

A Patient's Guide: Registering in MyCareCorner

The MyCareCorner (MCC) patient portal provides patients with access to their electronic health record. You, as the patient, can register for the MyCareCorner patient portal several different ways. Typically, your healthcare provider (hospital or clinic) will provide you with an email (if you provided an email address) or a printed copy of instructions for accessing the MyCareCorner website.

- **Email Invitation:** Contact your healthcare provider (hospital or clinic) to request an email registration invitation for MyCareCorner.
- **Printed Invitation:** Contact your healthcare provider (hospital or clinic) to request a printed registration invitation for MyCareCorner.

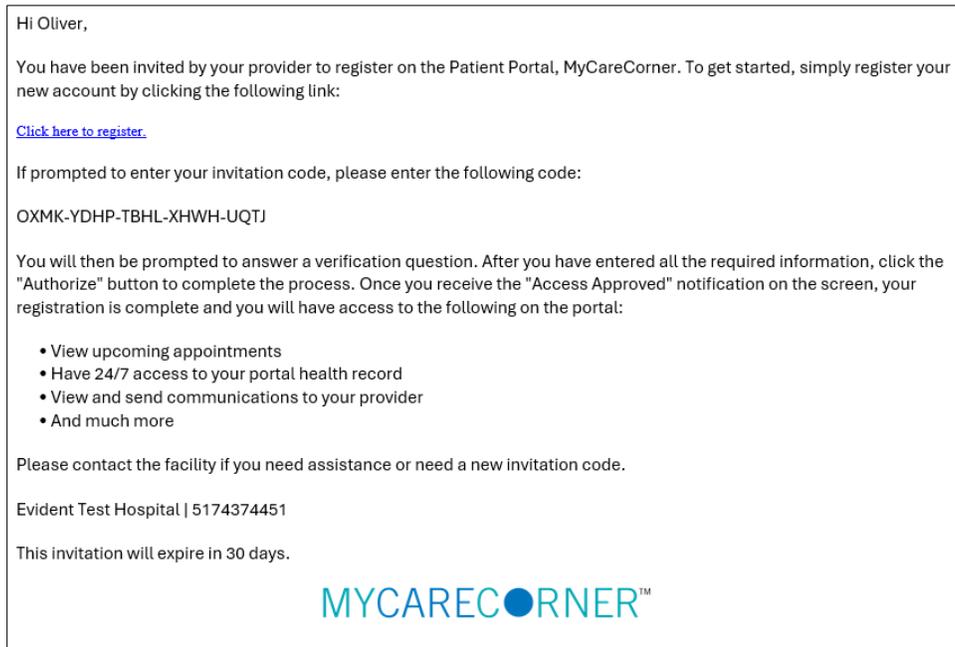
Gaining access to your health record is a 2-step process, regardless of the method that you choose.

- Step 1: Create a MyCareCorner account.
- Step 2: Link your health record (or the record of a family member) to the appropriate MyCareCorner account.

The instructions for these steps are included in this document.

Using the Email Invitation

The email is generated by your healthcare provider (hospital or clinic) and contains embedded information specific to the patient being invited to the portal. If you haven't received an email, contact your provider to generate one for you.



1. Click the link in the email. The MyCareCorner welcome page is launched in your web browser.



2. Click **Continue**. A security question is displayed to confirm your identity. Answer the question and click **Next**.

MYCARECORNER

Answer Security Question Create Account or Sign In Set up Health Record

Please answer the security question to confirm your identity.

What is your date of birth (MM/DD/YYYY)

Answer

12/31/87

The answer is case sensitive

Next

3. A question is displayed: **Do you already have a MyCareCorner account?**

MYCARECORNER

Answer Security Question Create Account or Sign In Set up Health Record

Do you already have a MyCareCorner account?

This could be an account you use to view your health information or health information for someone you care for.

Upon initial set up of your new portal account select 'Create a new account', the old portal account is no longer available

Sign in to existing account Create a new account

Typically, the answer to this question is **Create a new account**. If you click **Create a new account**, the Create Your Account page is displayed. Proceed with step 4.

However, if you already have a MyCareCorner account that you set up previously (invitation from another provider), click **Yes**. If you click **Yes**, the Sign In page is displayed. Enter your **Email** and **Password** and click **Sign In**. An Invitation to Access page is displayed, indicating records that can be associated with your account. See the [Adding Additional Family Members to Your MCC Account](#) document on CPSIQ for details on that process.

4. In the fields on the Create Your Account page, enter your first name, last name, an email address (enter twice to confirm), mobile number (if available – used for text messages regarding your account), and password (enter twice to confirm).

