

The screenshot shows the myChart website interface. At the top, the myChart logo and tagline are displayed. Below this, there are six main service categories, each with an icon and a brief description:

- Communicate with your provider:** Get answers to your medical questions from the comfort of your own home.
- Access your test results:** No more waiting for a phone call or letter – view your results and your provider's comments within days.
- Request medication renewals:** Send a request for any of your renewable medications.
- Manage your appointments:** Schedule your next appointment, or view details of your past and upcoming appointments.
- Pay as Guest (online bill pay):** Have a statement? Pay the bill online without having to log in to myChart.
- Guest Estimates:** Create a cost estimate for services at UMass Memorial.

At the bottom left, there are links for downloading the app on the App Store and Google Play. At the bottom center, there are links for Interoperability Guide, High Contrast Theme, FAQs, Patient Guide, myChart Video, Terms and Conditions, and High Contrast Theme. At the bottom right, there is a copyright notice: MyChart® licensed from Epic Systems Corporation, © 1999 - 2020.

On the right side of the screenshot, there is a sign-in form with the following elements:

- myChart Username input field
- Password input field
- Sign in button (green)
- Forgot Username? and Forgot Password? links
- New User? link
- Sign up now button (blue)
- A photograph of a doctor and a child.
- A notice: myChart will be unavailable from 1am to 4am on the 2nd Thursday of each month for updates. We appreciate your understanding.

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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 previous 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, 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. 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.

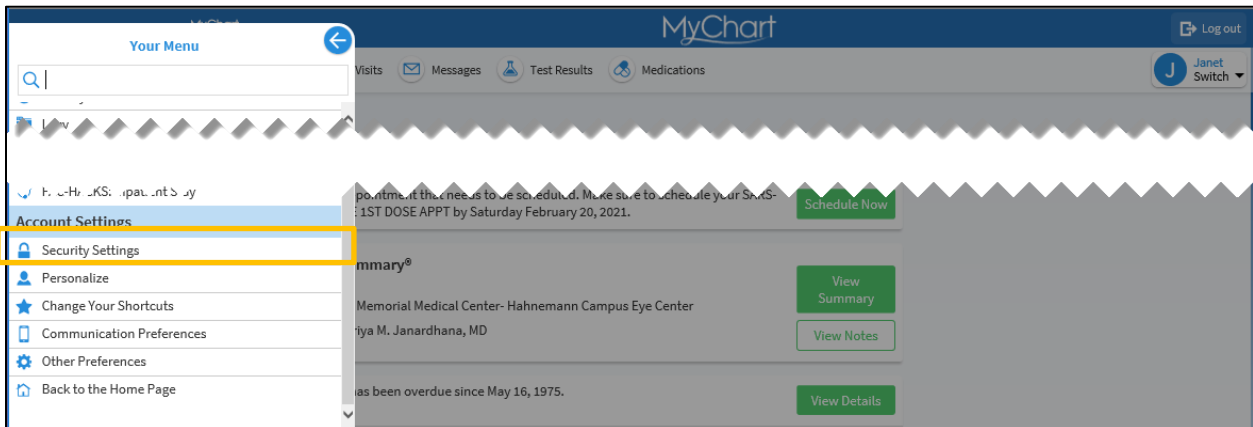
Sign up for a myChart account

To sign up for myChart, you must be at least 16 years old. 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. 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 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, 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 code from your provider's office OR by calling 855-UMASS-MD.
 - ❖ If you are receiving the activation code 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.

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.** You can now opt-in for an additional level of security by enabling this feature in your personal Security Settings. This security feature is very common with financial institutions; thus, you may already be using this for some of your other personal accounts.



