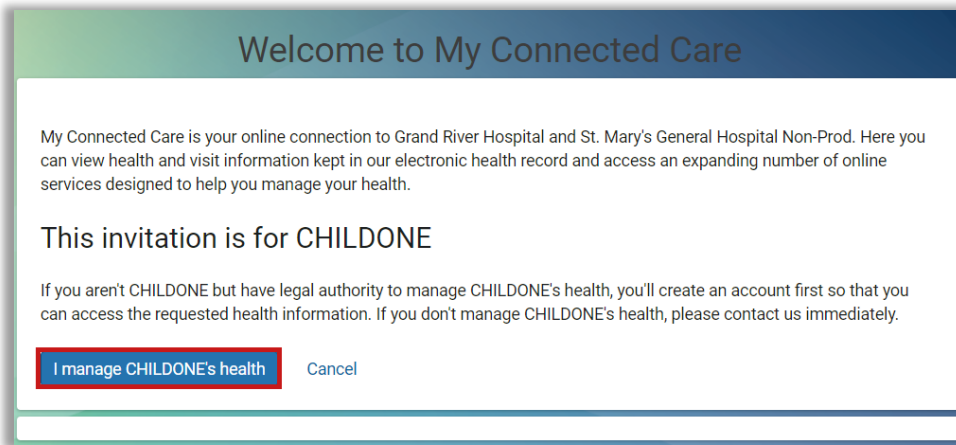
1. Print and complete the Patient Portal Authorized Representative Form from the [Grand River Hospital](#) or [St. Mary's General Hospital](#) website
2. Scan and submit the form with supporting documentation to either hospital
3. The hospital will contact you to confirm any required information
4. Once confirmed, the hospital will send you an invitation by email to complete the registration process in My Connected Care.

## Completing the Registration Process

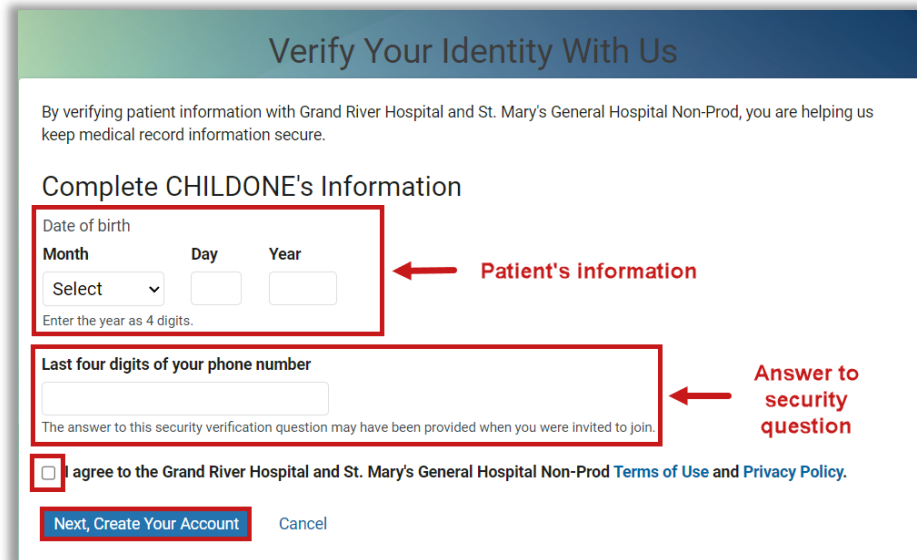
1. Open the email sent to you by the hospital. You will see the first name of the patient for whom you have applied to be the Authorized Representative.
2. Click the first link to begin registration.



3. In the Welcome window, confirm that you have legal authority to manage the patient's health.



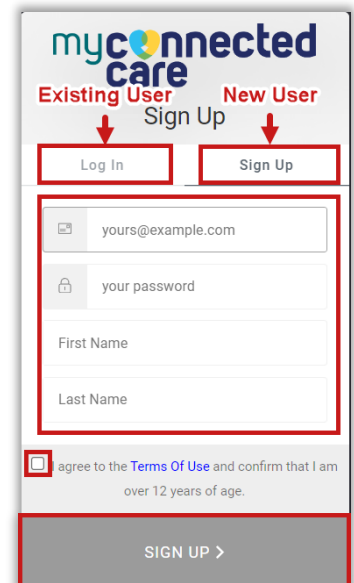
4. Fill in the patient's Date of birth, answer the security question, read and agree to the Terms of Use and Privacy Policy, and then click the button to **Create Your Account**.