The screenshot shows a registration form titled "Create Your Account". At the top, there are three progress indicators: "Answer Security Question" (completed), "Create Account or Sign In" (current step), and "Set up Health Record" (pending). The form fields are: "Your First Name", "Your Last Name", "Email Address", "Confirm Email", "Mobile Number" (with a dropdown for country code), "Password", "Confirm Password", and a CAPTCHA box showing the characters "1AD2DS". Below the CAPTCHA is a checkbox labeled "I agree to the Terms and Conditions" and a "Next" button. A note at the bottom states: "Your name and any other information you provide are held in strict confidence."

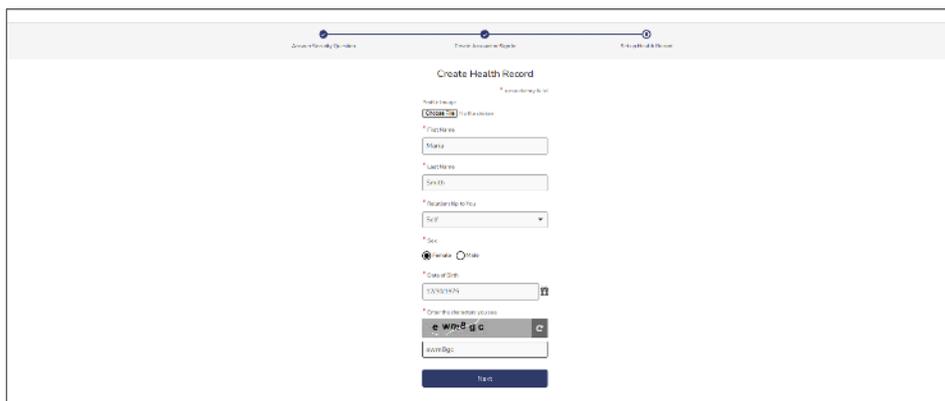
5. Enter the characters you see in the gray box.
6. Check the **I agree to the Terms and Conditions** box.
7. Click **Next**. The **Enable Two Factor Authentication?** question is displayed. This provides additional security for your account. If you enable this feature, each time you log in, a code will be sent to your device (cell phone and/or email) that you need to enter. Click **Enable** to activate this feature. Otherwise, click **Skip**. When you click **Enable**, you will need to verify both your email address and your mobile number at this time. A code is sent to the email address first. Enter the code you were sent via email in the **Verification Code** field. Then, click **Next**. Next, a code is sent to the mobile number (if entered). Enter the code you were sent via text message in the **Verification Code** field. Then, click **Next**.

NOTE: If you didn't receive the code, you can resend it two more times using the **Resend Code** link. Click **Update Email** or **Update Mobile Number** if you want to review or change the information you previously entered. When you do this, then click **Resend Code**.

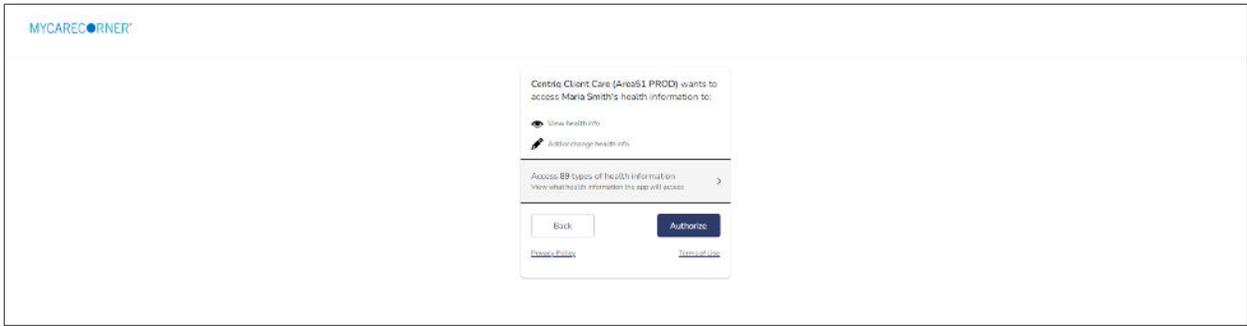
8. A confirmation message about your relationship to the patient identified in the invitation is displayed.
 - If you are the patient that is listed, click **Yes**.
 - If you are a family member of the patient listed, click **No**.



