PATIENT INSTRUCTIONS

Create an Account

DaVita Care Connect™

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

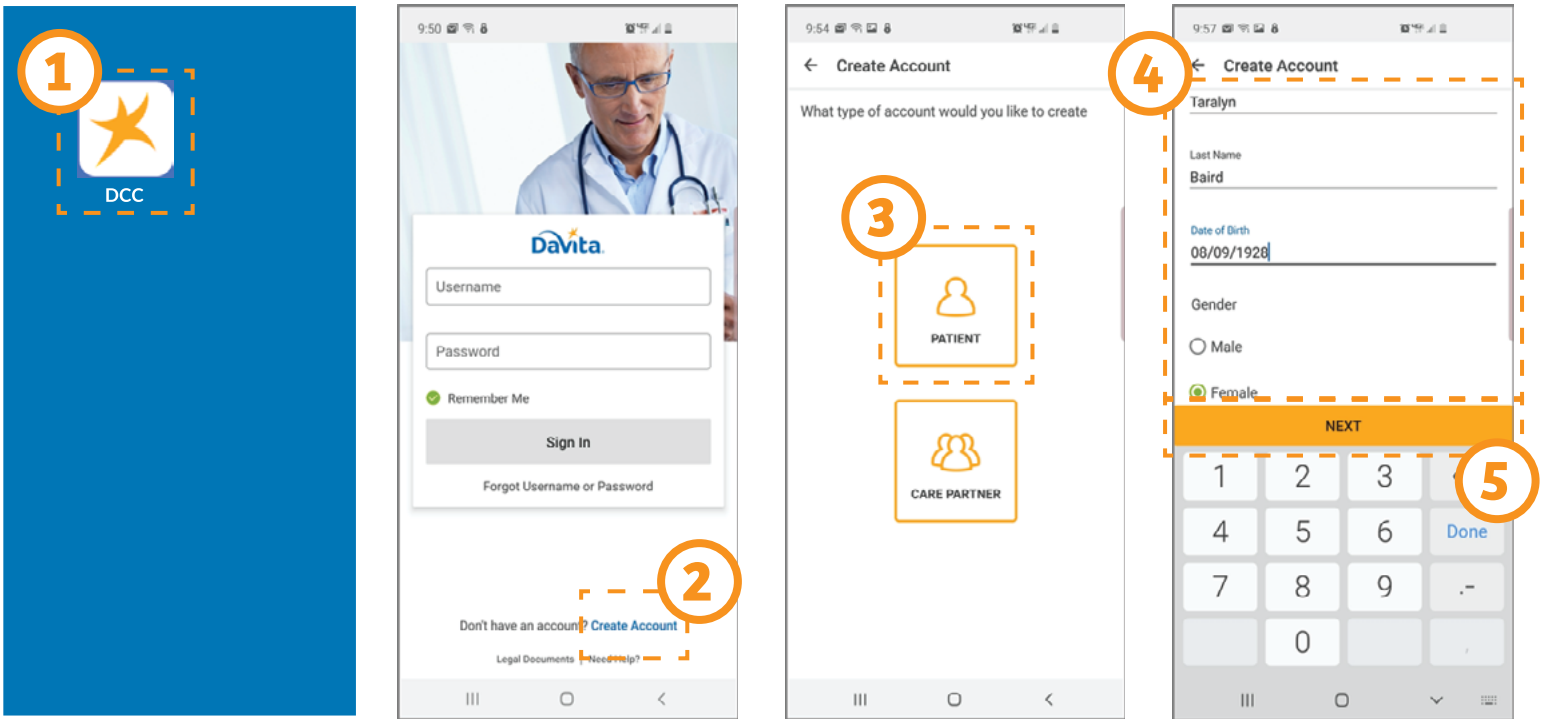
Note: Your device may appear different based on the brand used (Android vs. iPhone).

CREATE ACCOUNT

- ***Step 1:*** Tap to open the **DaVita Care Connect™** app.
- ***Step 2:*** Tap **Create Account**.
- ***Step 3:*** Tap **Patient**.
- ***Step 4:*** Enter your First Name, Last Name, Date of Birth, and Gender.

Note: For days or months with a single digit, you will need to enter a "0" before the day or month.

- ***Step 5:*** Tap **Next**.



Need help using the app? Have questions?

