

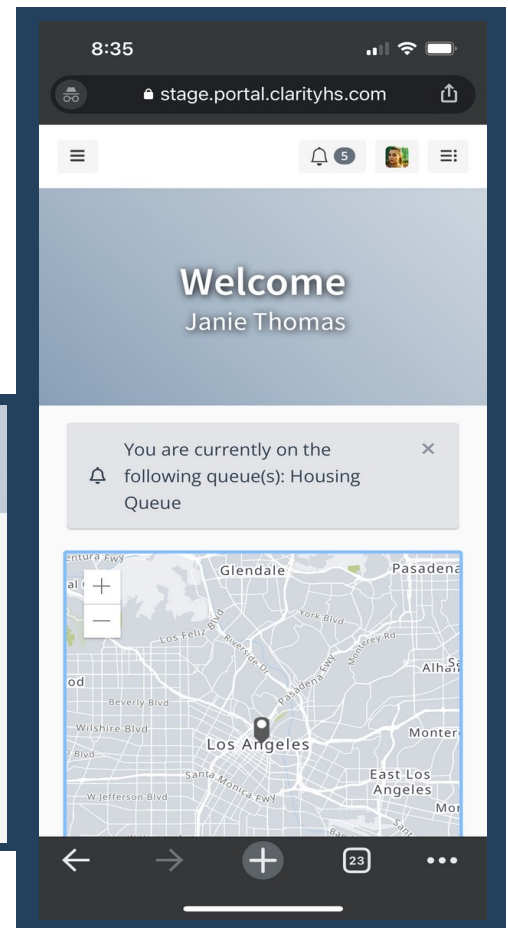
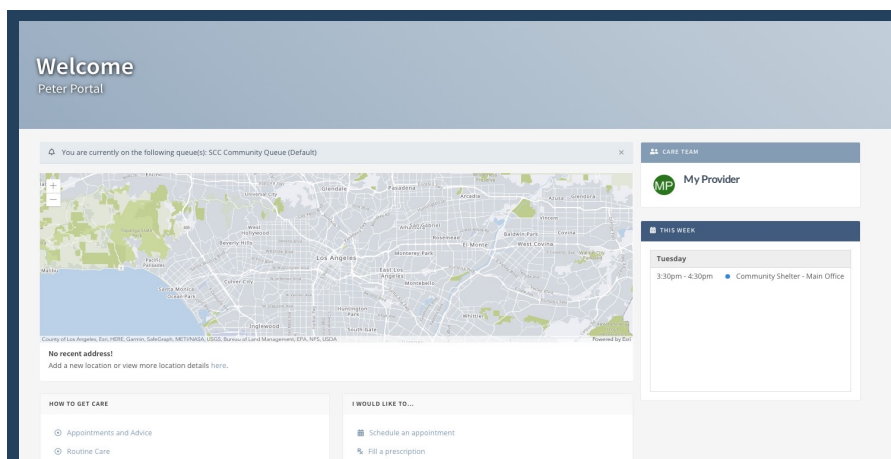
NAVIGATING MyConnectSV

MyConnectSV was designed with you in mind, featuring user-friendly tools and easy-to-use features.

All tools can be access from your **Dashboard**. You can change your settings and options (including email and text notifications) through your **Profile**

Your Dashboard

When you log in to MyConnectSV, you'll land on your **Dashboard**. For more information about the dashboard, check out the **Dashboard** page in the **Feature Review** section of this guide!



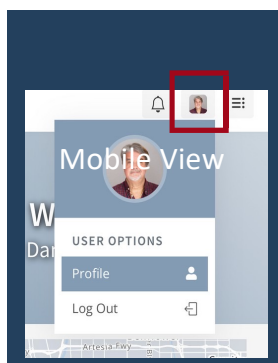
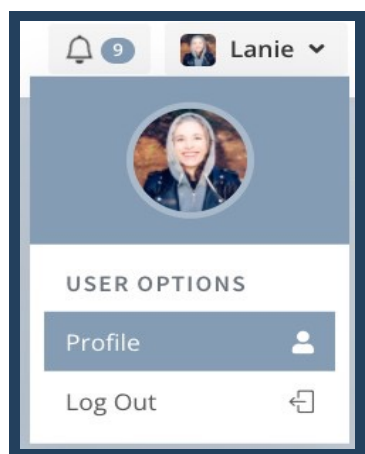
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Your Profile

You can access your profile through the drop-down with your name in the upper right corner of **MyConnectSV**.