Sign in to myChart

1. In your web browser, enter <https://www.ummhealth.org/patients-visitors/mychart-your-personal-connection-umass-memorial-health> and select the TAKE ME TO MYCHART icon.
(You may also go to sign in page directly <https://mychartonline.umassmemorial.org/MyChart/>.)
2. Enter your myChart Username and Password.
3. Click [Sign in].

myChart
Your Personal Connection to UMass Memorial

- Communicate with your provider**
Get answers to your medical questions from the comfort of your own home
- Access your test results**
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- Request medication renewals**
Send a request for any of your renewable medications
- Manage your appointments**
Schedule your next appointment, or view details of your past and upcoming appointments
- Pay as Guest (online bill pay)**
Have a statement? Pay the bill online without having to log in to myChart
- Guest Estimates**
Create a cost estimate for services at UMass Memorial

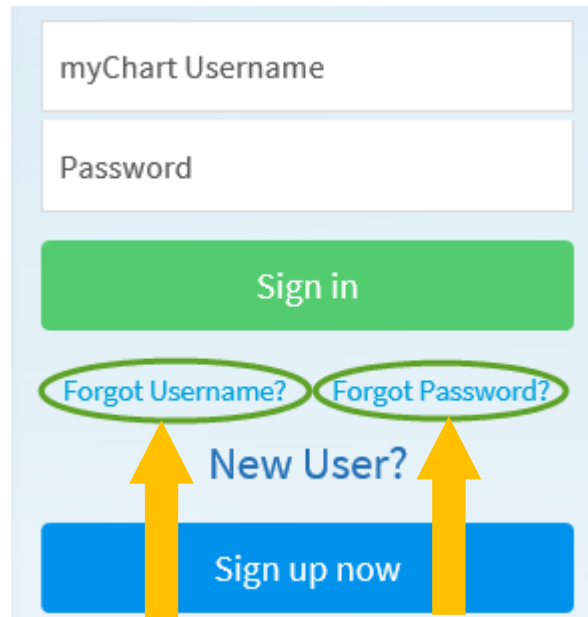
myChart Username
Password
Sign in
[Forgot Username?](#) [Forgot Password?](#)
New User?
Sign up now

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Download on the **App Store** | **GET IT ON Google Play** | [FAQs](#) | [Patient Guide](#) | [myChart Video](#) | [Terms and Conditions](#) | [High Contrast Theme](#)
Interoperability Guide | High Contrast Theme
MyChart® licensed from Epic Systems Corporation, © 2009 - 2020.

What if I forget my myChart Username or Password?

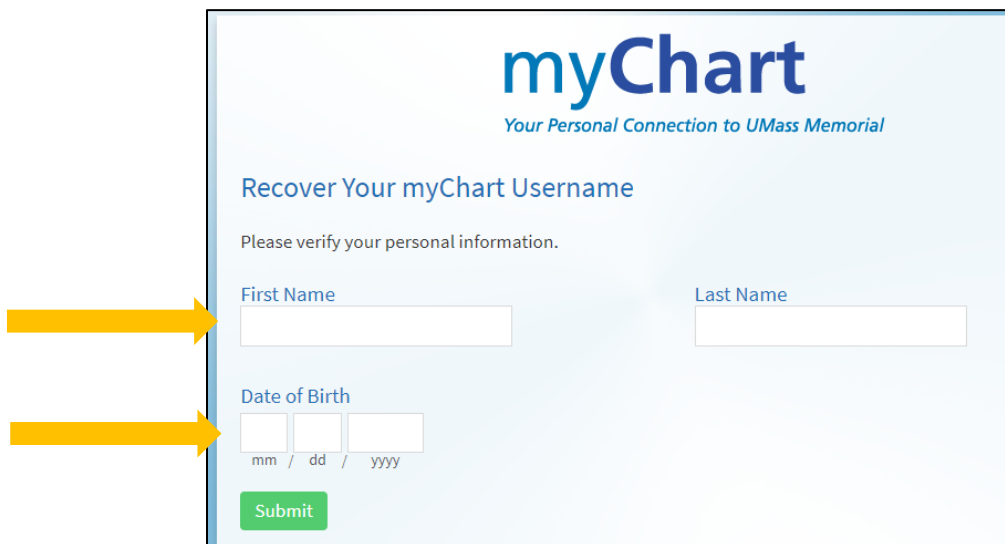
On the myChart Sign In page, click the appropriate link under the [SIGN IN] button for assistance with recovering your Username or resetting your Password.



A screenshot of the myChart Sign In page. It features a light blue background. At the top, there are two white input fields: the first is labeled "myChart Username" and the second is labeled "Password". Below these fields is a green button labeled "Sign in". Underneath the "Sign in" button are two blue links: "Forgot Username?" and "Forgot Password?". Below these links is a blue button labeled "Sign up now". Two yellow arrows point upwards from the "Sign up now" button to the "Forgot Username?" and "Forgot Password?" links. The text "New User?" is positioned between the two yellow arrows.

