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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 of 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.
- 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 in order 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 Care.
- 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.*
- Authorize UMass Memorial Health Care to share key clinical information should you have a (unplanned) visit to another healthcare organization.

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

**NOTE:** the myChart mobile application may not include all the features identified in this Guide. Also, the screens may also look different on your mobile device.

## 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:

- If you have a smartphone, staff at your provider's office can send you an instant activation code by email as you are sitting in the waiting room. This will allow for direct activation which can be followed by you downloading the mobile application to your phone.
  - At check in/out, staff can send you an activation code by email. You can then sign up after returning home.
  - 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 at home.
  - While in the exam room at your office visit, your provider can turn a monitor and keyboard to you and let you create your username, password and security question.
  - Self-Signup by answering questions about yourself and match to yourself in the UMass Memorial Health Care (UMMHC) system.
- ❖ Activation codes printed on an After Visit Summary (AVS) or sent via an email for activation at a later time are valid for 14 days. If you do not sign up within this period of time, 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 15 minutes. Once this time period has expired, you can still access at home via the email via a slightly different process and is good for 14 days.
  - ❖ Self Signup uses an online third-party verification system to protect the privacy of your information. We must identify your identity in order to grant you access. UMMHC does not have access to the information used by the third-party agency.

## 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 eight and twenty 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.
- ❖ **Security question.** This question will be used to verify your identity if you forget your myChart password. Choose a security question from the list and enter your answer. Your answer cannot include your myChart password and must be at least 4 characters.

UMMHC 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.

# Sign in to myChart

1. In your web browser, enter <https://www.umassmemorialhealthcare.org/patients-visitors/mychart-patient-website> and select the SIGN UP TODAY icon. (You may also go to sign on page directly [https://mychartonline.umassmemorial.org/MyChart/.](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

**Request prescription refills**  
Send a refill request for any of your refillable medications

**Access your test results**  
No more waiting for your results and within days

**Manage your appointments**  
Schedule your next appointment, or view details of your past and upcoming appointments

**A New Look!**  
myChart was recently updated with a new look and new features to enhance your experience.

myChart Username  
Password  
**SIGN IN**  
[Forgot Username?](#) [Forgot Password?](#)  
**New User?**  
**SIGN UP NOW**

Download on the App Store | GET IT ON Google Play

[FAQs](#) | [myChart Video](#) | [Terms and Conditions](#) | [High Contrast Theme](#)

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## What if I forget my myChart ID or password?

On the Sign On page, click the appropriate link under the SIGN IN button, for (1) Username or (2) Password for assistance. You will be prompted to answer your security question to verify your identity.

The image shows a screenshot of the UMass Memorial Health Care myChart sign-in page. At the top is the UMass Memorial Health Care logo. Below the logo are two input fields: "myChart Username" and "Password". A dark teal "SIGN IN" button is positioned below the input fields. Underneath the "SIGN IN" button are two links: "Forgot Username?" and "Forgot Password?". Below these links is the text "New User?". At the bottom of the page is a blue "SIGN UP NOW" button. Two green arrows point from the "SIGN UP NOW" button to the "Forgot Username?" link, with the number "1" next to the arrow. Another green arrow points from the "SIGN UP NOW" button to the "Forgot Password?" link, with the number "2" next to the arrow. The "Forgot Password?" link is circled in green.

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).