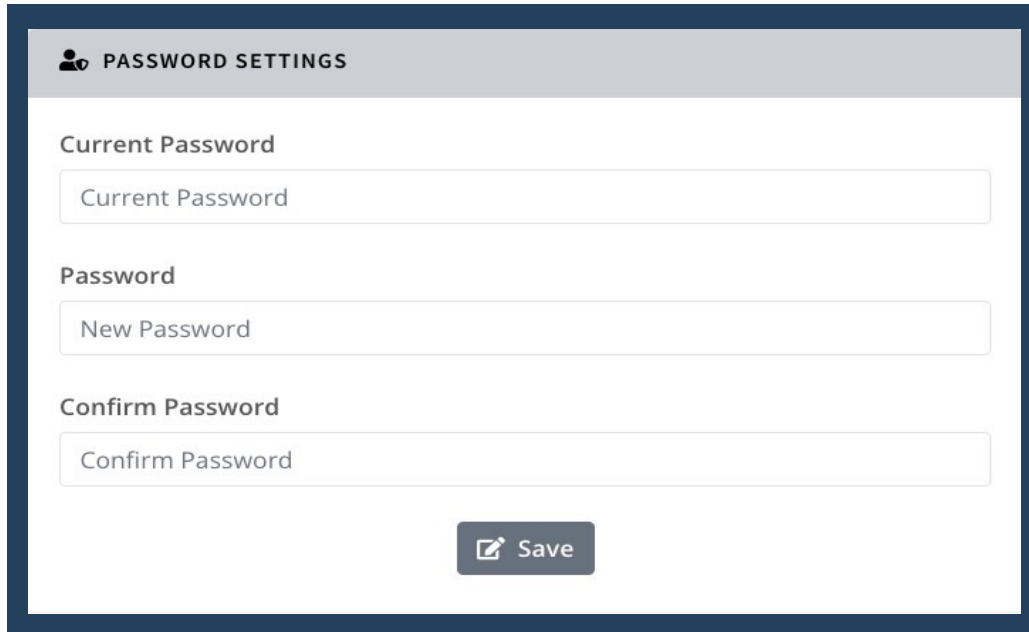
You can change your password and notification preferences through your profile. You can also update your personal information, including your name and phone number.

Your care team will be notified of updates to your name and phone number.

A screenshot of the 'Profile' form in the MyConnectSV system. The form contains several input fields: 'First Name' with the value 'Lanie', 'Last Name' with the value 'Baker', 'Phone' with the value '888-888-8888', and 'Email' with the value 'laniebakertest@gmail.com'. At the bottom right of the form is a blue 'Save' button with a pencil icon.

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Password Settings



The screenshot shows a web interface for updating a password. At the top, there is a header bar with a user icon and the text "PASSWORD SETTINGS". Below this, the form is divided into three sections: "Current Password" with a text input field containing "Current Password"; "Password" with a text input field containing "New Password"; and "Confirm Password" with a text input field containing "Confirm Password". At the bottom right of the form is a dark grey button with a pencil icon and the text "Save".

It's easy to update your password! Your password settings are in your **Profile**.

