

CAMH MyCare: At-home self-enrollment guide for patients

The purpose of this guide is to help you complete the CAMH MyCare Self-Enrollment registration process. Self-enrollment can be completed from a computer, tablet, smartphone, or any device that you use to browse the internet. Self-enrollment is available for CAMH patients who are age 13 or older who don't currently have access to CAMH MyCare Substitute decision makers (SDMs) and family members cannot sign up on behalf of patients.

1

On a computer, tablet, smartphone, or any device you use to access the internet, please go to mycare.camh.ca/self-enroll

2

Fill in your first name, last name, and date of birth.

Make sure you use your full name.

A member of your care team should have provided you with your Medical Record Number (MRN). Enter it into the correct field.

If you have not received an MRN, you will need to request one in order to proceed.

Complete the identity verification question, then click "Next."

Next

The screenshot shows the 'Self-Enrollment for CAMH MyCare' form. It includes a header, a paragraph explaining eligibility, a note about patient management, and a list of required fields: First name, Last name, Date of birth (Month, Day, Year), Medical Record Number, and Identity verification. The Identity verification section has a checkbox for 'I'm not a robot' and a 'Next' button at the bottom.

3

Once your name is found in our system, you will be asked to confirm your identity.

Confirm your identity and agree to the terms of use, then click "Next, Create Your Account"

Next, Create Your Account

The screenshot shows the 'Patient Match Found' form. It includes a header, a paragraph congratulating the user, and a list of required fields: Identity verification (checkbox for 'confirm that I am YOUR NAME') and Terms of use (checkbox for 'agree to the Centre for Addiction & Mental Health Non-Prod Terms of Use and Privacy Policy'). A 'Next, Create Your Account' button is at the bottom.

If you see this screen instead, you may have entered the incorrect information, or there may be another issue. Please speak to an administrative coordinator or a member of your care team for assistance.

More Information Is Needed

Sorry, we are having trouble matching your information. Please return to the previous page and ensure your first name, last name, date of birth, and MRN are all correct before proceeding. If you still receive this error, please contact a member of your care team for assistance.

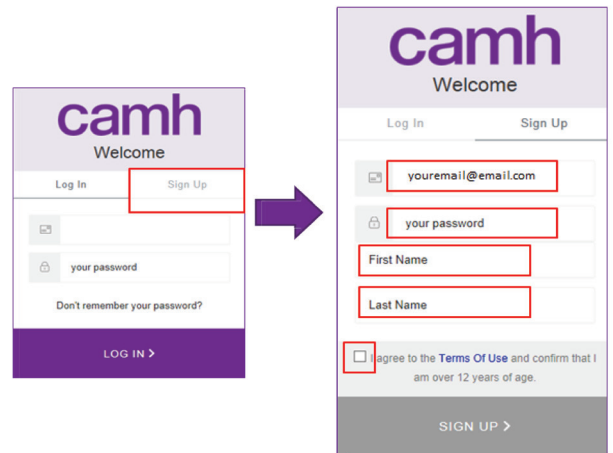
4

Once you have created your account, you will be brought to the sign-in page.

Click on “Sign Up”. When the screen changes, enter your email, choose a password, and fill in your name. Check the box to agree to the terms of use and click “Sign Up” at the bottom to finish creating your account.

Passwords are required to be 8 characters in length and must contain 3 of the following: capital letter, lower case letter, symbol (i.e. ! @*&), number.

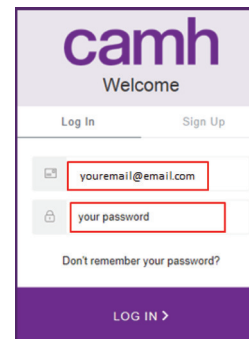
Check your email inbox, or junk/spam folders for a confirmation email. **Save this email, as it contains a link to access your MyCare account.**



5

Once you have completed the sign-up process, you will be logged into your MyCare account.

To access your account at any time, visit mycare.camh.ca and login with your email and password.



If you require technical assistance with CAMH MyCare, please contact MyCare Support at 1 800 765-9072.

After logging into your CAMH MyCare account, if you have any questions about your account, please contact your care team or the CAMH Privacy Office at 416 535-8501, ext. 33314.

If you have questions, concerns or compliments about services at CAMH, please contact the Client Relations Office:
Tel.: 416 535-8501 ext. 32027
Email: client.relations@camh.ca

Family members are welcome to contact the Family Resource Centre for information and help getting connected:
1025 Queen Street West (McCain Complex Care and Recovery Bldg.), in the Patient and Family Learning Space.
Tel.: 416 535-8501 ext. 33202
Email: family.engagement@camh.ca
Website: www.camh.ca/families