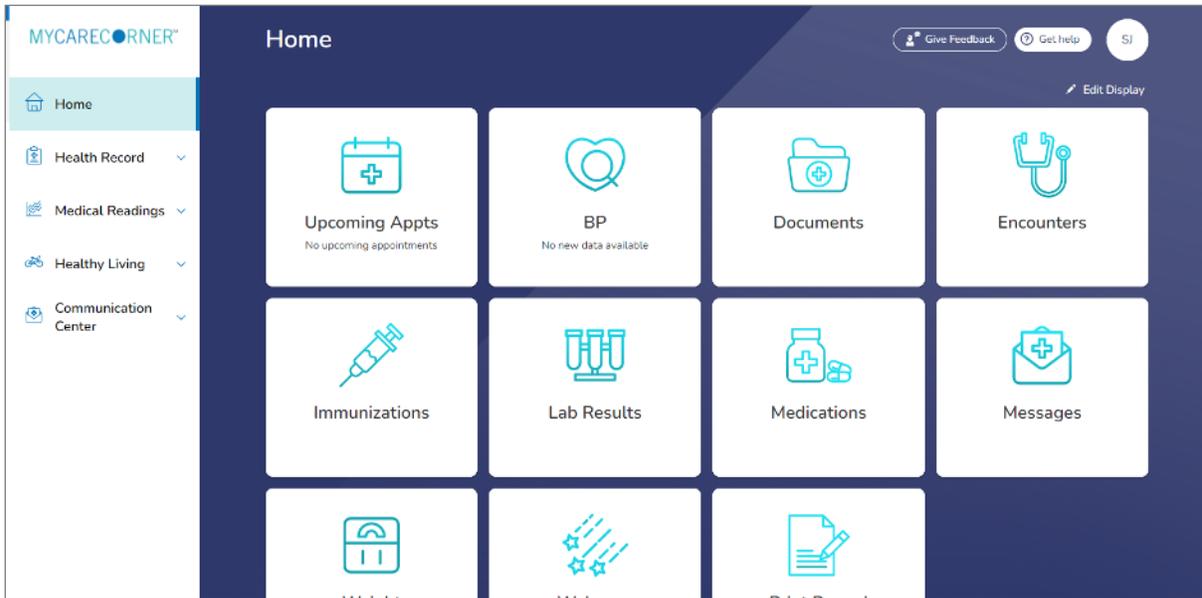
9. The Set Up Health Record page is displayed.



10. Some of the information in the fields may default in. Ensure all the information for the health record is entered in the fields provided: First Name, Last Name, Relationship to You, Sex, and Date of Birth. NOTE: This could be a person other than you if you are setting up the health record for a child, spouse, or you are a patient representative.
11. Enter the characters you see in the gray box.
12. Click **Next**. An authorization message is displayed indicating the access being given. Click **Authorize**.



13. The Terms and Conditions are displayed. Scroll to the bottom and check the **I agree to Terms and Conditions** box. Then, click **Accept**.
14. The MyCareCorner patient portal home page is displayed.



Using the Printed Invitation

The printed invitation has the detailed link displayed. This link contains embedded information specific to the patient being invited to the portal.

You have been invited by your provider to register on the Patient Portal. To get started, simply register your new account by navigating to the following URL in your browser's address bar:

- <https://mycarecorner-shell.qas.chbase.com//transferwelcome.aspx>

When prompted to enter your invitation code, please enter the following code:

- **RNPU-UQMG-KJUE-VCJF-PLFG**

You will then be prompted to answer a verification question. After you have entered all the required information, click the "Authorize" button to complete the process. Once you receive the "Access Approved" notification on the screen, your registration is complete and you will have access to the following on the portal:

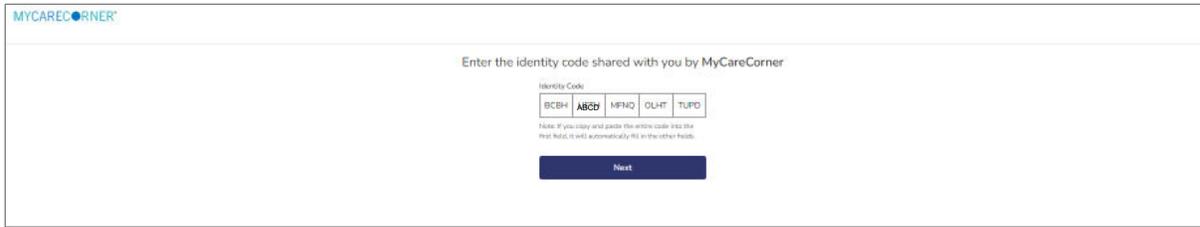
- View upcoming appointments
- Have 24/7 access to your portal health record
- View and send communications to your provider
- And much more

Please contact the facility if you need assistance or need a new invitation code.

1. Open your web browser, type the URL from the printed invitation into the address bar, and press **<Enter>**. The Welcome page is displayed.



2. Click **Continue**. The Identity Code screen is displayed. The invitation code should auto-fill into the fields. If not, enter the invitation code from your printed instructions and click **Next**. NOTE: This screen may not display because the link has the code embedded in it. If so, go to step 3.



