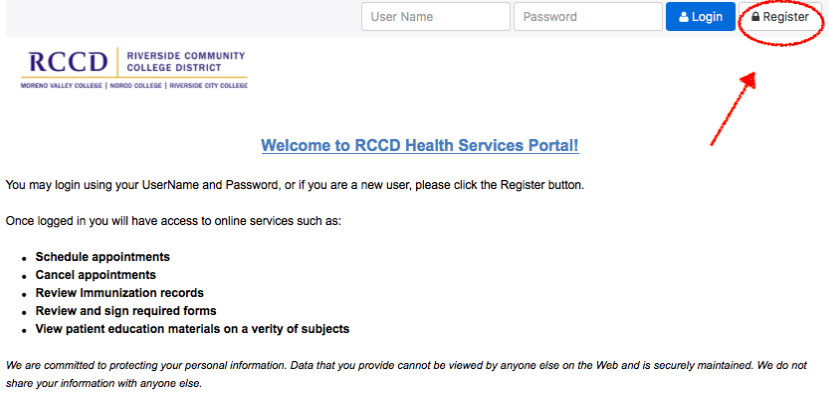


## REGISTRATION ON THE MEDICAT PATIENT PORTAL

You will need your Student ID, RCCD e-mail address

### DIRECTIONS LINKS OR INFORMATION NEEDED TO COMPLETE THIS TASK

1.	From your computer or tablet click on the following link and this will navigate you to the RCCD Patient Portal.	<a href="https://rccd.medicatconnect.com">https://rccd.medicatconnect.com</a>
2.	You should be here!  <p>The screenshot shows the RCCD Health Services Portal login page. At the top, there is a navigation bar with the RCCD logo and the text 'RIVERSIDE COMMUNITY COLLEGE DISTRICT'. Below the logo, it lists 'MORENO VALLEY COLLEGE   NORCO COLLEGE   RIVERSIDE CITY COLLEGE'. The main heading is 'Welcome to RCCD Health Services Portal!'. Below this, there is a login form with fields for 'User Name' and 'Password', and buttons for 'Login' and 'Register'. The 'Register' button is circled in red, and a red arrow points to it. Below the login form, there is a paragraph: 'You may login using your UserName and Password, or if you are a new user, please click the Register button.' Below that, it says 'Once logged in you will have access to online services such as:' followed by a bulleted list: '• Schedule appointments', '• Cancel appointments', '• Review Immunization records', '• Review and sign required forms', and '• View patient education materials on a verity of subjects'. At the bottom, there is a small disclaimer: 'We are committed to protecting your personal information. Data that you provide cannot be viewed by anyone else on the Web and is securely maintained. We do not share your information with anyone else.'</p>	
3.	Sign Up for an account. Click on <b>Register</b> or click on the highlighted link to access the signup page. You'll need the following information; 1. Create a user name 2. Your Norco College Student Identification 3. Your <b>RCCD E-Mail Address-Not Your E-Mail Login.</b>  <i>***Once this step is completed you will receive an email with a link to instruct you on creating a password.</i>	<a href="https://rccd.medicatconnect.com">https://rccd.medicatconnect.com</a>

## SCHEDULING YOUR MENTAL HEALTH APPOINTMENT

4.	<p><b>Appointment Tab: Use this tab to make an appointment</b></p> <ol style="list-style-type: none"><li>1. Choose the "Appointment" tab</li><li>2. Follow the instructions in the box entitled "Schedule an appointment at Student Health Services."</li><li>3. Choose a reason and provider if you have a preference. Click Submit.<ul style="list-style-type: none"><li>- PsychFolUp: Returning patient to mental health counseling</li><li>- PsychNew: New patient to mental health counseling</li></ul></li><li>4. Available appointments will appear on the right of the screen.</li><li>5. <b>PLEASE NOTE: Appointments must be scheduled on the hour (ex. 12:00, 1:00, 2:00)</b></li><li>6. If no appointments are available, click on another date in the calendar on the left of the screen.</li><li>7. choose an appointment time and date, click the green "Select" button.</li><li>8. Complete any online forms, on the "Forms" page, located on the Home screen.</li><li>9. Please remember that canceling appointments happens on the "Home" tab under "Upcoming Appointments."</li></ol>
----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Welcome to the Psychological Services Self Scheduling Portal!**

