



# CareConnect

my.CareConnect Enrolment Portal User Guide

## How to Validate your Identity Using the BC Services Card app

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# CareConnect Enrolment: High-Level Overview

The first step of the CareConnect registration process is to **Set up and validate your identity using your BC Services Card**. You will require a valid BC Services Card and a mobile device where you can download an application.



Authenticating your identity using the BC Services Card mobile app ensures that only authorized professionals can access patient data via CareConnect.

If you have already completed this step, please proceed to [Section 2](#).



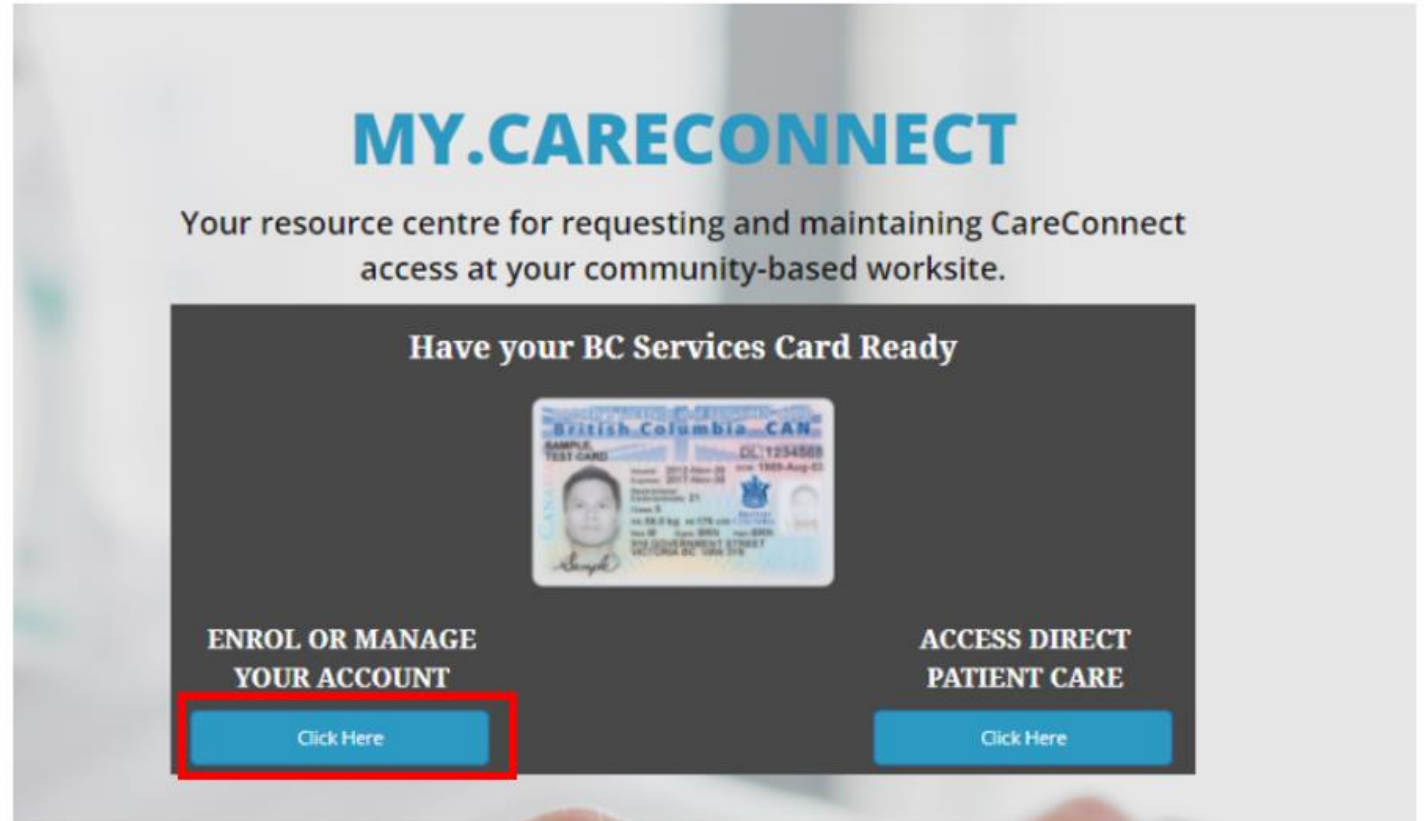
# 1: BC Services Card App Set Up & Identity Validation



