

To install the CareAware Connect Messenger application and request access code, please follow the steps outlined in this flyer.

CareAware Connect Messenger Download & Access Code Request



STEP 1: Navigate to the App Store or Google Play Store.

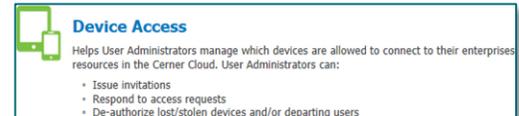
STEP 2: Search for, and download, the CareAware Connect (CAC) Messenger app.



NOTE: When the application is opened for the first time, users will be prompted to input an Access Code, which is provided by NLH Security. Follow next steps to request the access code.

STEP 3: Click [here](#) to be directed to Cerner Central.

STEP 4: Select the Device Access option.

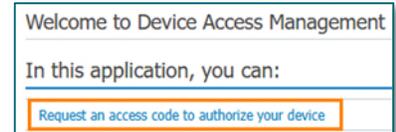


STEP 5: Select Northern Light Health (P108).



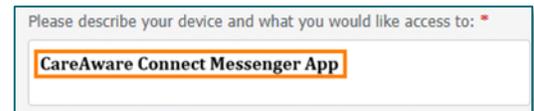
STEP 6: Login with NLH network username and password.

STEP 7: Enter NLH e-mail address and click Confirm.



STEP 8: Select Request an access code to authorize your device.

STEP 9: Freetext in CareAware Connect Messenger App.



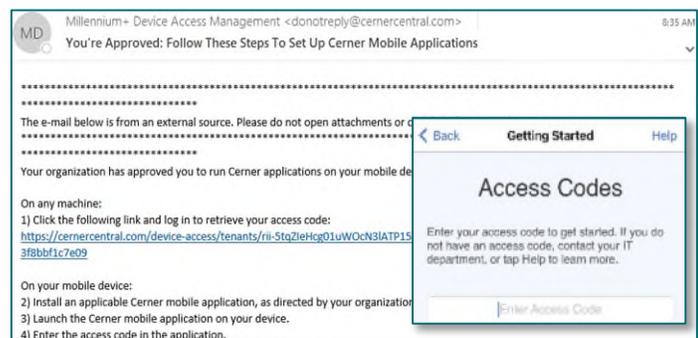
STEP 10: Click Submit Request.

Using the Access Code

STEP 1: Check email for a message from donotreply@cernercentral.com and follow instructions.

STEP 2: Login to the CAC Messenger App using NLH network username and password.

STEP 3: Enter the temporary Access Code provided in the email.



NOTE: The access code MUST be used within seven (7) days of receipt; otherwise, the access code will expire, and a new code will have to be requested.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.