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.
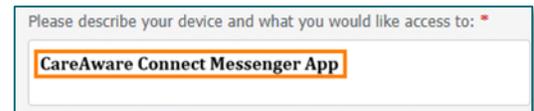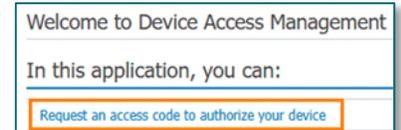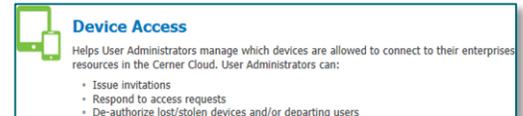
STEP 5: Select **Northern Light Health (P108)**.

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**.

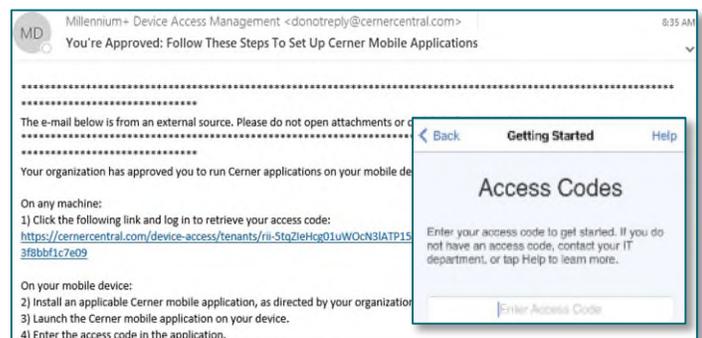**STEP 10:** Click **Submit Request**.

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. For questions regarding workflow, please place a ticket to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.