Thank you for enrolling in myChart – UMass Memorial Health Care’s (UMMHC) patient website.  We’re confident you will appreciate the features myChart offers to help you manage your health. On **Tuesday, April 10th**, we upgraded myChart, resulting in a few changes. While our electronic health record offers tremendous benefits to patients, we continue to make improvements and will provide periodic updates to you via this notice. This version will highlight the changes but please reference the USER GUIDES for more detail.

* **Two-Factor Authentication, when password reset is needed**

Previously, if you forgot your myChart password you could reset it by answering your security question. To keep UMMHC up to date with common security practices to protect your identity, we are now changing to a two-factor authentication process. Two-factor authentication requires you to enter a code that is sent to your email. The entry of this code into the reset password process must be done within 15 minutes of receipt. If not, you can request again. Please see pages 5-7 in the **MyChart Patient Sign Up and Sign In Guide**, located under the **RESOURCES** tab in the web application for more details.

* **Ability to update your personal information.**

If you have a preferred name other than your legal name, you can now update this via the myChart application under the PROFILE tab > PERSONAL INFORMATION. There are other fields available to you to update as well. Please see page 37 in the **MyChart Patient User Guide**, located under the **RESOURCES** tab in the web application for more details.

* **Upload of Insurance Card**

In preparation for an upcoming appointment, you can check in electronically to update personal, insurance and clinical information. We hope that this eCheckin process will help shorten your time in the waiting room after arrival. As part of that process, patients and proxies with insurance changes can upload an image of their insurance card, both front and back.

Reminder that if you do use the eCheckin for an appointment, you must still introduce yourself to the checkin desk so that they know that you have arrived. You will also still be required to show a picture ID for identification purposes.

* **Fast Pass (Wait List for Appointments)**

Although, previously available – our Scheduling department has made improvements to the WAIT LIST functionality. When booking an appointment, if you would like to be notified if an earlier appointment becomes available, you should click the “Get on the Wait List” on the Confirmation page post schedule.

* **Mobile app vs. Web app comparison of features/functions.**

Please see the new reference table located under the **RESOURCES** tab for more details.

*The RESOURCES tab is not currently available in the mobile application*

If you have any additional questions, please contact the UMass Memorial Health Care myChart Patient Support Line (open Monday through Friday, 7 am to 8 pm) at 855-UMASS-MD (855-862-7763) or email [mychartsupport@umassmemorial.org](mailto:mychartsupport@umassmemorial.org).