CareConnect


# 1A. Navigate to the my.CareConnect.ca Enrolment Portal

1. In any web browser, navigate to <https://my.careconnect.ca>
2. Under Enrol or Manage Your Account, select [Click Here](#)



# 1B. Set up the BC Services Card app

Log in to: Health Provider ADFS

This service will receive your: given names, surname 

## Set up the BC Services Card app

The app is your digital ID on your mobile device. It's government's trusted way to securely access services online.

**Get set up**

OR

## Already set up?

Continue with:



**BC Services Card app**


### NOTE:

- If this is the first time you are using the BC Services Card to authenticate, click on the [Get Set Up](#) button.
- If you have set up the app, click [BC Services Card app](#) and skip ahead to page 9.
- If you do not have a mobile device, you must verify your identity in person and obtain a BC Token – For more info, [click here](#).

# 1C. Get the App

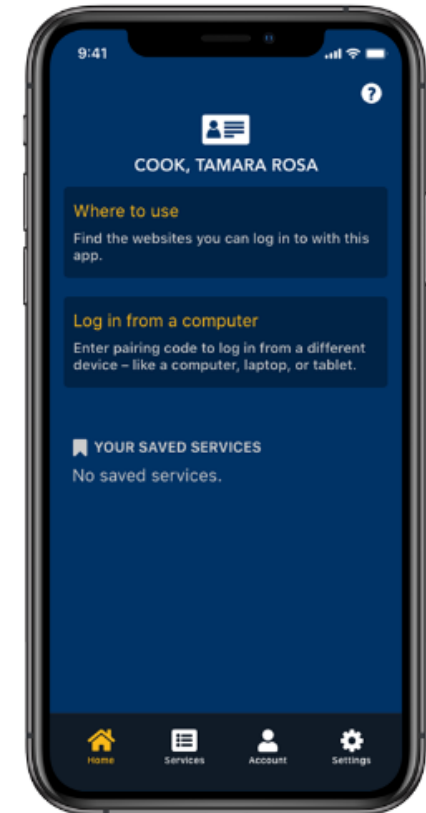
## Set Up the BC Services Card app

The app is your digital ID on your mobile device.

- Set up only takes about 5 minutes
- No new password to remember
- Can be used to log in on other devices — like a laptop
- A one-time security check verifies your identity to keep your data secure. You don't need to go in person — you can do this by video on your mobile device
- Some [services](#)  only accept the BC Services Card app when it's set up with a BC Services Card with a photo

Get the app

Click on [Get the App](#)



# 1D. Install the App On Your Mobile Device

To set up a BC Services Card on a mobile device (e.g. iPhone, iPad or Android device):

1. Install the app on your mobile device
2. Open the app and follow the instructions to set it up
3. Return to this website to log in

## Ready to get started?

Scan this QR code with your mobile device to download the BC Services Card app.



Or, on your mobile device go to [www.gov.bc.ca/bcservicescardapp](http://www.gov.bc.ca/bcservicescardapp)

**TIP #1:** In the Google Play or iPhone App Store, search for **BC Services Card** and select the app to download it to your mobile device.

