

## PATIENT INSTRUCTIONS

# Create an Account

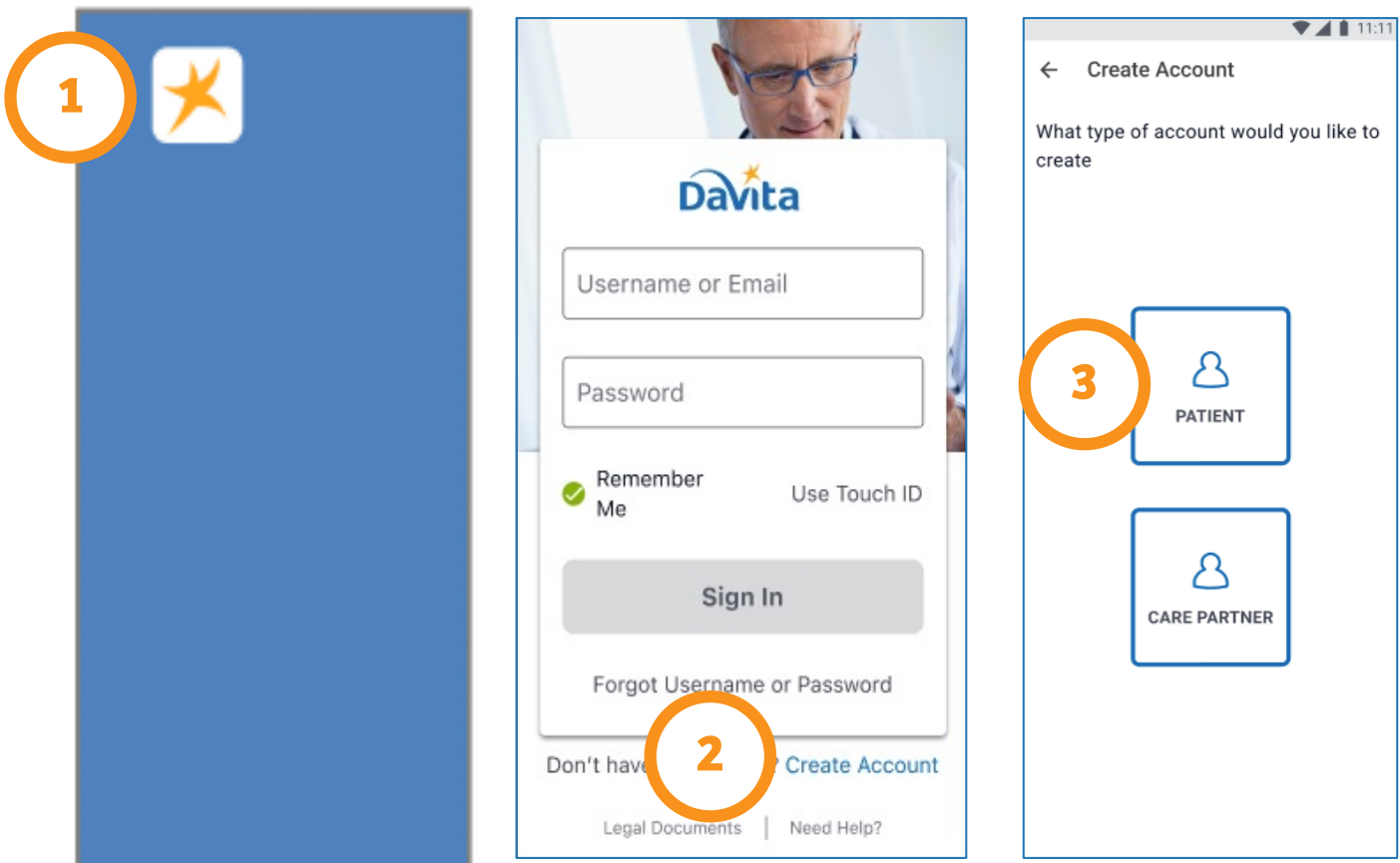
DaVita  
Care Connect™

Follow the instructions below to create an account on the DaVita Care Connect™ (DCC) mobile app.

