Self Enrollment

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.

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.

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.
Creating Log In

Set up your login in the Sign Up tab. If you already have an account but are enrolling for a new role (e.g. authorized user), 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.

Note: If you have previously created a My Connected Care account and your account access was revoked or your account was deleted, select Log In and enter your email address and password.

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