

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**
No more waiting for a phone call or letter – view your results and your provider's comments within days
- Request prescription refills**
Send a refill request for any of your refillable medications
- 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

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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. 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 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. Once in the myChart application, you can find a feature comparison document under the RESOURCES tab.

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 ambulatory 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 instant 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 your 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.
 - ❖ 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 in order to grant you access. UMMHC does not have access to the information used by the third-party agency.
-
- ❖ 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.

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.
- ❖ **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.

The screenshot shows the myChart user interface. At the top left is the myChart logo with the tagline "Your Personal Connection to UMass Memorial". To the right of the logo are several navigation icons: "Dad" (with a family photo), "Health" (with a plus sign), "Visits" (with a calendar), "Messaging" (with an envelope), "Billing" (with a dollar sign), and "Resources" (with a book icon). On the far right, the user's name "The Donald Mychar..." and "Log Out" are visible. The main content area is titled "Security Settings" and contains two sections: "Change Password" and "Two-Step Verification Settings". The "Change Password" section includes three input fields for "Current Password:", "New Password:", and "Confirm New:", followed by a "SAVE PASSWORD" button. The "Two-Step Verification Settings" section includes a "TURN ON TWO-STEP VERIFICATION" button. On the right side of the page, there is a sidebar menu with "Account Settings" selected, which includes "Security Settings", "Personal Information", and "Other Preferences".

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**.

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Access your test results
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Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

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

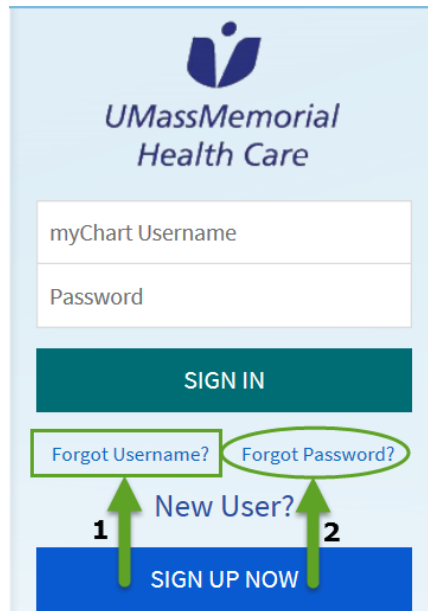
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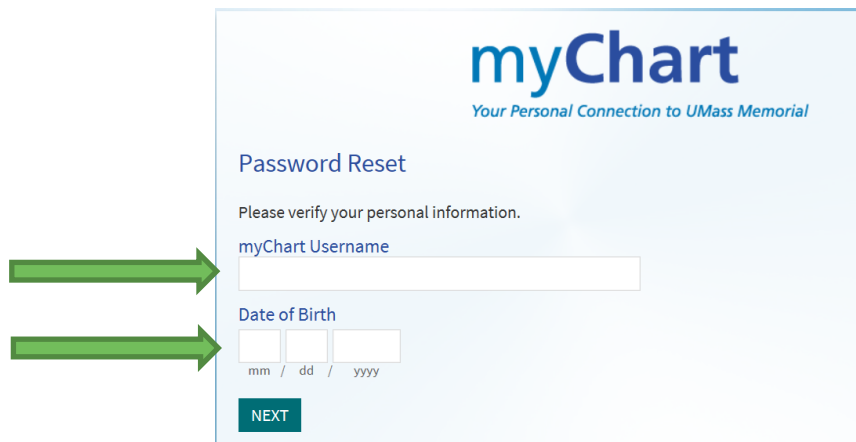
What if I forget my myChart ID or password?

On the myChart Sign On page, click the appropriate link under the SIGN IN button, for (1) Username or (2) Password for assistance.





When resetting your Password,

1. Enter your myChart username and Date of Birth then click NEXT.



2. Click the SEND TO MY EMAIL button and then enter the code in your received email (and click NEXT).



myChart


Hello Donny Mychart POC,

To log in to myChart, enter the code shown below on the Additional Security Verification screen. This code expires at 5:07 PM EDT.


Code: KF82V6

If you didn't request to reset your password, please contact 855-UMASS-MD (855-862-7763).

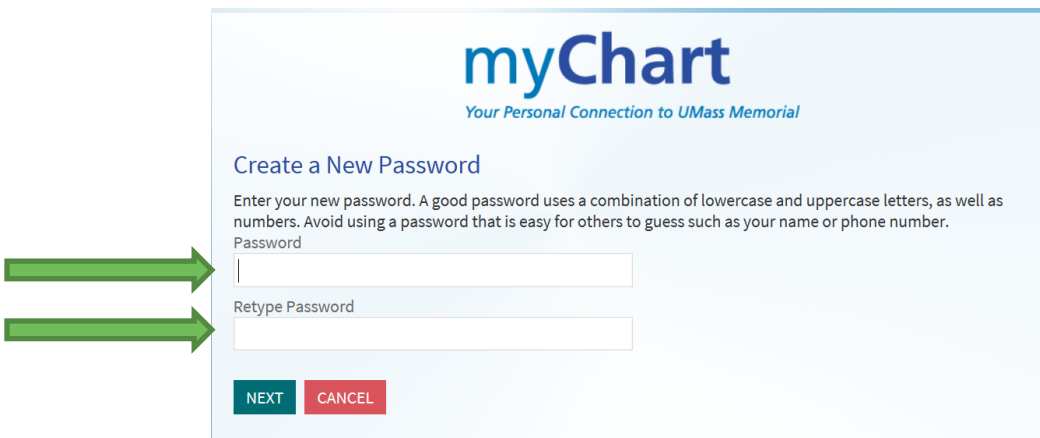
Thanks for using myChart,
UMass Memorial Health Care



[Sign In to myChart](#)



3. You can then enter your NEW password (typed twice for verification).



myChart
Your Personal Connection to UMass Memorial

Create a New Password

Enter your new password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a password that is easy for others to guess such as your name or phone number.

Password

Retype Password

[NEXT](#) [CANCEL](#)


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

myChart

Hello Donny Mychart POC,

The password associated with your myChart account has changed. If you made this change, there's nothing more you need to do. If you didn't make this change, please contact 855-UMASS-MD (855-862-7763).

Thanks for using myChart,
UMass Memorial Health Care



[Sign In to myChart](#)



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Health Care*

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