Call: 1-833-803-5542

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PATIENT INSTRUCTIONS

Create an Account

DaVita Care Connect™

CREATE ACCOUNT, CONTINUED

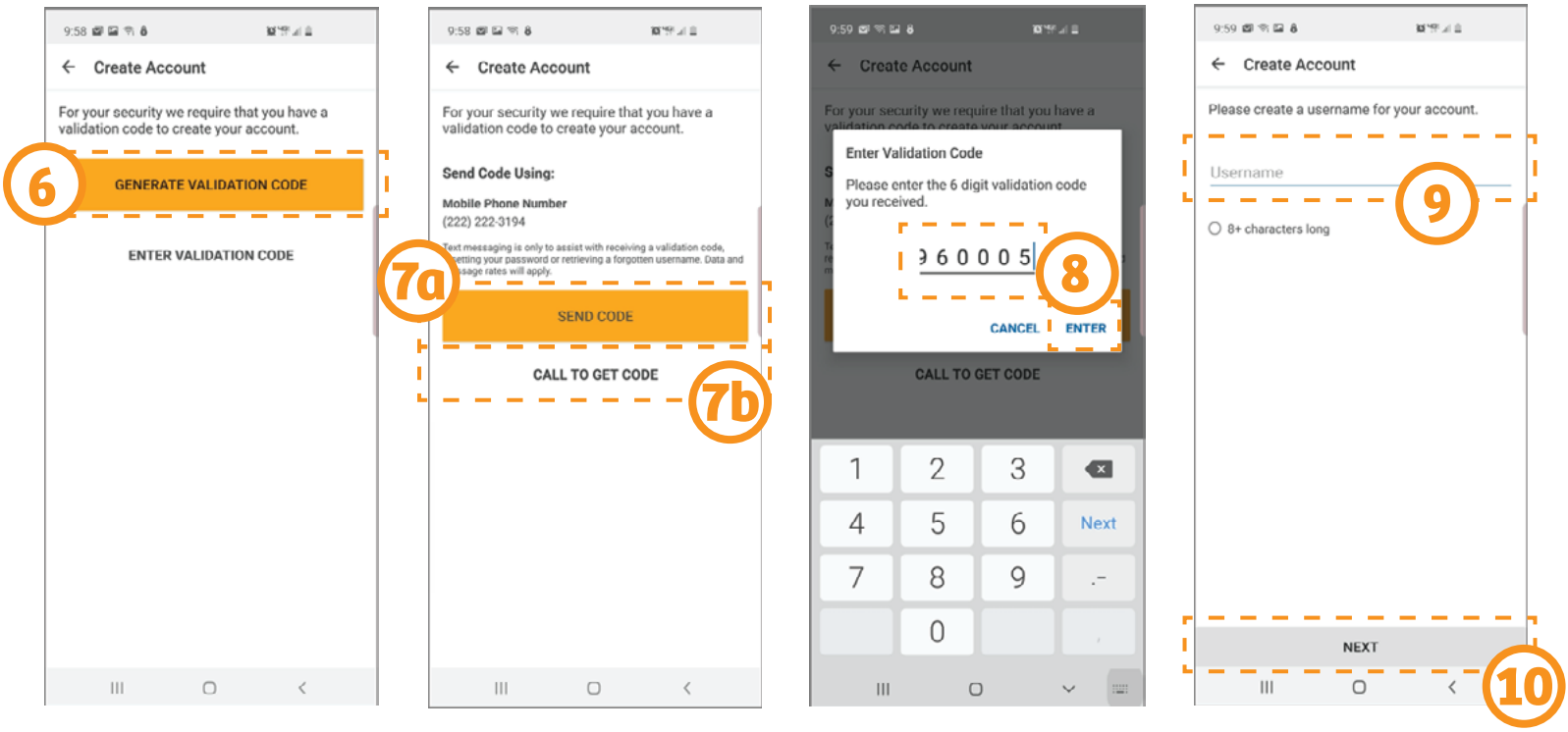
- ***Step 6:*** Tap **Generate Validation Code**.
- ***Step 7a:*** Tap **Send Code**.

-You will receive a text message asking you to confirm to receiving this text as well as future texts.
-Reply 'Yes' to receive the validation code.

- ***Step 7b:*** If you do not want to receive texts from the DaVita Care Connect™ app, tap **Call to Get Code**. This will automatically call the help desk which will provide you a validation code.
- ***Step 8:*** Enter the validation code, and tap **Enter**.
- ***Step 9:*** Enter a username (must be 8 characters long).

Note: A green checkmark will appear when the username meets this requirement.

- ***Step 10:*** Tap **Next**.