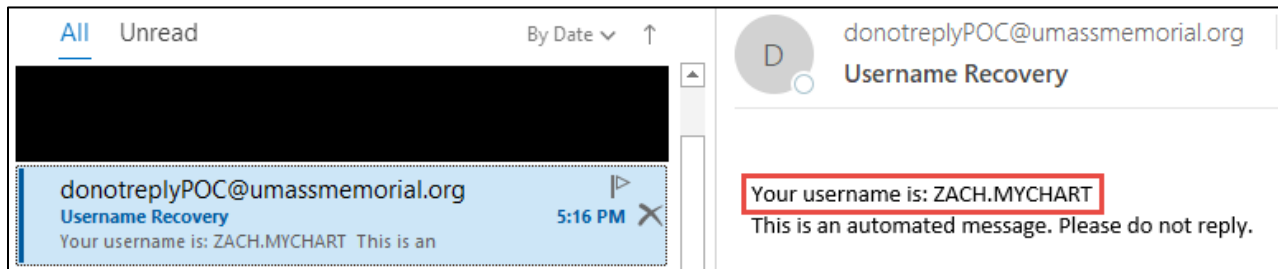
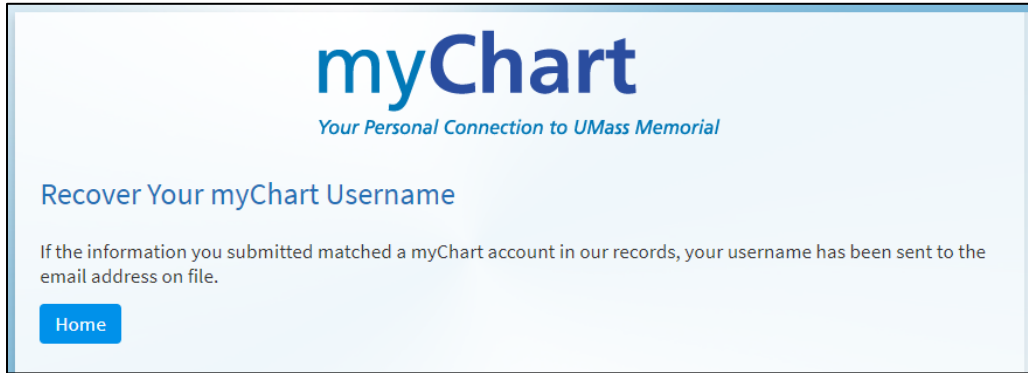
When recovering your **Username**,

1. Enter your First Name, Last Name, and Date of Birth. Click [Submit].



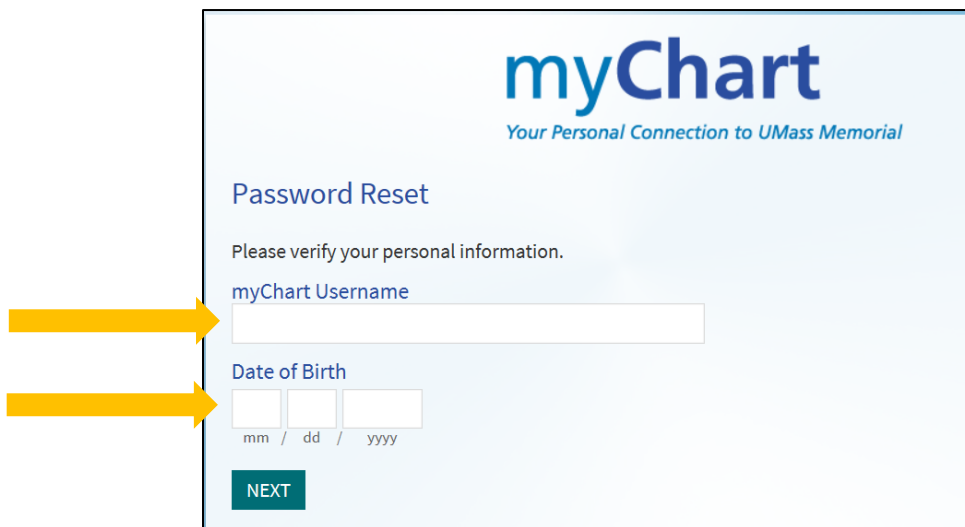
A screenshot of the myChart Username Recovery page. The page has a light blue background. At the top, the myChart logo is displayed in blue, with the tagline "Your Personal Connection to UMass Memorial" in a smaller font below it. The main heading is "Recover Your myChart Username". Below this heading is the instruction "Please verify your personal information." There are three input fields: "First Name", "Last Name", and "Date of Birth". The "Date of Birth" field is a date picker with three boxes for month, day, and year, labeled "mm / dd / yyyy". A green "Submit" button is located at the bottom left of the form. Two yellow arrows point from the left side of the page to the "First Name" and "Date of Birth" input fields.

