



## Welcome to Medcor and Trust TeleCare!

You were noted as one of the Triage Report recipients. Below, please find instructions on how to setup your Medcor Triage Reports Account, so that you can login to view the Triage Reports that will be emailed to you upon the completion of a triage call.

- **PLEASE SET YOUR COMPUTER TO ACCEPT EMAILS FROM MEDCOR.COM**
- Note: Your PIN set up only needs to be done once.
- **First time user:**  
When you receive the first Medcor triage report:
  - Double click on the email report link/attachments.
  - **Login using the assigned PIN Code:** Your Company was issued a unique PIN code to allow you to set up your own unique password (**wct606**). This allows you to receive securely sent emails from Medcor. We will send this PIN code to you under separate cover. Please enter the PIN so you can advance to the next screen.
  - **Create a Unique Password:** Please enter a unique password of your own choosing. Your Password must include:
    - Twelve (12) characters in total of which;
    - One (1) must include an uppercase letter
    - One (1) must be a number or special character
  - **Create a Security Question / Answer:** Please select a security question and type your response. This security question will be used in the event you later forget your password and need to reset it. You will also be able to reset it using the PIN code you were assigned.
- **Returning user with an active account:**
  - Each user will be required to change their password every 90 days. As a healthcare company, Medcor is required to follow certain Federal Standards.
  - Securely sent report links are only good for 28 days from the time of receipt. Please be certain to save all reports accordingly for future access. Once the 28 day period has elapsed, the link will no longer be functional.
  - If you ever forget your password or should it expire, you do have the ability to change or reset it using the PIN.

### **UNABLE TO ACCESS YOUR REPORT?**

If you are having trouble accessing reports please contact customer service at [molcustsvc@medcor.com](mailto:molcustsvc@medcor.com) for assistance. Thank you!