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PATIENT INSTRUCTIONS

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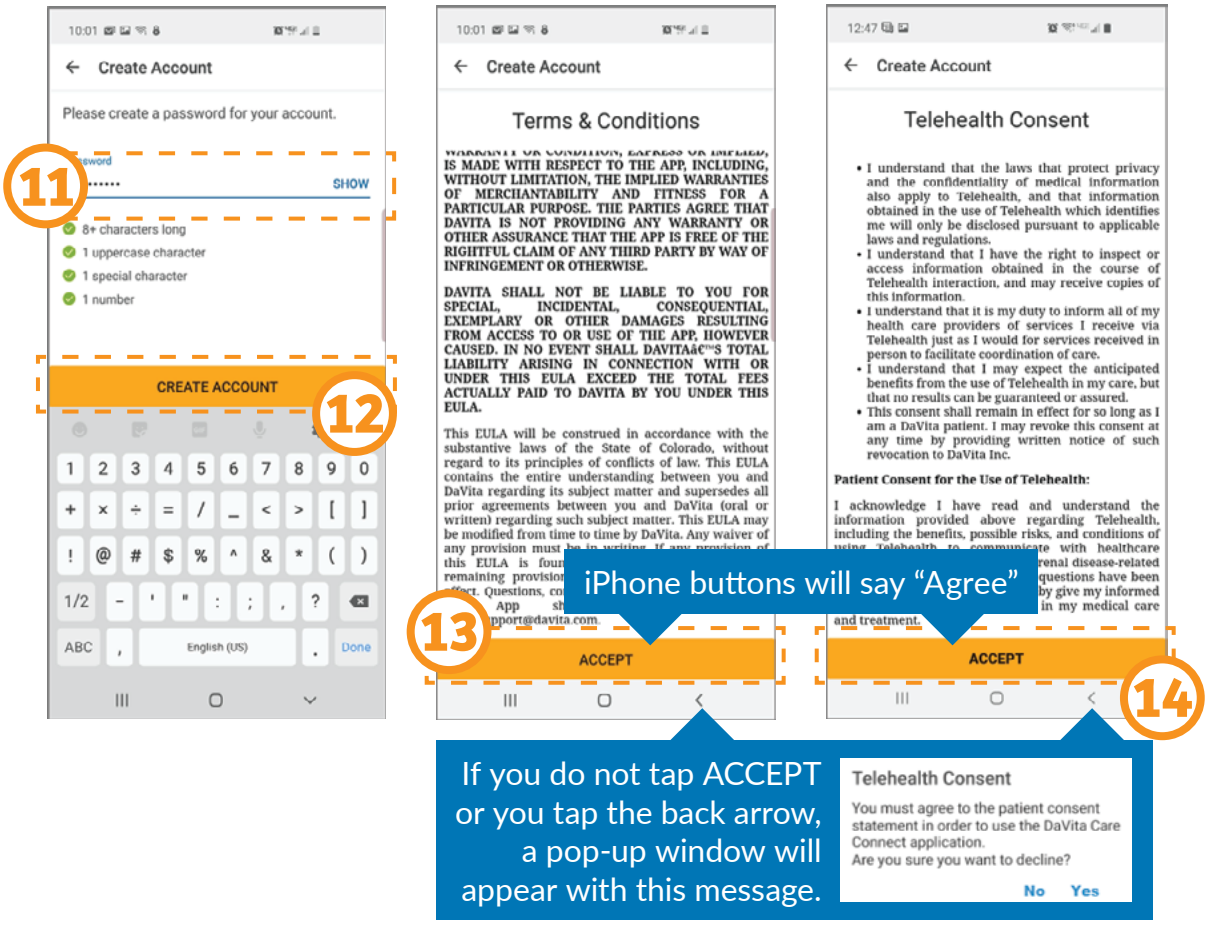
CREATE ACCOUNT, CONTINUED

- ***Step 11:*** Enter a password.

Note: Passwords must have one uppercase character, one number, one special character, and be at least eight characters long. Green checkmarks will appear once the password meets all security requirements.

- ***Step 12:*** Tap **Create Account**.
- ***Step 13:*** Review the Terms & Conditions. Scroll to the bottom and tap **Accept** (or **Agree**) if you agree.
- ***Step 14:*** Review the Telehealth Consent. Scroll to the bottom and tap **Accept** (or **Agree**) if you agree.



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PATIENT INSTRUCTIONS

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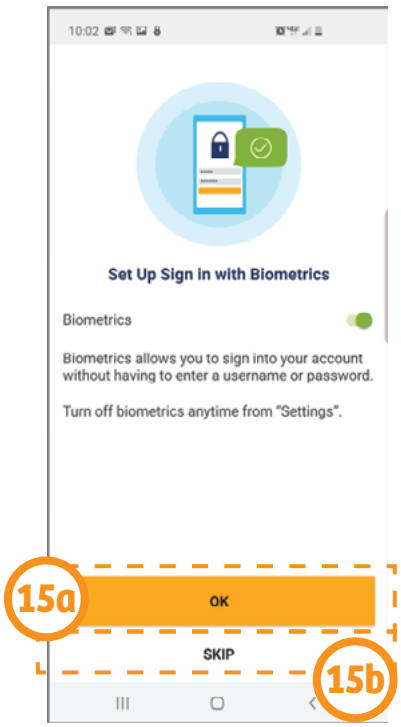
DaVita Care Connect™

CREATE ACCOUNT, CONTINUED

- ***Step 15a:*** Tap **OK** to set up the phone to sign in with Biometric feature (optional).
- ***Step 15b:*** 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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