

# Connect

Patient Portal



## Patient Guide: Creating a Connect 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:

1. Download the NYP, Weill Cornell, or Columbia Connect app found within the App Store or Google Play
2. Please ensure you have turned off any pop-up blockers enabled for the web browser on your phone or computer prior to using our virtual services

**For proxy access to another account (e.g., a child’s account), please contact the provider’s office. If you (the parent/proxy) are a patient and have a Connect 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)**

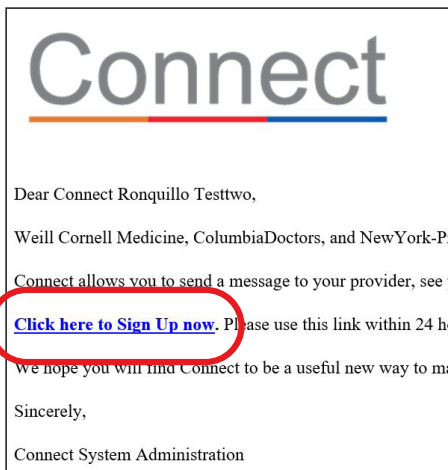
# Connect

## Patient Portal



## Creating a Connect 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 Connect Account

Using a **COMPUTER** **without** an activation link

### 1. Visit [MyConnectNYC.org](https://MyConnectNYC.org)



### 2. Click on “Sign Up Now (No Activation Code)”

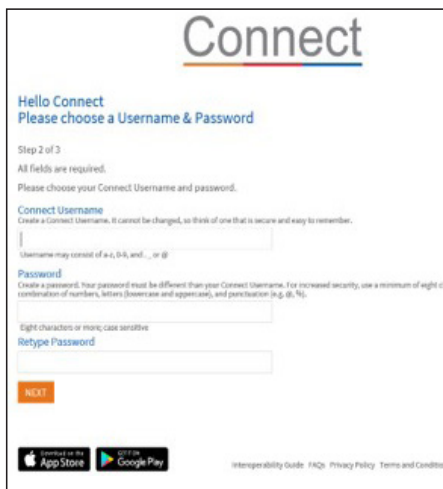
- Enter your personal details as requested which will be used to link your new account to your patient record
- You will be asked a series of short questions to verify your identity. If your answers do not match what is in your file you will not be able to create your Connect account
- If you experience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

### 3. 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

### 4. Accept Terms & Conditions and submit



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

# Connect

## Patient Portal



## Creating a Connect 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

**1. Download the NYP, Weill Cornell, or Columbia Connect app**

**2. Within the app, navigate to “New User?” to get started**

**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

**5. Accept Terms & Conditions and submit**

**Sign Up** Close

### Name

First Name \*

Last Name \*

### Address

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

Country \*

United States of America

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