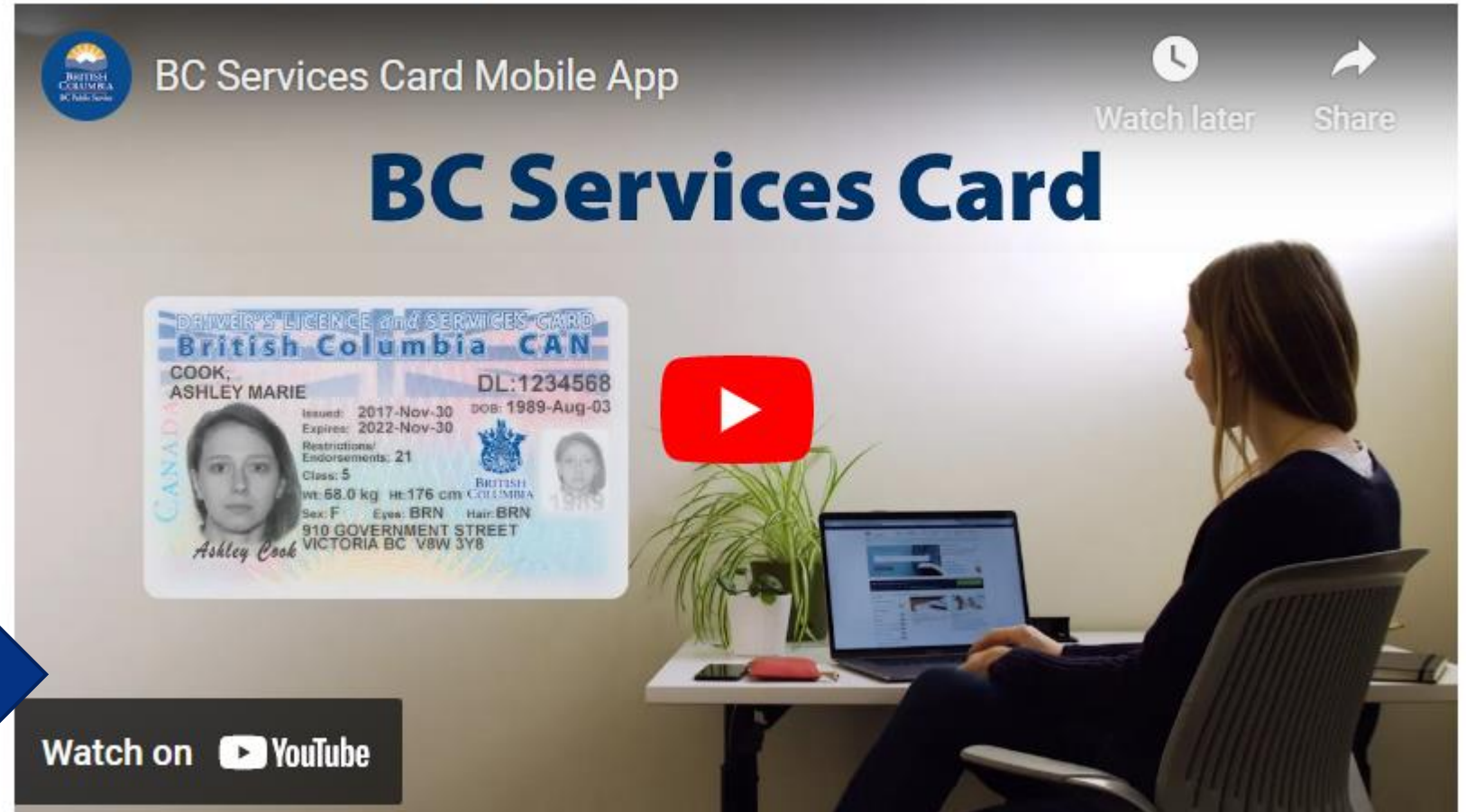
**TIP #2:** Open the Camera app on your phone and point your phone viewfinder at the QR code.

Hover over it until a link appears – click on the link to download the BC Services Card app



# 1E. Follow BC Services Card app instructions

Learn how by watching this video



Follow the instruction prompts in the app to register your BC Services Card

Or click on the **video image** to play a short tutorial



## 2: Authenticate your my.CareConnect login with the BC Services Card App



# 2A. Select BC Service Card app log-in

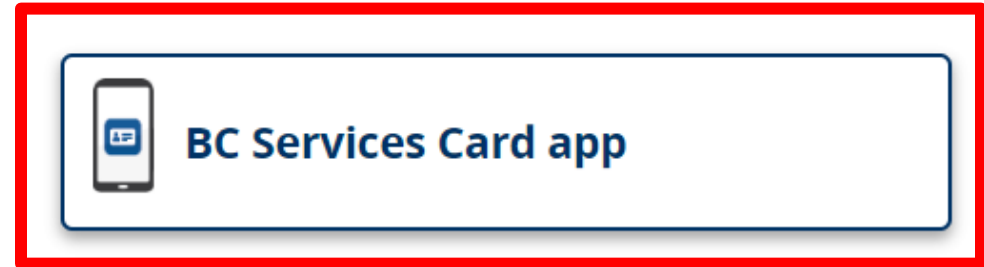
## Set up the BC Services Card app

The app is your digital ID on your mobile device. It's government's trusted way to securely access services online.

