Connect
Patient Portal

Weill Cornell Medicine   **NewYork-Presbyterian**   **COLUMBIA**

Patient Guide:
Creating a Connect Account

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.

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

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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

Connect
Patient Portal
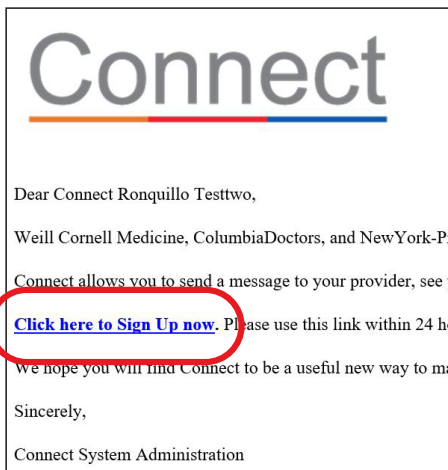
Weill Cornell Medicine · **NewYork-Presbyterian** · **COLUMBIA**

Creating a Connect Account

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

Connect

Dear Connect Ronquillo Testtwo,

Weill Cornell Medicine, ColumbiaDoctors, and NewYork-Pr

Connect allows you to send a message to your provider, see y

Click here to Sign Up now. Please use this link within 24 ho

We hope you will find Connect to be a useful new way to ma

Sincerely,

Connect System Administration

Connect Signup

Username

RONQUILLOTESTTWO

Create Password
ⓘ

| | SHOW |

Date of Birth

[ ] / [ ] / [   ]
mm   dd   yyyy

Phone Number

[   ]
xxx-xxx-xxxx

☐ I agree to the Terms and Conditions.

SUBMIT

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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

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

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Creating a Connect Account
Using a COMPUTER without an activation link

1. Visit MyConnectNYC.org

New User?

Sign Up (Activation Code)

Sign Up (No Activation Code)

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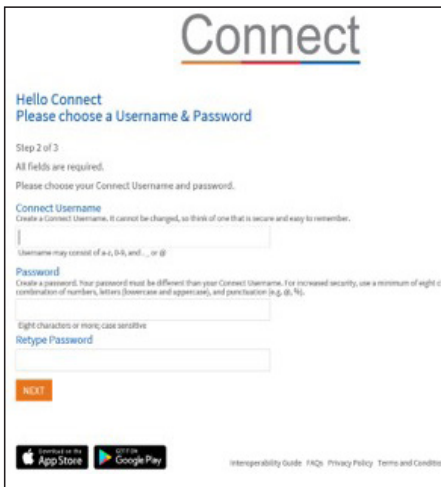
For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org

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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

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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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

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