connect2care: Frequently Asked Questions

Registration: I want to register for connect2care.

Please follow the *Ready to register* instructions on our connect2care webpage.

Accessibility: Can I use screen readers?

Yes. All features and functionalities are accessible to people using screen readers.

App: I'm using the mobile app. Where is the menu?

	Tap on the three horizontal lines in the top-left corner of the screen, next to the Home icon, to open the menu. After opening a menu item, such as **Calendar** or **Results and Reports**, tap the three horizontal lines again to return to the menu and choose another option.

Results/Reports: I can't find results or reports in Health Record.

Some information has moved to new locations.

- **Results and Reports** now has its own menu item.
  - **Note:** Reports are available on the portal 24 hours after being signed.
- **Allergies & Conditions** and **Immunizations** are now included in **Health Record.**

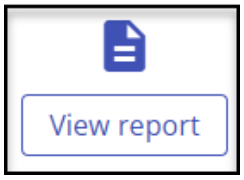
Seeing Reports: I just want to see reports, not lab results and reports all together.

	In Results and Reports, the default setting is View All. To view only reports or only results: 1. Select the arrow next to All. 2. Choose Results Only or Reports Only.

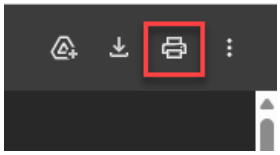
Printing: How do I print a report?

Using a device connected to a printer:

1. Open **Results and Reports**.
2. Select View Report for the report you want to print.



3. The report will open in a new browser tab.
4. Select the Print icon in the upper-right corner of the page



New Items: I don't see a red dot for new results, reports or appointments.

The Dashboard now includes a **What's New** section that appears when there is new information, such as:

- Results
- Reports
- Appointments

You will see a blue dot beside new items within each menu section. For example, a new appointment will have a blue dot beside it in **Appointments.**

Viewing another child's info: I have two children. How do I view my other child's information?

The **Switch Person** feature is now located under **Account Options**.

1. Find your child's name and date of birth.
2. Select the dropdown arrow.
3. Under Switch Person, choose the child whose information you want to view.

Visit History: Where is the visit history?

Visit History has been renamed to Past Visits. You can also use the Calendar to view:

- Past visits
- Upcoming visits
- Cancelled visits
- Missed visits
- Checked-in visits

Calendar Symbols: What do the symbols next to appointments in the Calendar mean?

- Circle with a diagonal slash through it: Cancelled appointment
- Solid circle: Scheduled or checked-in appointment
- Exclamation mark: Missed appointment

Profile Button: The Profile button is missing.

View/Update Profile is now located under **Account Options**.

1. Find the client's name and date of birth.
2. Select the dropdown arrow.
- Choose View/Update Profile.

From there, you can update:

- Patient Information
- Contacts

Communication Preferences: Where do I view or update my communication preferences (including phone number for text notifications)?

My Preferences is now located under **Account Options.**

- Find the client's name and date of birth.
- Select the dropdown arrow.
- Choose **My Preferences** to view or update your settings.

Questionnaire: I can't find the questionnaire I was asked to complete.

Questionnaires now have their own item in the navigation menu.

Menu information: I would like more information on menu items or features.

	Look for the blue information icon. Selecting this icon will show helpful information about that feature, including: • What information is displayed • Where the information comes from • How to update it For example, you can select **Account Options > My Profile** and then select the information icon for more details.

Privacy/Security: Is the information still private/secure?

Yes. To learn more about privacy, information access and health information management, visit our connect2care webpage.

Help: Can I still call or email you with issues?

Yes. Contact us anytime if you need help using connect2care. We aim to respond within two business days.
Phone: 416-425-6220 ext. 3881
Email: connect2care@hollandbloorview.ca

Logging Out: Where is the Log Out button?

Log Out is now under **Account Options**.

1. Find the client's name and date of birth.
2. Select the dropdown arrow.
    - Select **Log Out**.

You can also select the **Log Out** icon in the upper-right corner of the screen.