5. The My Connected Care Sign Up window opens by default for a new user. If you are new to My Connected Care:

- a. Enter the email you provided to the hospital, enter a strong password of your choice, and your name.
- b. Agree to the Terms of Use and confirm that you are over 12 years of age.
- c. Click the **SIGN UP >** button.

Tips for a Strong Password
<ul style="list-style-type: none"> <li>• At least 8 characters in length</li> <li>• Include 3 of the following:                             <ul style="list-style-type: none"> <li>○ Lowercase letters (a-z)</li> <li>○ Uppercase letters (A-Z)</li> <li>○ Numbers (0-9)</li> <li>○ Special characters (!@#\$\$%^&amp;)</li> </ul> </li> <li>• Use a misspelling (e.g. Spelt!Rong9)</li> <li>• Use a password that is different from others you use</li> </ul>



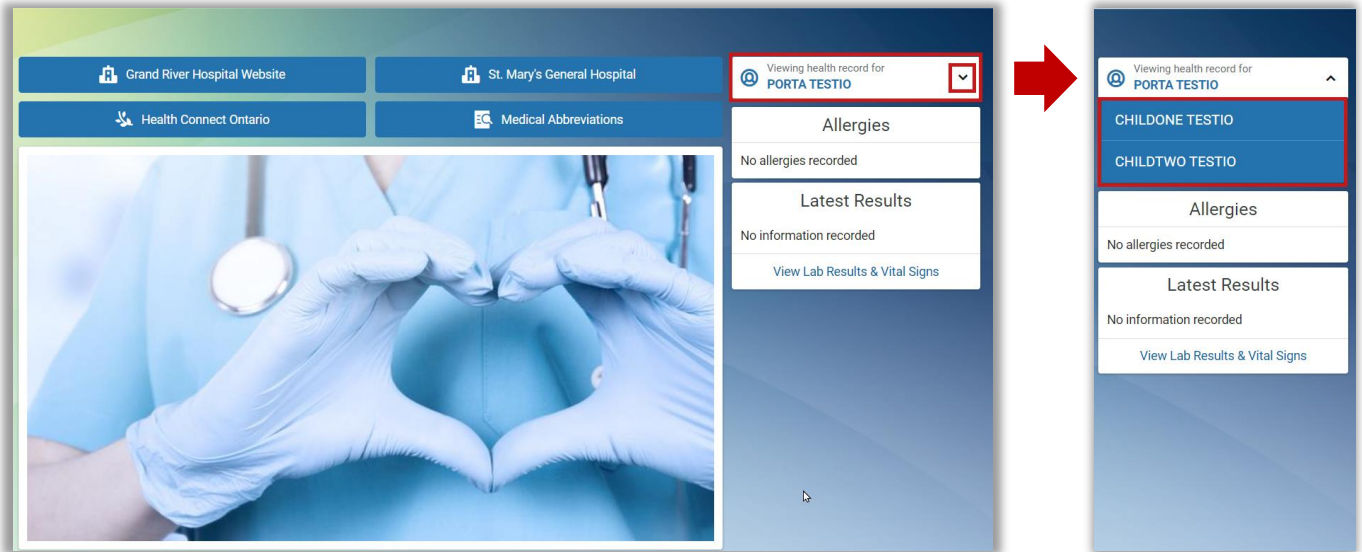
If you have an existing My Connected Care account:

- a. Click the **Log In** tab.
- b. Enter your email address and password.
- c. Click the **LOG IN >** button.

☞ If you are registering for access as an Authorized Representative for more than one patient and you see an error message, close the window and wait for about 15 minutes, and then begin again starting at Step 1.

6. Your My Connected Care account opens with your name listed in the top right. Click the down arrow next to your name to see a link to the account(s) that you have Authorized Representative status for.

You can click the link to the patient's account to see their health information.



7. Remember to sign out of your account when you have finished reviewing health information, by clicking the ellipsis (...) in the bottom left corner next to your name.