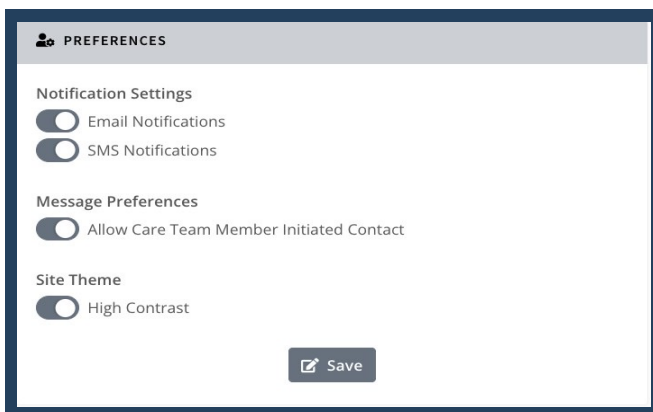
You'll need your old password in order to set a new password.

As a reminder, make sure your password is at least 8 characters long and contains at least one special character (#@!), one upper case letter, and one lower case letter.

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Account Preferences

In your **Profile**, you can also set up your **Notification Settings**, **Message Preferences** and the **Site Theme**!

A screenshot of the 'PREFERENCES' settings page in MyConnectSV. The page has a light gray header with a person icon and the word 'PREFERENCES'. Below this, there are three sections: 'Notification Settings' with toggle switches for 'Email Notifications' and 'SMS Notifications'; 'Message Preferences' with a toggle switch for 'Allow Care Team Member Initiated Contact'; and 'Site Theme' with a toggle switch for 'High Contrast'. A 'Save' button with a pencil icon is at the bottom right.

Notification Settings

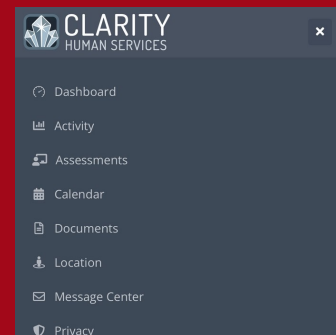
You have the power to choose how you want to be notified. You can choose to get emails, texts, or both when providers need info or message you. We suggest keeping at least one of these on to stay informed.

Message Preferences

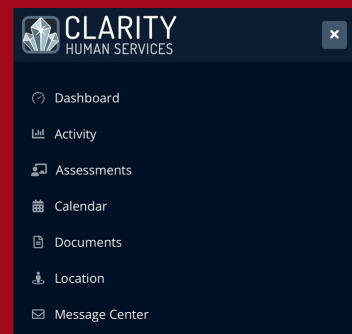
You can decide if you want to get messages from your care team. It's on by default, but if you turn it off, no one from the care team can message you through MyConnectSV.

Site Theme

The Site Theme setting allows you to select a theme that converts your view of MyConnectSV to a higher contrast. This setting may be easier to view for some people.



