

# Connect

## Patient Portal



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# Patient Guide: Creating a MyChart Account

## Signing up with an activation link ..... page 2



This process requires a hyperlink previously sent to you by email or text message. If you have not received a prior communication, please select one of the two alternative options for signing up below.

## Signing up without an activation link (on a computer)..... page 3

## Signing up without an activation link (on a mobile device)..... page 4

### HELPFUL TIPS:

Several of our virtual healthcare offerings, such as Video Visits, require two apps installed if using a mobile or tablet device. We encourage you to take the following steps:

1. Download the ZOOM Cloud Meetings app  by searching “ZOOM” within the App Store or Google Play
2. Download the MyChart app  by searching “MyChart” within the App Store or Google Play

For proxy access to another account (e.g., a child’s account), please contact the provider’s office. If you are a patient and have a MyChart account already, the office can link the second account to yours. If you are not a patient, an account can be created via the steps described on page 2 using a link sent by the provider’s office

**DISCLAIMER:** Patients under 18 years of age can only create an account using an activation link. If you have not already received one via email or text message, please contact your provider’s office. Once received, please follow the steps found on page 2.

For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit [MyConnectNYC.org](https://MyConnectNYC.org)

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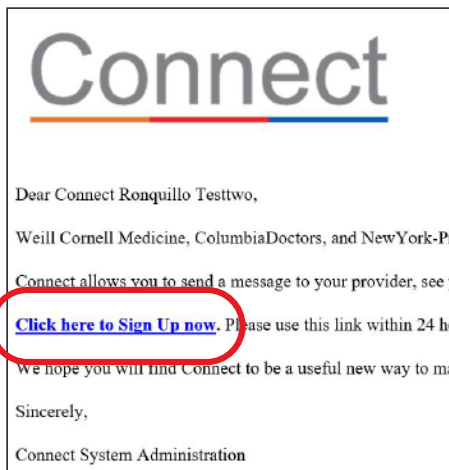
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## Creating a MyChart Account

Using a **COMPUTER OR MOBILE DEVICE** with an activation link received via email or text message



### 1. Click on the hyperlink found in the email or text message

- The email will come from donotreply@myconnectnyc.org
- The link is valid for 24 hours. If you do not sign up within 24 hours of receiving it you will need a new activation link sent to you. This can be done by either contacting your doctor's office or by calling (646) 962-4200
- The username defaults to the patient email that is on file

### 2. Create a password

Your password must include:

- At least 1 upper and 1 lower case letter
- At least 1 number
- A non-alphanumeric character (ex: &%!\*)
- A minimum of 8 characters in total

### 3. Enter requested information

- Date of Birth
- Phone Number
- Agree to the Terms and Conditions

### 4. Click submit

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## Creating a MyChart Account

Using a COMPUTER **without** an activation link

New User?

SIGN UP NOW

No Activation Code?

SELF SIGN UP

### 1. Visit MyConnectNYC.org

### 2. Click on “Sign Up Now”

### 3. Click on “Self-Sign Up”

- Enter your personal details as requested which will be used to link your new account to your patient record
- You will be asked a series of short questions to verify your identity. If your answers do not match what is in your file you will not be able to create your Connect account
- If you experience any issues, please call (646) 962-4200

### 4. Create username and password

Your password must include:

- At least 1 upper and 1 lower case letter
- At least 1 number
- A non-alphanumeric character (ex: &%!\*)
- A minimum of 8 characters in total

### 5. Accept Terms & Conditions and submit

For any questions, or additional support, please call Connect Technical Support  
at (646) 962-4200 or visit MyConnectNYC.org

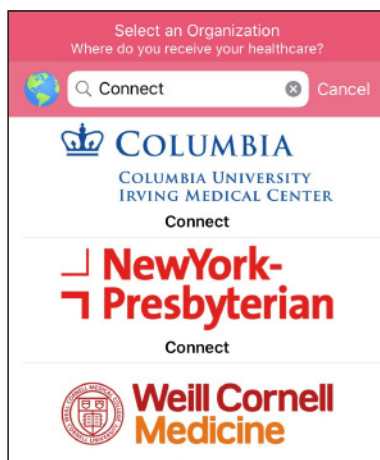
# Connect

## Patient Portal



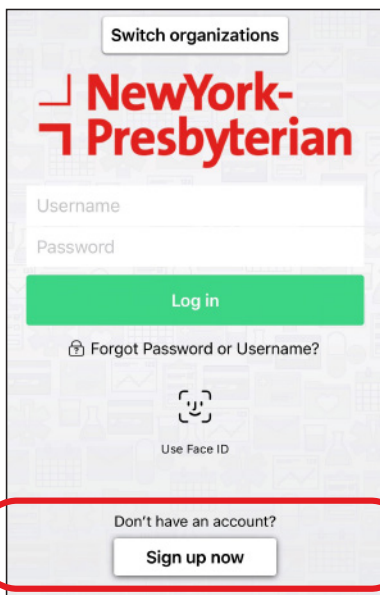
## Creating a MyChart Account

Using a MOBILE DEVICE **without** an activation link



### 1. Download the MyChart app

- Once in the app, search for “Connect” and select your healthcare provider



### 2. Click on “Don’t have an account? Sign up now”

*continued on next page*

For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit [MyConnectNYC.org](https://MyConnectNYC.org)

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## Creating a MyChart Account

Using a MOBILE DEVICE **without** an activation link *continued*

**Sign Up** Close

### Please Identify Yourself

Step 1  
All fields are required.

#### Connect Activation Code

Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to use this code after you complete the signup process.

XXXXX - XXXXX - XXXXX

**No Activation Code? [Self Sign Up](#)**

#### Date of Birth

Enter your date of birth in the format shown, using 4 digits for the year.

mm / dd / yyyy

### 3. Click on “No Activation Code? Self Sign Up”

- Enter your personal details as requested which will be used to link your new account to your patient record
- You will be asked a series of short questions to verify your identity. If your answers do not match what is in your file you will not be able to create your Connect account
- If you experience any issues, please call (646) 962-4200

### 4. Create username and password

Your password must include:

- At least 1 upper and 1 lower case letter
- At least 1 number
- A non-alphanumeric character (ex: &%!\*)
- A minimum of 8 characters in total

**Sign Up** Close

### Name

First Name \*

Last Name \*

### Address

\* Address information is required. County is not a required field.

Country \*

United States of America

### 5. Accept Terms & Conditions and submit

**For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit [MyConnectNYC.org](http://MyConnectNYC.org)**