



Mental Health Center of Denver

This quick guide will walk you through **how to download the MHCD App to your smart phone or access it via the web**. It provides options on **how to complete the one-time registration process** and gives an overview of the **landing page features**.

Google Play Store

1. Search “MHCD” and Click “Install”
2. Enter Password and then Open

<https://play.google.com/store/apps/details?id=org.mhcd.client>

Apple Store

1. Search “MHCD” and Click “Get”
2. Enter Apple Password, Install & Click “Open”

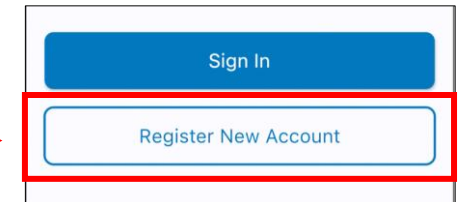
<https://apps.apple.com/us/app/id1508216903>

Web Version

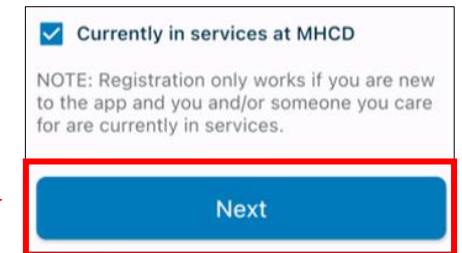
1. Open up the web browser
2. Go to <https://app.mhcd.org/>

Complete the one-time Registration Process by selecting **‘Register New Account’**.

1. Launch the MHCD App and select **‘Register New Account’**.



2. Self Registration: Select **‘I am currently in services at MHCD’** Then, click **‘Next’**.



There are three ways to register for the MHCD Telehealth App; you only need to need to pick one!

1. **Registration code:** Ask your care team to generate a one time six-digit code. Enter it and bypass the in-app verification process.
2. **myColorado:** Use your Colorado Digital ID to confirm your information and bypass the in-app verification process <https://mycolorado.gov/faqs>
3. **In-app registration.** Follow the prompts on the screen to enter and verify your information.

1. **Registration code:** A member of your care team will generate a code to register. This code will be sent to your email. After downloading the app, click 'Register New Account'. Enter your email address. Then, put in the six-digit code into the app (which will bypass the in-app verification process).

What's your email?

Enter your email address on file with MHCD.

your.account@email.com

Next

Registration Code

Enter the Code from MHCD

XXXXXX

Next



Registration

Identity verified!

Next, let's set your app password.

Set Password

Set Password will take you to MHCD's safe and secure mywellbeing.com website. You will then be returned to the app to sign in.

2. **myColorado:** When registering using myColorado, download the app first. Then, enter your email. A photo is not required. Use your Colorado Digital ID to confirm your information and bypass the in-app verification process <https://mycolorado.gov/faqs>

Registration

Let's verify your identity.

I'll enter my information

Enter My Info

Or

Use the myColorado™ app

myColorado

Selecting myColorado will leave the MHCD app and take you to the myColorado app. Once you have shared your info, return to the MHCD app to complete registration.



Share Information

Select the information to share

Required to share

First Name, Last Name, Date of Birth, Formatted Date of Birth

Optional to share

Do you want to share your ID Photo

Share

Not now

myColorado™ verification didn't work.

Let's verify your identity.

Enter My Info



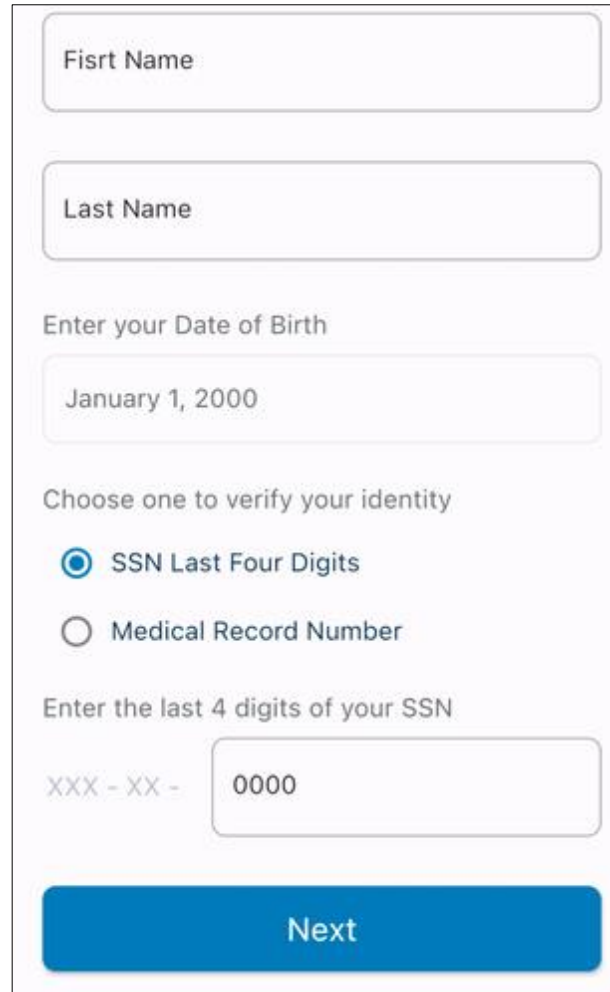
myColorado™ verification success!

