

Frequently Asked Questions

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How do I use my activation code?

You need an activation code to log in to MyChart for the first time. Your code will contain upper and lower case letters, so be sure to enter it accurately. The activation code will expire 60 days from the time it's generated at your clinic. If you still have your most recent After Visit Summary, your activation code is printed at the bottom. If you don't use your code within the 60 day period, you'll need to ask for a new one. Call 1-855-513-5513 and a MyChart representative can provide a new activation code. During your first session, you'll be prompted to activate with your code, create a MyChart ID, a new password and

choose and answer a security question. Your new password must contain 8 to 18 characters. Your password also must include a minimum of one number and one letter.

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How do I log in?

1. Once your account is activated, click on the MyChart login box.
2. Type in your MyChart ID and password.
3. Click on Sign In.
4. If your session times out (logs itself out because of 20 minutes of no activity), simply log in again.

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How do I log off?

Click on the "Log Out" link in the upper right hand corner of the MyChart page or close your Internet browser.

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How do I change my password?

1. To change your current password, log in to MyChart and click on the "Security Settings" option under Account Settings.
2. Type your current password, press tab to type in your new password and tab to retype your new password. Click on "Save password."

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What if I forget my MyChart Username or password?

You can get a new password by clicking on the "Forgot Password?" link on the MyChart login page. You'll be asked to enter your MyChart ID, Date of Birth, and email address. Next, select the delivery method to receive reset code. You'll receive the code by email or text message, enter the code and select Next. Enter a new password and retype the password and select Next. Contact a MyChart representative at 1-855-513-5513 for assistance if you did not received the code.

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You can get your Username by clicking on the "Forgot Username?" link on the MyChart login page. You'll be asked to enter your First Name, Last Name, Date of Birth, and email address. You will be emailed your Username if the information provided matches our records. Contact a MyChart representative at 1-855-513-5513 for assistance if you did not received your Username.

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Can I access my children's medical records?

Yes. If your child is between the ages of 0 and 11, you have full authority to access his or her medical chart. If your child is between the ages of 12 and 17, you'll be granted partial access to his or her medical records. These restrictions comply with state regulations designed to protect minors who seek treatment for pregnancy, chemical abuse or sexually transmitted diseases. For further information on access to your child's medical records, please contact his or her clinic.

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Can I give others access to my records?

Yes. You can grant your spouse, or someone who helps you manage your health, full access to your medical records. You can do this within your MyChart under "Share My Record" and choose "Friends and Family access" or you can contact a MyChart representative at 1-855-513-5513 for more information.

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What is secure messaging?

Using MyChart's secure, encrypted messaging system, you and your health-care team can contact each other. You can send a message to your health-care team at the clinic through "Question for my Care Team" within the "Ask a Question" feature. You will be contacted by clinical staff as quickly as possible. Depending on the message, they may ask that you schedule an appointment to see your physician. In an emergency, call 911. If you need immediate attention, contact your clinic. Many test results are sent to you through the secure messaging system. You'll be notified at the email address you provide that you have a secure message waiting.

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How do I send a message to my care team?

1. Click on the "Ask a Question" option under the Communication section of your menu.
2. Click on "Question for my Care Team"
3. Select the provider to whom you would like to send the message, **select** the subject of your message and type in your message. Note: You must already be a patient of the **provider**.
4. Click Send

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How do I use eCheck-In?

1. You will be notified by regular email that you have an eCheck-In message in MyChart.

2. Log in to MyChart and select the appropriate upcoming appointment.
3. Click on the UPDATE INFORMATION button to begin eCheck-In.

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How do I schedule a lab-only appointment?

You can request lab only appointments through MyChart or schedule with a primary care clinic. Your provider will order the tests.

1. To schedule an appointment, click on the "Schedule an Appointment" option under the Find Care section of your menu.
2. Select Lab Only for the reason for visit
3. Choose the clinic location you would like the lab drawn and click Continue
4. Choose the Date and Time for the appointment
5. Verify your personal information, click "This information is Correct"
6. Verify your insurance, click "This information is Correct"
7. Type comments in the space provided
8. Click Schedule

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Can I print reports from MyChart?

Yes. Several areas provide a printer-friendly report. You can print your Health Summary, Medications or Immunizations. Click on the section you wish to view, then click on the "Printer-Friendly Page" icon to print the report you are viewing

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What can I do to maintain security?

Don't share your password with anyone or store your password in an insecure location.

MyChart provides access to your confidential patient information. You're responsible for the security of this information.

When you're finished with your MyChart session, be sure to log off. This removes any information from your screen and disconnects you from any systems you accessed.

Please be sure to properly dispose of printed materials.

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