

## Welcome to myChart

myChart provides you with online access to your medical record. It can help you participate in your health care and communicate with your providers.

From myChart, you can:

- Review summaries (After Visit Summaries) and provider notes from your past appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and renew a prescription with your provider. If you use the onsite pharmacy at either University or Memorial campus, you can also utilize the refill options and be notified when your prescription has been refilled.
- View visits and medications, allergies, and health issues documented on you from other 'participating' organizations where you have visited.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Download your myChart Record to take/share with others and/or provide one-time view access of your myChart record to another provider during a visit away from UMass Memorial Health.
- Request for Medical Records from our Health Information Management department and have them delivered to your myChart account, saving time and money.
- Access your family members' medical records via our PROXY function. For example, you can view your child's growth charts, immunization history, and upcoming appointments once authorization forms have been completed. *This requires the setup of proxy access, coordinated through the patient's provider's office.*

This guide provides an overview how to sign up and sign in to myChart.

# Sign up for a myChart account

To sign up for myChart as an adult, there are several different methods of myChart signup that might be used by the different departments across the organization:

- After scheduling an appointment or checking in at one of our outpatient clinics, you will receive an email that will allow for direct activation – if you gave us your preferred email address. This activation can be done on your smartphone or on the web application on your personal device at home.
  - If you do not automatically receive the activation email, staff at your provider's office can send you an activation email as you are sitting in the waiting room post the confirmation/correction of your email.
  - On your After-Visit Summary (AVS) which you receive at the end of your office visit, you will see a myChart activation code. This code will allow you to sign up from your own device after your visit.
  - Lastly, if you don't have any upcoming or recent appointments you can Self-Signup by answering questions about yourself and match to our records for you in the UMass Memorial Health (UMMH) system.
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- ❖ Activation codes printed on an After-Visit Summary (AVS) or sent via an email for activation later are valid for 14 days. If you do not sign up within this period, the code will expire. You can request a new activation email from your provider's office OR by calling 855-UMASS-MD.
  - ❖ If you are receiving the activation email while at the office on your smartphone, this instant activation is good for 60 minutes. Once this period has expired, you can still access at home via the email via a slightly different process and is good for 14 days.
  - ❖ If you have a smartphone, activation should be followed by the downloading of the mobile application to your phone.
  - ❖ Self-Signup uses an online third-party verification system to protect the privacy of your information. We must identify your identity to grant you access. UMMH does not have access to the information used by the third-party agency.

UMMH does **not** recommend family members, such as spouses sharing an email address for multiple myChart accounts. If you do, be careful to read the email introduction to be sure it is YOU that the email is being addressed to.

UMMH allows patients age 13 and older to have their own myChart account. If you are between 13 and 17 and would like a myChart account, you must discuss with your Primary Care Provider or Specialist Provider who you are having appointments with. Your provider will discuss how we protect your privacy as a teen and will send you an activation email once they confirm your email address.

## Username and Password Guidelines

- ❖ **myChart Username.** This should be something that others wouldn't be likely to guess but easy for you to remember. Your username must be at least 6 characters. The username is NOT case sensitive.
- ❖ **Password.** This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be between 8 and 20 characters and must be different from your myChart username. Choose a password that you don't use for other websites. The password IS case sensitive.

**Two-Step Verification.** When you enroll, 2 step verification will be enabled as an additional level of security. This security feature is very common with financial institutions; thus, you may already be using this for some of your other personal accounts. If you chose not to use this or find it too difficult to use, you can opt-out by disabling this feature in your personal Security Settings.

## Sign in to myChart

1. In your web browser, enter <https://mychartonline.umassmemorial.org/MyChart>
2. Enter your myChart Username and Password.
3. Select **[Sign In]**.

## What if I forget my myChart Username or Password?

On the myChart Sign In page, Select the appropriate link, **Forgot Username?** Or **Forgot Password?** under the **[SIGN IN]** button for assistance with recovering your Username or resetting your Password.

When recovering your **Username**,

1. Enter your First Name, Last Name, and Date of Birth. Select **[Submit]**.
2. An email with your Username will be sent to your email address that we have for you.

When resetting your **Password**,

1. Enter your myChart Username and Date of Birth, then Select **[NEXT]**.
2. Chose either the **[Send to my email]** or **[Text to my phone]** option to receive your security code.
3. Enter the security code you received from your email or Text into the **\*Enter Code field**, then Select **[Next]**.
4. You will enter your NEW password (typed twice for verification). When you Select **[Next]**, you'll be brought into your myChart.

When resetting your password, you will NOT be able to select a prior password.

5. For security purposes, you will receive an email after your password reset to alert you of the change – in case you did not perform this action.

If you are still having trouble signing into myChart, call 855-UMASS-MD (855-862-7763) or email [mychartsupport@umassmemorial.org](mailto:mychartsupport@umassmemorial.org).