Next, let's set your app password.

Set Password

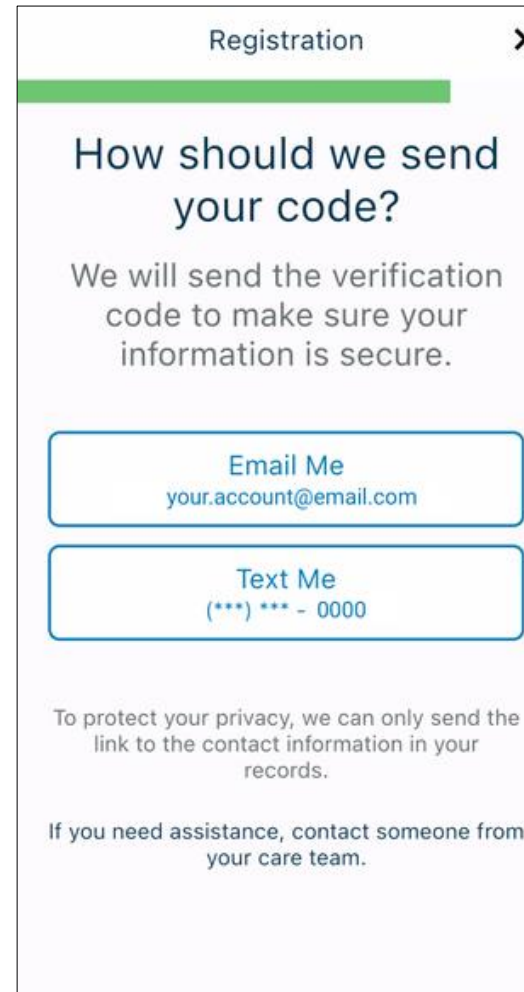
3. **In App Registration:** Enter your email address first. Then, follow the prompts on the screen to enter and verify your information. Please enter your First and Last name exactly as it is on file, Date of Birth and SSN Last Four Digits OR Medical Record Number. These questions are asked to ensure no one else can gain access to your Personal Protected Health Information.

**If you do not know this information, please contact your care team.*



A registration form with the following fields and options:

- Text input field: "Fisrt Name" (Note: typo in image)
- Text input field: "Last Name"
- Text input field: "Enter your Date of Birth" with the value "January 1, 2000"
- Section: "Choose one to verify your identity"
 - Selected radio button: "SSN Last Four Digits"
 - Radio button: "Medical Record Number"
- Text input field: "Enter the last 4 digits of your SSN" with the value "0000" and a placeholder "XXX - XX -"
- Blue button: "Next"



A registration confirmation screen titled "Registration" with a close button (X) in the top right corner. The screen contains the following text and buttons:

- Section: "How should we send your code?"
- Text: "We will send the verification code to make sure your information is secure."
- Button: "Email Me" with the placeholder "your.account@email.com"
- Button: "Text Me" with the placeholder "(***) *** - 0000"
- Text: "To protect your privacy, we can only send the link to the contact information in your records."
- Text: "If you need assistance, contact someone from your care team."

Once your information has been verified, you will **receive a 6-digit code via email or text**. The six-digit code is what you will enter on the screen within the app.

3a. In App Registration: A six-digit code will be sent to either the email address or phone number on file.

We will send the verification code to the email we have on file:

your.account@email.com

Send Code

Enter the verification code we sent to your.account@email.com

Resend Code

000000

Verify Code

We will text the verification code to the number we have on file:

(***) *** - 0000

Send Code

Enter the verification code we sent to (***) *** - 0000

Resend Code


000000

Verify Code

=

Identity verified!

