

# Portal Registration Guide for Telehealth

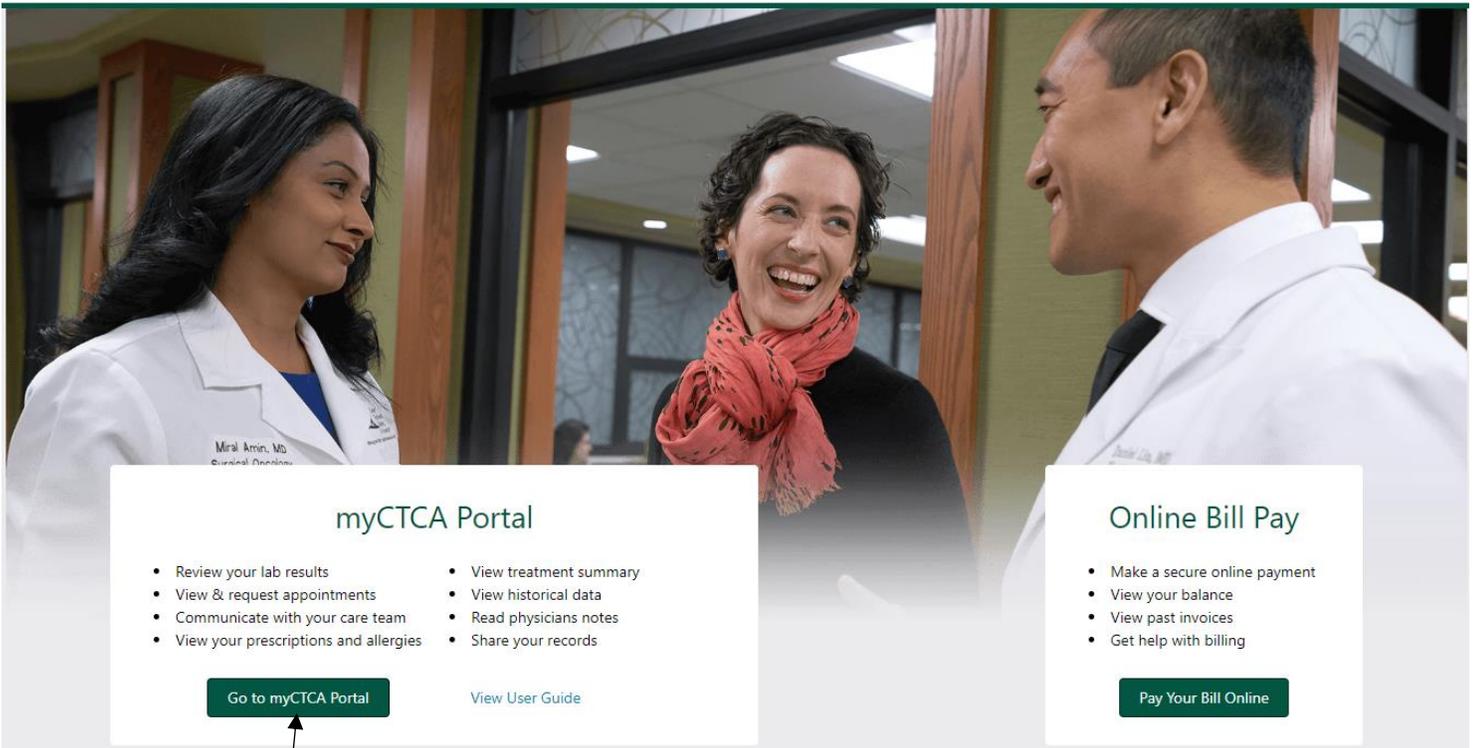
## Registering for Portal through myCTCA.com:

You will be asked, in the registration process, for a personal email. This is the email used for notifications.

### First time users:

If you are registering as a patient you will need your Medical Record Number (MRN) to start the registration process.

GO to [myCTCA.com](https://myCTCA.com) to get started



[Click here for all portal users](#)



Sign in to continue to CTCA Portal Web

[Frequently Asked Questions \(FAQ\)](#)

**Email**

**Password**

[Forgot my password](#)

**Remember My Login**

**Sign In**

[Don't have an account? Register here.](#)

First time users will select “Don’t have an account? Register here” to complete a one-time registration.