**Get set up**

## Already set up?

Continue with:



BC Services Card app

OR

**NOTE:** If your log-in has expired, return to [my.CareConnect.ca](https://my.CareConnect.ca) and click BC Services Card app

Finished setting up the app?

**Continue login**

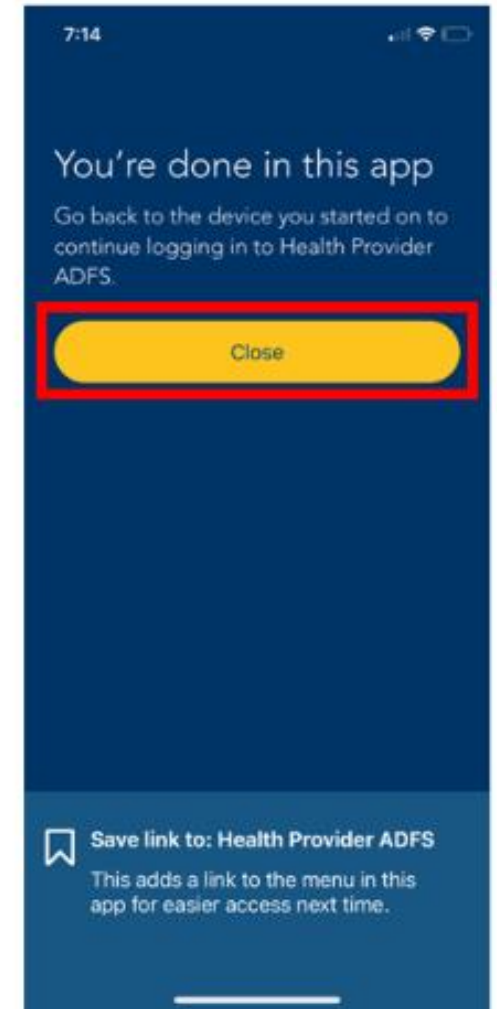
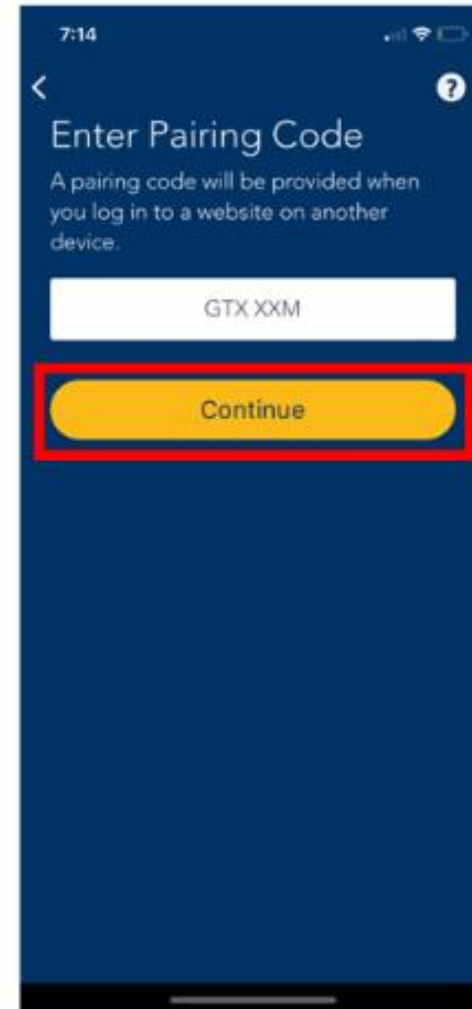
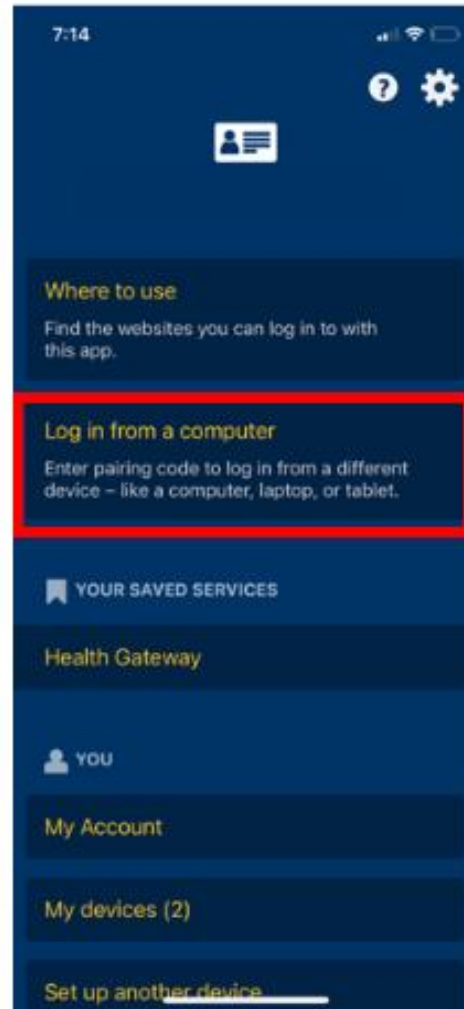