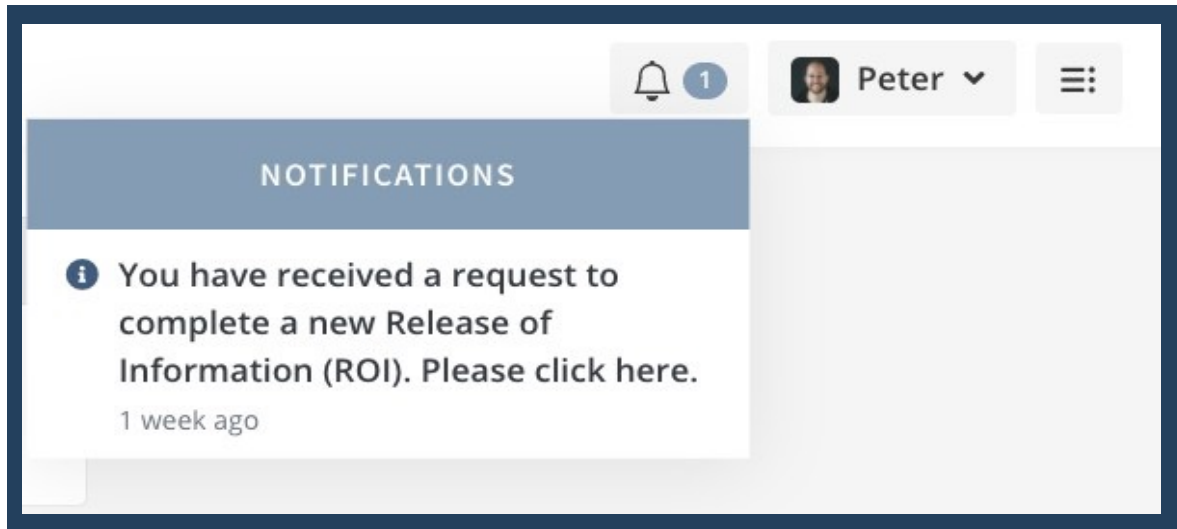
Default Theme



High Contrast Theme

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Notifications

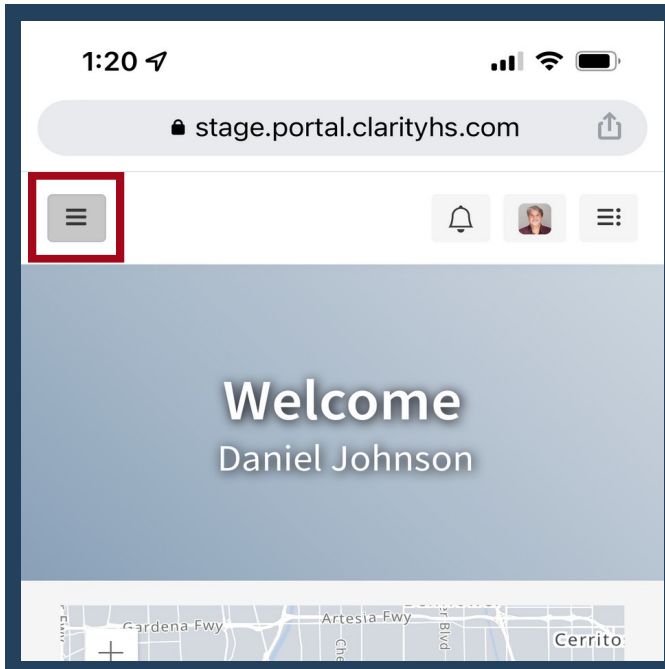


When a someone on your care team needs something from you on **MyConnectSV**, you'll know as soon as you log in.

Just click the notification bell to go right to the request screen. And if there's something pending, you'll see a banner at the top of every page. It'll stay there until the request is done.

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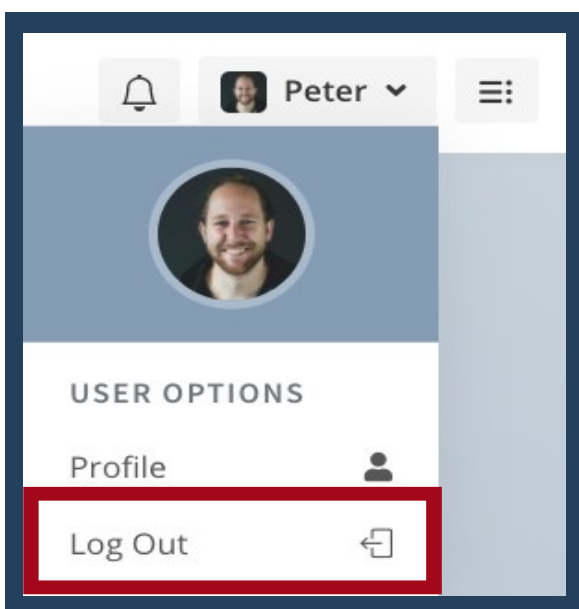
Navigation Pane



MyConnectSV Navigation Pane is located on the left side of all **MyConnectSV** screens. Use it to easily and quickly access **MyConnectSV** features.

You'll always see the **Navigation Pane** if you're on a computer. But, if you're on a phone or other mobile device, click the three lines in the top left corner.

Log Out



To log out of **MyConnectSV**, click on the drop-down menu next to your picture in the top right corner.

It's important to do this every time you're done, especially on shared devices.

If you forget, don't worry – **MyConnectSV** will log you out automatically after 20 minutes of inactivity. You'll get a heads-up two minutes before this happens.