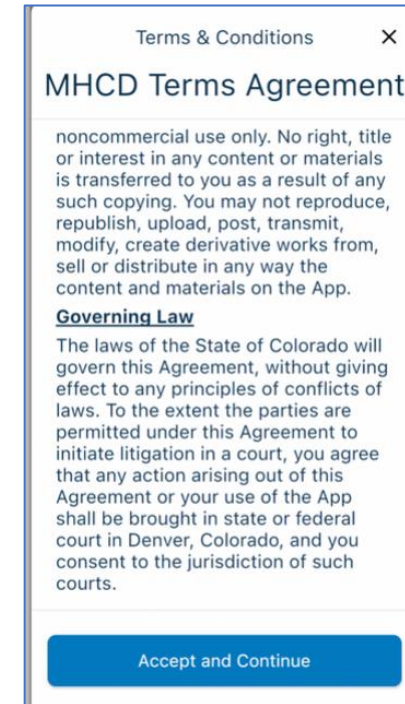
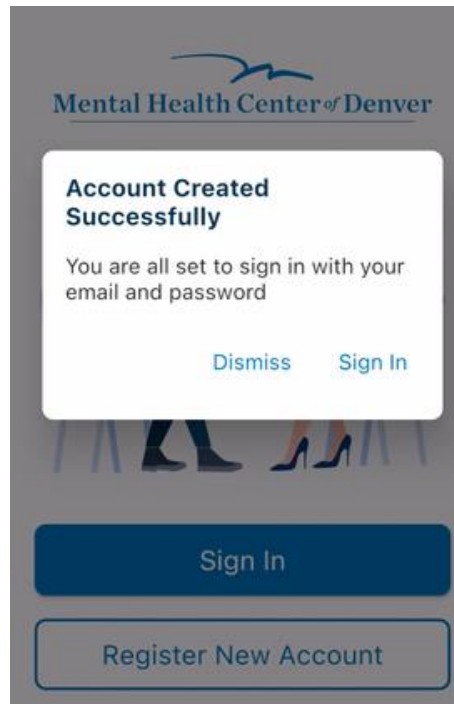
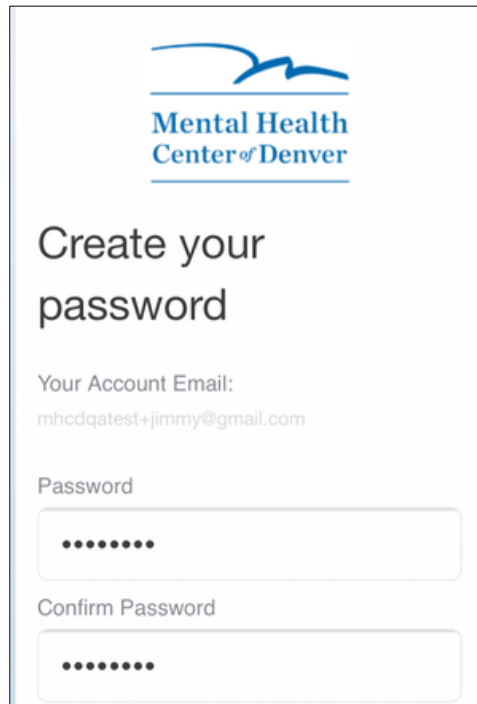
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Set Password

Password & Sign In Set-up!

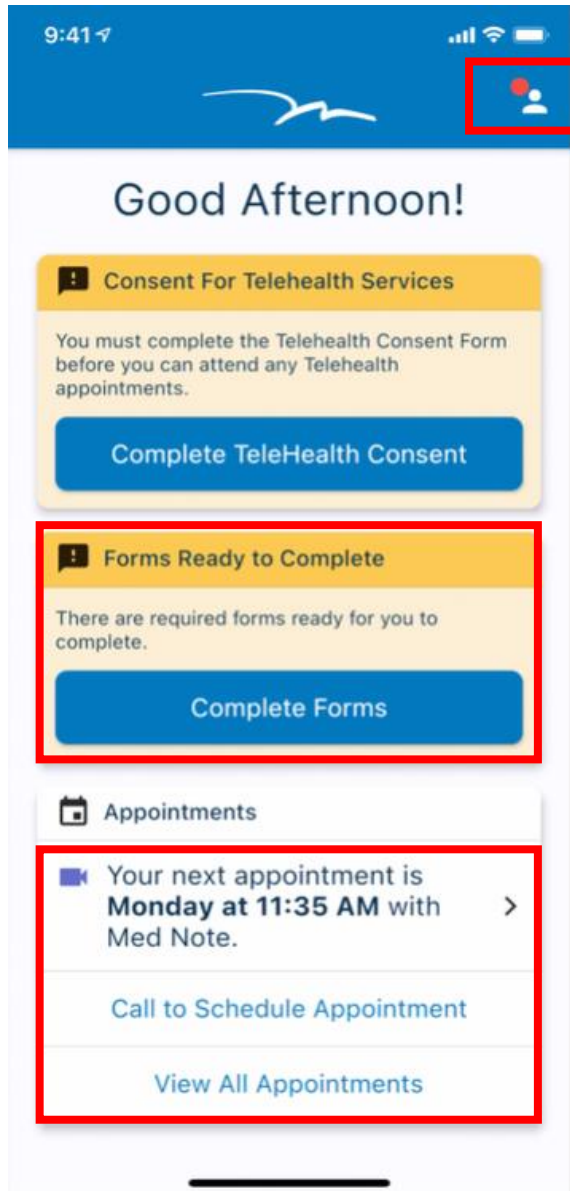
- Enter your email address and **create a password**. Here you will enter the same password twice. Click **'Create'** at the bottom of the screen and reopen the MHCD app.
- You'll be taken to the **'Sign in'** page where you'll need to **enter your email address and the password**. Then click **'Sign in'**.
- After signing in, please read through the MHCD Terms Agreement. **Click Accept & Continue**.