MYCARECORNER

Enter the identity code shared with you by MyCareCorner

Identity Code

BCBH	ABCB	MFHQ	OLHT	TUPD
------	------	------	------	------

Note: If you copy and paste the entire code into the text field, it will automatically fill in the other fields.

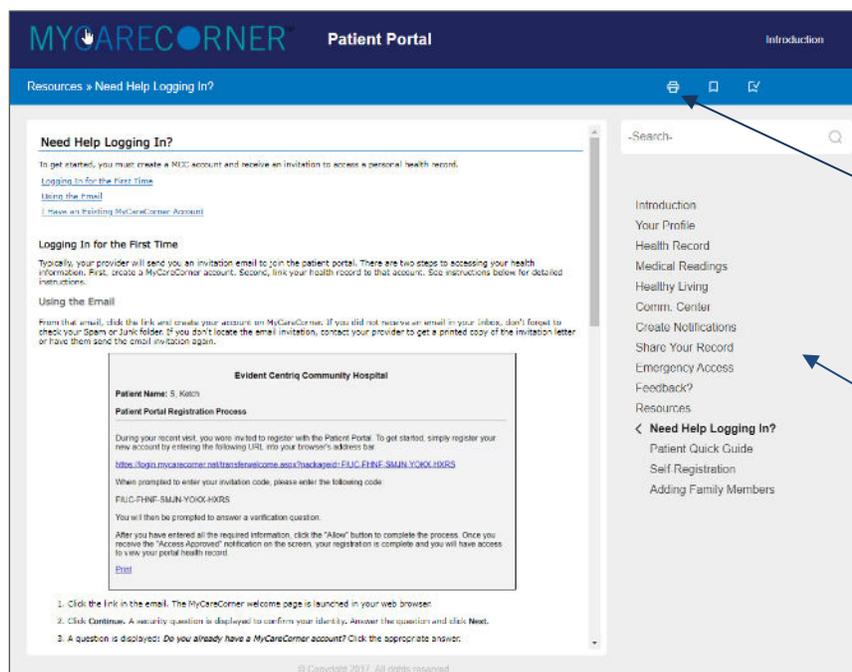
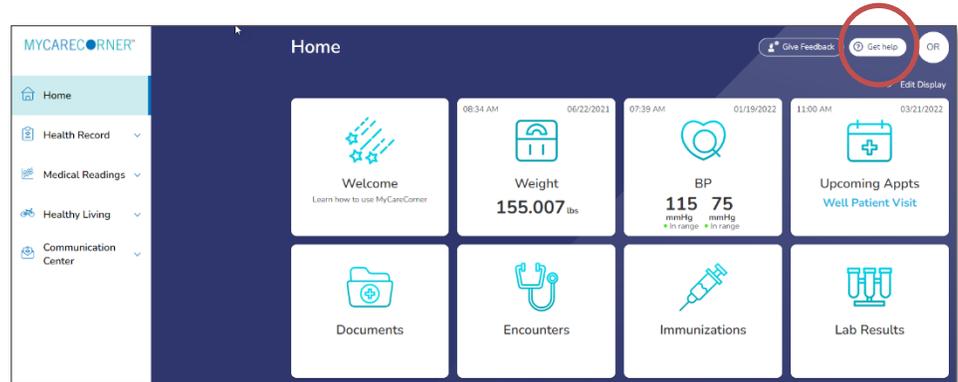
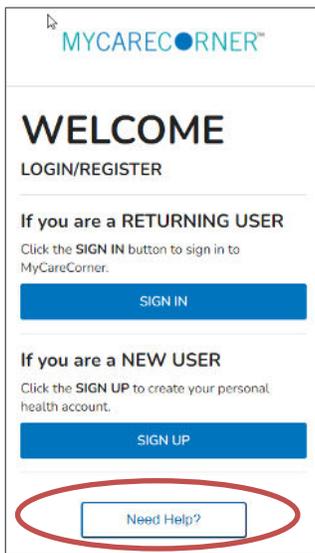
Next

3. The Create Your MyCareCorner Account page is displayed.
4. The remaining steps are the same as in the [Using the Email Invitation](#) section on page 2. See steps 4-13 of that section to complete the process.

Need More Help?

The MyCareCorner patient portal has application help that can provide you additional guidance on how to perform tasks and access your health record. You can access the application help from two locations:

- From the Login screen, click the **Need Help?** Button.
- From the patient portal, click the **Get Help** button located in the upper right corner of the screen.



Topics can be printed by clicking the printer icon in the light blue bar.

From this list, click the topic you are interested in to display it.

Patient Portal Application Help