Note: Your device may appear different based on the brand used (Android vs. iPhone).

### CREATE ACCOUNT

1. Tap the app icon to open the DaVita Care Connect™ app.
2. Tap **Create Account** on the bottom of the screen.
3. Tap **Patient**



Need help using the app? Have questions?

**Call: 1-833-803-5542**




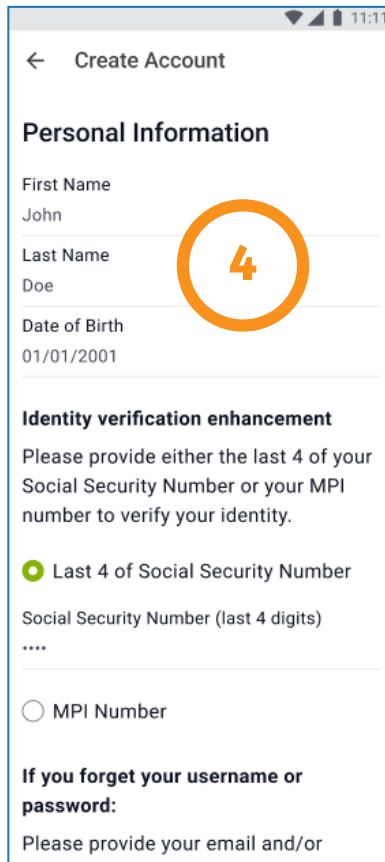
## PATIENT INSTRUCTIONS

# Create an Account

### CREATE ACCOUNT, CONTINUED

DaVita  
Care Connect™

4. Enter your First Name, Last Name, Date of Birth, and Identity Verification Information  
*Note: For days or months with a single digit, you will need to enter a "0" before the day or month.*
5. Enter your email address and/or phone numbers
6. Create your username and password  
 *Note: Green checkmarks will appear once the password meets all security requirements.*
7. Tap **Create Account**



← Create Account

### Personal Information

First Name  
John

Last Name  
Doe

Date of Birth  
01/01/2001

### Identity verification enhancement

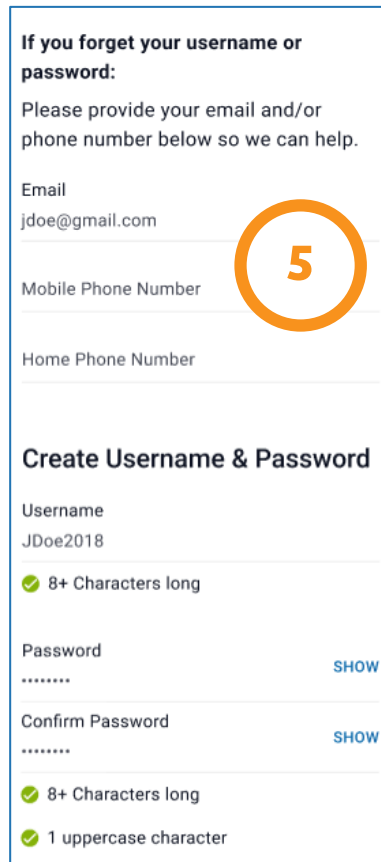
Please provide either the last 4 of your Social Security Number or your MPI number to verify your identity.

Last 4 of Social Security Number

Social Security Number (last 4 digits)  
....