2. An email with your Username will be sent to the email address on file.



When resetting your **Password**,

1. Enter your myChart Username and Date of Birth, then click [NEXT].

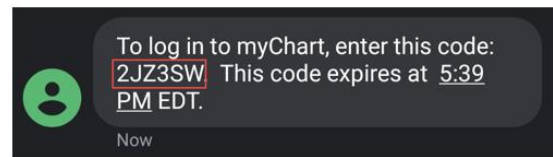
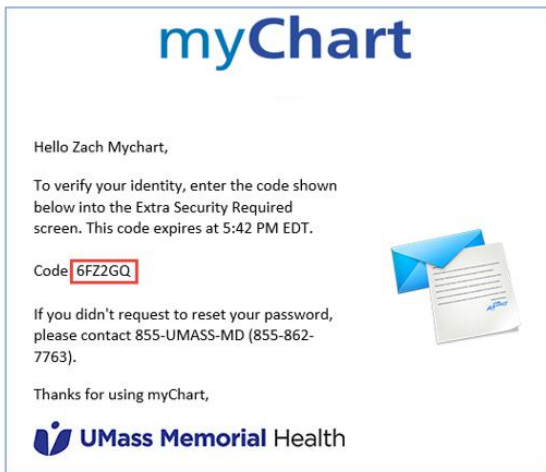


2. Chose the [Send to my email] or [Text to my phone] option to receive your security code.

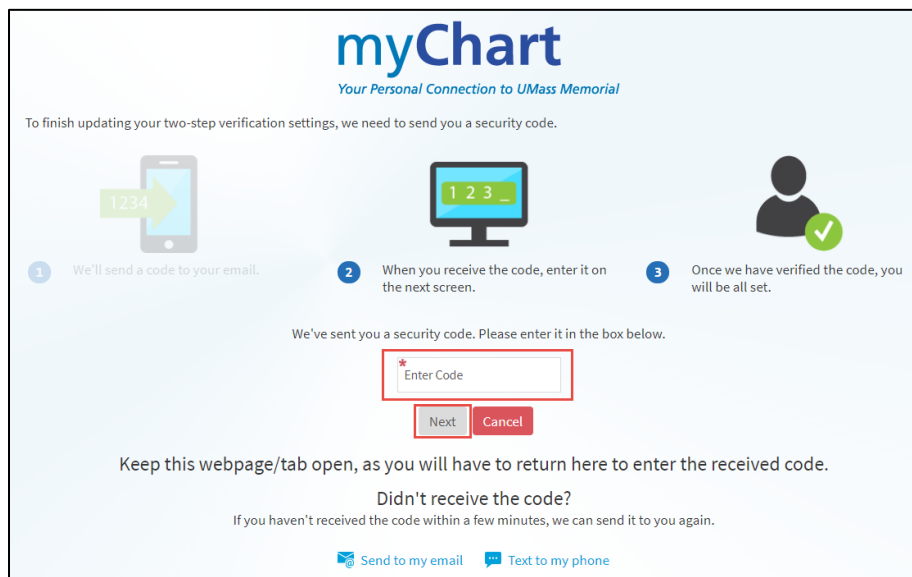


email


Text



3. Enter the security code you received from your email or Text into the *Enter Code field, then click [Next].



4. You will enter your NEW password (typed twice for verification). When you click [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.