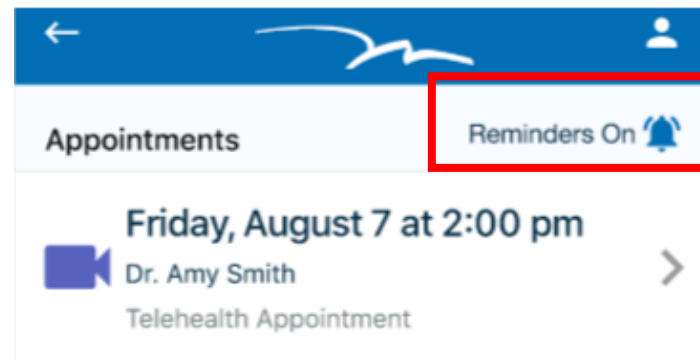
Important! When creating a password, it will need to be at least 8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- A number (0-9)
- One or more of the following symbols @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " ()

Welcome to the Mobile App Landing Page!

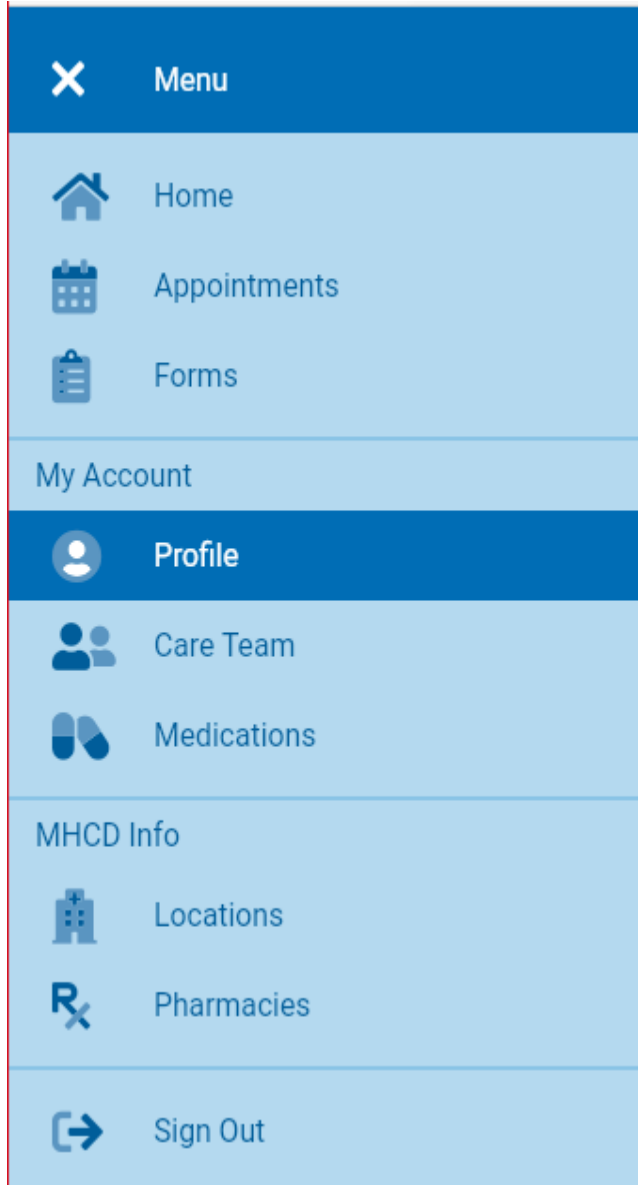


- ✓ Don't worry about trying to find emails or appointment links anymore; **Connect to telehealth appointments straight from the app via Teams**
- ✓ View a list of **current and future appointments**
- ✓ List of **Current Medications**
- ✓ See **previously signed forms and Sign new forms** sent by your Care Team in the app!
- ✓ List of staff member names on your **Care Team**



- ✓ **Push notifications** available to the phone
- ✓ **Receive appointment reminders**
- ✓ Ability to **cancel appointments in real time**
- ✓ **For additional telehealth resources please visit** <https://www.mhcd.org/telehealth>

Welcome to the Web Version Landing Page!



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