## Create your CTCA ID

**Name**

**Email**

**Create a password**

8-character minimum, case sensitive

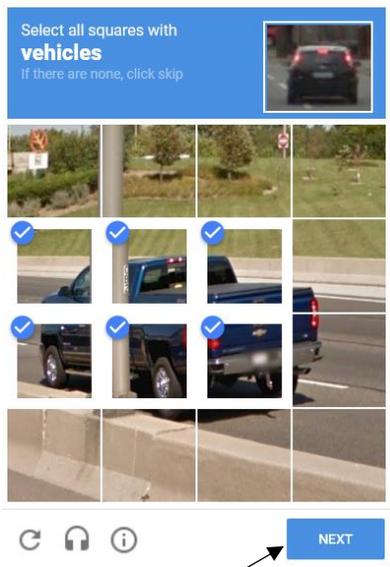
I'm not a robot



reCAPTCHA  
Privacy - Terms

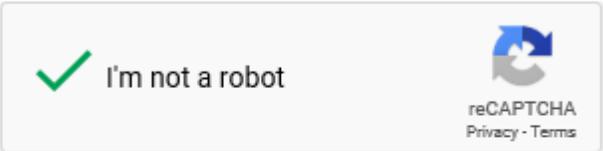
**Continue**

Enter your first and last name and create a password (pick one that will be easy to remember). Then click “I’m not a robot” (this is to verify you are a real person and not an automated attempt to access the system). It will ask you to find certain items in each square to verify you are a real person.



Then click next.

Once completed, and you see a check mark, click "Continue".



In the next screen you will be asked to create security questions to help us ensure you are who you say you are if you need to reset your password.

### Security Questions

These questions will help us verify your identity should you ever forget your password.

**Question 1**

**Question 2**

**Question 3**



The next screen is for patients new to the Portal to record their information. You will need your DOB, MRN, and Zip Code. If you are not a first-time patient, click "Skip".

## Patient Verification

Not a patient? [Skip](#) this step.

Medical Record Number(MRN) ⓘ

Last Name

Date of birth

Zip code

Go Back

Continue

If this is a Caregiver account, you will need to click "Skip" at the confirmation screen:

Confirmation ×

Please proceed if you are creating a non-Patient (i.e. Caregiver) account.

**If you are a CTCA patient**, you will need to validate patient information before viewing any of your medical information.

[Skip](#) [Cancel](#)

The last thing you will see is the Verification screen. You will be sent an email to complete the registration. Enter the code in the email in this screen to complete the registration.

### Verify your email address to complete registration

A registration code has been sent to

**[REDACTED]**

Enter the code here:

Verify

[Didn't get an email?](#)

[Send a new code](#)

**Once you enter the code you will see a success message:**

**Should you get an unsuccessful reply you can request a new code at the bottom of the verification screen:**

Verify your email address to complete registration

A registration code has been sent to

Enter the code here:

- The confirmation code provided was invalid. Please request another code.

Verify

**Once that is done click “Continue” to return to the log in screen. Use your email ID and the password you created to log into the Portal.**

**You will see a “Terms of Use” window, scroll to the bottom. Click accept and then click “Submit”:**

“Your Content” is the information, comments, photos, images, video, data, text, and other content that you may post, upload, store, share, send, or display on the Services including, without limitation your name, voice, photograph, video and/or likeness.

I accept the Terms of Use

I decline the Terms of Use

Submit

**The next screen will be the “Frequently Asked Questions” screen which contains a link to the user guide. Scroll to the top of the page and click the home icon on the top left. From here you may view different options that are grouped according to use. The left Nav bar will take you to any one of several screens depending on what you want to see.**

The screenshot displays the myCTCA patient portal interface. On the left is a dark sidebar with navigation options: Home, Appointments, Lab Results, Secure Mail, Medical Documents, Health History, Forms Library, and Bill Pay. Below these is a support link: "Need Technical Support? Call 1-877-448-1723". The main content area is divided into several sections: "NEW MESSAGES" (no unread messages), "UPCOMING APPOINTMENTS" (no upcoming appointments), "QUICK LINKS" (Share my Records, Message my Care Team, Request an Appointment, Renew a Prescription), "MEDICAL CONTACT INFO" (TESTTWO PORTAL with fields for Birth Date, Phone(s), E-mail, and Address), and "MY RESOURCES" (CancerCenter.com, Clinician Bios, Sign Up For Newsletter). The "MEDICAL CONTACT INFO" section also includes "ALTERNATE CONTACTS" and "PORTAL, TESTTWO" with a "Guarantor-Other" label.

**At a quick glance, you can see if you have any new emails, what appointments are upcoming, verify that your contact information is up to date, and access quick links to other areas of the Portal.**