MPI Number

**If you forget your username or password:**  
Please provide your email and/or



**If you forget your username or password:**  
Please provide your email and/or phone number below so we can help.

Email  
jdoe@gmail.com

Mobile Phone Number

Home Phone Number

### Create Username & Password

Username  
JDoe2018

8+ Characters long

Password  
..... [SHOW](#)

Confirm Password  
..... [SHOW](#)

8+ Characters long

1 uppercase character

1 lowercase character

1 special character

1 number



Mobile Phone Number

Home Phone Number

### Create Username & Password

Username  
JDoe2018

8+ Characters long

Password  
..... [SHOW](#)

Confirm Password  
..... [SHOW](#)

8+ Characters long

1 uppercase character

1 lowercase character

1 special character

1 number

**7** [CREATE ACCOUNT](#)

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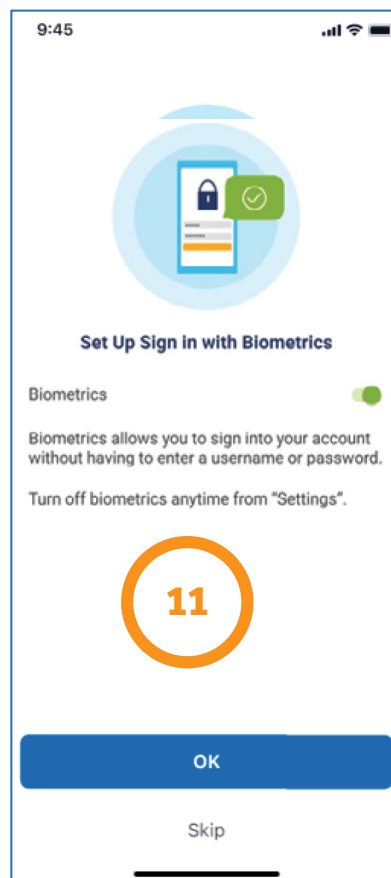
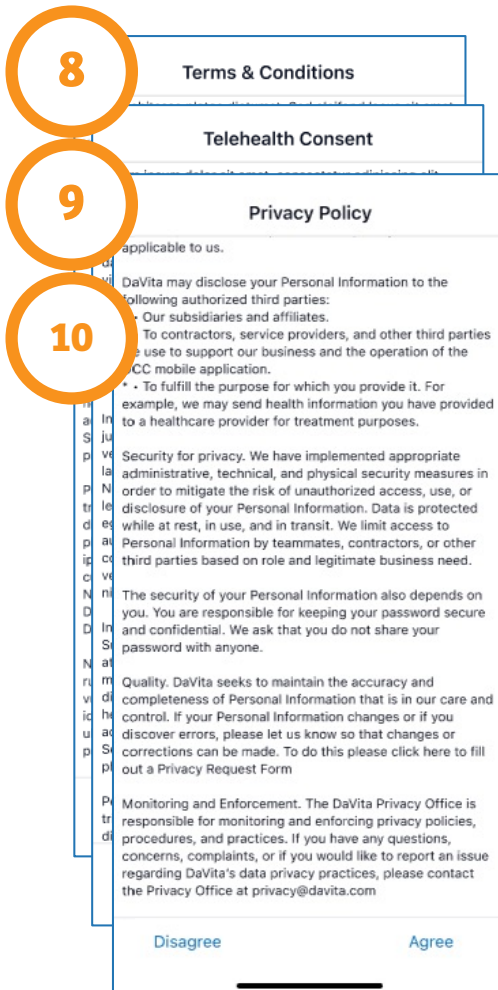
# Create an Account

### CREATE ACCOUNT, CONTINUED

DaVita  
Care Connect™

8. Review the Terms & Condition. Scroll to the bottom and tap **Accept** (or **Agree**) if you agree.
9. Review the Telehealth Consent. Scroll to the bottom and tap **Accept** (or **Agree**) if you agree.
10. Review the Privacy Policy. Scroll to the bottom and tap **Accept** (or **Agree**) if you agree.
11. Tap **OK** to set up the phone to sign in with Biometric feature (optional). If you do **not** wish to use the biometric feature, tap **Skip** to continue.

## The app is now ready to use!



*Note: If a pop-up window appears stating “DCC Would Like to Send You Notifications,” we recommend you tap Allow. This will allow you to receive push notifications for new messages, telehealth appointments, reminders, lab results, and other features.*

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