If you have just finished your BC Services Card set up, return to the QR download code page and click the **Continue login** button.

# 2B. Enter Pairing Code in the BC Services Card app

- A unique 6-digit code like this will appear on the page. Enter the code into the app to authenticate your identity.

**KDR FMV**  
Pairing Code  
Example Only



# 2C. Profile is now linked

- You will automatically be taken to the next page.
- Press **Remember Your Device** and press **Continue**.

Log in to: Health Provider ADFS

## Do you want to skip pairing next time?

**Send notification to my mobile device instead of entering pairing code**

This will remember the pairing between this device and your mobile device. It will store a cookie on this computer for identification purposes.

Instead of entering a pairing code, you will tap on the notification sent to your mobile device. ⓘ

**Name your mobile device**

You'll see this when you log in next time.

iPhone

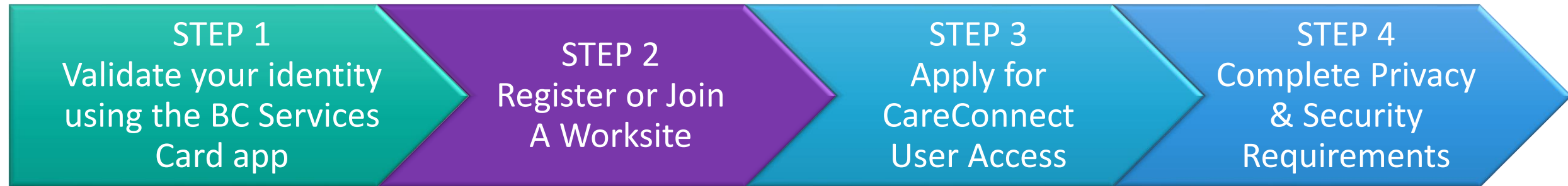
**Pair again next time**

Choose this option if you're using a shared computer - like at a library.

**Continue**

## 2D. CareConnect Enrolment: Next Steps

The next step of the CareConnect registration process is to log in to the my.CareConnect enrolment portal and proceed to the next relevant step.



- If your worksite has not been registered yet, see **STEP 2: [How to Register a Worksite as a Group / Site Administrator](#)**
- If your worksite is already registered and you have received a worksite ID, proceed to **Step 3 – Apply for CareConnect Access**. For profession-specific steps, refer to:
  - If you are a Physician or Nurse Practitioner, see [How to Apply for CareConnect as an Authorizer](#)
  - If you are an MOA or Nurse (RN/LPN), see [How to Apply for CareConnect as an On-Behalf-Of User](#)
  - If you are a Pharmacist or an unsupervised nurse (FNHA/LTC), [How to Apply CareConnect As An On-Behalf-Of User](#)



Questions? Check out our [FAQ page](#) or  
email [private.careconnect@phsa.ca](mailto:private.careconnect@phsa.ca)



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