**PLEASE REVIEW AND SIGN REQUIRED DOCUMENTS LOCATED UNDER THE FORMS SECTION PRIOR TO SCHEDULED APPOINTMENT**

Our caring Mental Health Counselors work with students to overcome a variety of personal issues in their lives including: adjustment to college life, family/relationship issues, stress, anxiety, depression, addiction, sexual assault, harassment and more.

Here are a few things you need to know:

- One-on-one personal counseling sessions are 50 minutes long
- All appointments are completely safe and confidential
- Cancellations require a 24 hour notice(3 cancellations with less than 24 hours notice, no shows or combination of the two will result in a temporary suspension of counseling services. For reinstatement students must schedule an appointment with the Director of Health Services.)

**Please Note:** Appointments must be scheduled on the hour ( ex. 12:00,1:00, 2:00, 3:00).

*In light of recent school closure in regards to COVID-19, we are only providing mental health counseling via Zoom or Phone call.*

## FORMS: REQUIRED SIGNATURES

6. **Forms Tab:** Use this tab to review and sign required patient documents.
1. Choose the "Forms" tab
  2. Review and sign form marked with (\*).
  3. Consent for counseling, Norco HIPAA, PHQ9 are required forms that requires students review and signature every academic school year.

### Norco

**Consent for Counseling\***

**No Suicide Contract**

This form is not required unless instructed by your mental health counselor.

**Norco HIPAA\***

**PHQ9 Norco Campus\***

**No Harm Contract**

This form is not required unless instructed by your mental health counselor.

## IMPORTANT! UPDATE CONTACT INFORMATION

7. Update your information by selecting 'Edit Your Profile'.

The screenshot shows the RCCD Health Services Portal. At the top right, there are links for "Locations and Hours" and "Patient Test". A dropdown menu for "User Information" is open, showing the address "1 Main St, Riverside, CA 13354" and fields for "Home Phone", "Work Phone", and "Cell Phone". Below the address are links for "Edit Your Profile" and "Change Password".

The main content area features a "Welcome to RCCD Health Services Portal!" message. Below this is a paragraph about "Student Health & Psychological Services at RCCD" and a "CONTACT US:" section. The contact section includes three columns for NORCO COLLEGE, MORENO VALLEY COLLEGE, and RIVERSIDE COMMUNITY COLLEGE, each with a phone number and a "SEND AN EMAIL" link.

At the bottom of the contact section, a note states: "In light of recent school closure in regards to COVID-19, we are only providing mental health counseling via Zoom."

**Having Troubles Creating an Account? See the most common answers to the error messages.**

Steps to take if you receive this message:

## Registration

We have no record of you in our database.

OK

User Name  Password



**AN ERROR HAS OCCURED.**

Contact your Student Health Service department include your name, student ID # and registration email.

**STUDENT HEALTH & PSYCHOLOGICAL SERVICES:**

NORCO COLLEGE (951) 372-7046 <a href="#">SEND AN EMAIL</a>	MORENO VALLEY COLLEGE (951) 571-6103, or (951) 571-6147 <a href="#">SEND AN EMAIL</a>	RIVERSIDE COMMUNITY COLLEGE (951) 222-8151
------------------------------------------------------------------	---------------------------------------------------------------------------------------------	-----------------------------------------------

1. Check that you are entering the correct email address. ex. [first.lastname@student.rccd.edu](mailto:first.lastname@student.rccd.edu).
2. Are you entering your Student ID correctly?
3. Have you had your name changed? ex. Tom vs Thomas
4. If you are still unable to register contact NORCO COLLEGE STUDENT HEALTH AND PSYCHOLOGICAL SERVICES.