

Northwestern Medicine Connect Mobile App Frequently Asked Questions

How do I get the Northwestern Medicine Connect app?

Using your smartphone, go to either the Apple App Store or the Google Play Store, search “Northwestern Medicine Connect” and then download the Northwestern Medicine Connect app.

The app requires multi-factor authentication to access secure functionality in the app. You can use text messages to verify your identity or download the Microsoft Authenticator app on your smartphone to make the verification process easier.

Why should I download the Northwestern Medicine Connect app?

The app includes tools and information to keep you informed as an NM employee or physician. Find your COVID-19 Vaccination Record, the Symptom Check required to enter NM facilities, cafe menus, exclusive discounts for NM employees, 5 Things You Should Know This Week and much more. Additional features will be added over time.

Does the app give NM access to view other things on my personal device?

The app is secure and does **not** give NM access to anything else on your personal device. Your location is never tracked by NM.

What is the Guest Dashboard that I see when I first enter the app? Who is this for?

The first view you see is for guests on NM campuses with general information, such as visitor policies, the COVID-19 Resource Center, About NM and more. The Guest Dashboard is where you will see the Employee Log In button. Functionality for employees is secure, including personal benefits information, so NM authentication will be required to access these features.

I downloaded the app. How do I see the employee features?

Tap on “Employee Log In” on the main screen. To keep employee information protected, you will need to use your NM ID and password to log in to access features for employees and physicians.

On the NM Workforce app, I did not have to include @nm.org in my user ID. Is this needed in the new app?

Yes. The login requirement for the Northwestern Medicine Connect app is the same as other websites you use within NM. Your ID will include the domain name, such as @nm.org.

I forgot my NM ID and password. How do I find it or reset it?

You may change your own NM Network password by visiting passwordreset.microsoftonline.com or aka.ms/sspr. If you require additional assistance, visit [MyNM Service Center](#) or call 312.926.4357, option 3.

I tried to access a specific feature on the app such as “My Pay” or “Your Benefits” and was asked for my password again. Why do I need to log in twice?

To protect your information, some features require you to log in a second time. You can save your password for 14 days, so you don't need to log in every day. In some cases, such as changing your direct deposit information, you will need to log in a third time to keep your sensitive information secure.

What is multi-factor authentication and why is it needed?

Multi-factor authentication is a way to verify your identity when you access secure resources, such as websites. Typically, you will receive a text message (SMS) when you are logging into a secure site. You will receive a code in the text message which will be required to log in.

The second option for authentication is available through the Microsoft Authenticator app. [View instructions on installing and configuring Authenticator.](#)

Is the NM Workforce app going away?

Yes. The NM Workforce app will retire on May 25 and will no longer be available.

If I am also an NM patient, can I see my health record information through the Northwestern Medicine Connect app?

No, this app is only for information relevant to you as an NM employee, not an NM patient. Using your smartphone, download the MyNM app on the [Apple App Store](#) or the [Google Play Store](#) to access information about your personal health record.

How do I sign up for push notifications? How do I turn off push notifications?

When you first open the app on your smartphone, you will be prompted to opt in or opt out of push notifications. To change this, once logged in, click the gear icon in the upper right corner of the main dashboard screen. Under “Push Notifications,” toggle the teal slider on or off. This will take you to your smartphone's settings for the app where you can manage the notifications.

I have an idea for a new feature that I would find beneficial to have in the app. How can I share this feedback?

Select the “App Feedback” button on the dashboard once you are logged in. Enter your great ideas in the feedback form and they will be considered for future app updates.

Do I still need to screen for COVID-19 symptoms in the app?

At this time, the Illinois Department of Public Health requires all healthcare workers to be screened daily for COVID-19 symptoms.

Staff can complete a daily attestation either on the Northwestern Medicine Connect app or at a computer kiosk at designated employee entrances. Staff members working in clinical or administrative facilities without screening stations at the entrances will still need to complete the daily attestation, either on a home computer, on the mobile app or at their workstation.