



Managing your account



MyChart is an online tool that offers you personalized and secure access to portions of your medical records. It enables you to securely use the Internet to help manage and receive information about your health. MyChart is available on the internet using our website version and also available on mobile devices by downloading the MyChart Mobile app. Both versions are free and available to all of our patients.

Your MyChart account is secure which means your health information is safe and protected. Authorization of your account is verified as a part of our activation process and all MyChart users log in to their account using a unique username and password.

When setting up a MyChart account, all users chose both their own username and password. These credentials are then used to gain access each time you log in to your account.

How do I choose a MyChart username and password?

Your **username** must:

- be between five and 24 characters
- contain only letters and numbers (no symbols)

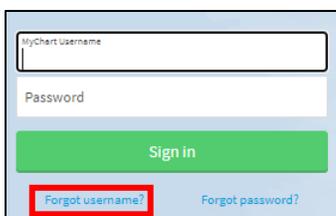
Once selected, your username **cannot be changed**.

Your **password** must:

- be at least 8 characters
- contain one uppercase letter
- one lowercase letter
- one number or symbol
- be different than your username

To maintain a secure account, please do not share your username and password.

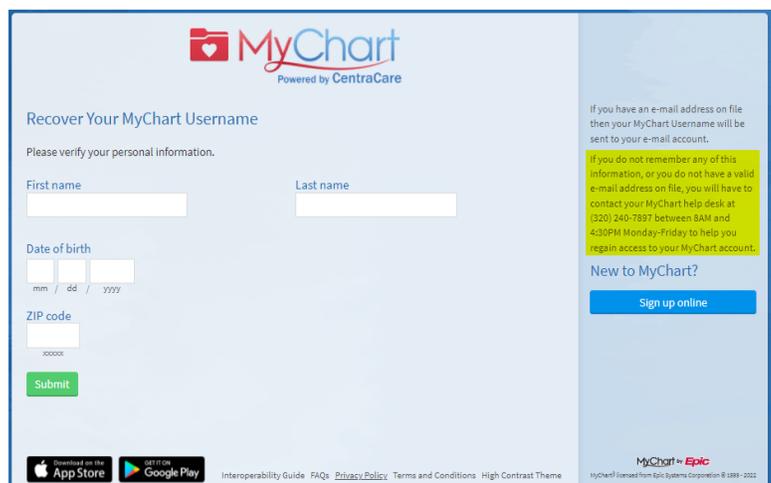
What if I forgot or want to reset my MyChart username?



If you do not remember your username, locate and click on the **Forgot Username?** link.

Complete the information and click the submit

button. If you have a valid email address on file with us, you will receive your username information in your email.

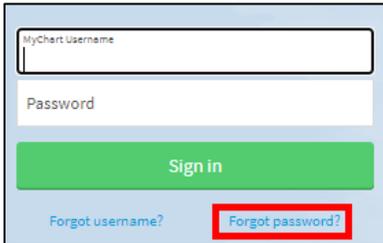


If you do not have an email address on file with us, you will need to call our Help Desk at 320-240-7897 for assistance in locating your username.

It is not possible to reset your username.

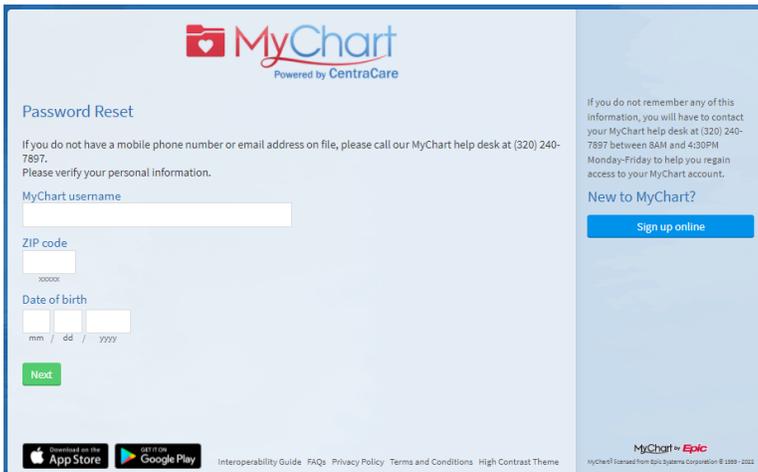
What if I forgot or want to reset my MyChart password?

If you do not remember your password or want to reset it, locate and click on the **Forgot password?** link.



A screenshot of the MyChart login interface. It features a text input field for 'MyChart Username', a text input field for 'Password', and a green 'Sign in' button. Below the sign in button are two links: 'Forgot username?' and 'Forgot password?'. The 'Forgot password?' link is highlighted with a red rectangular box.

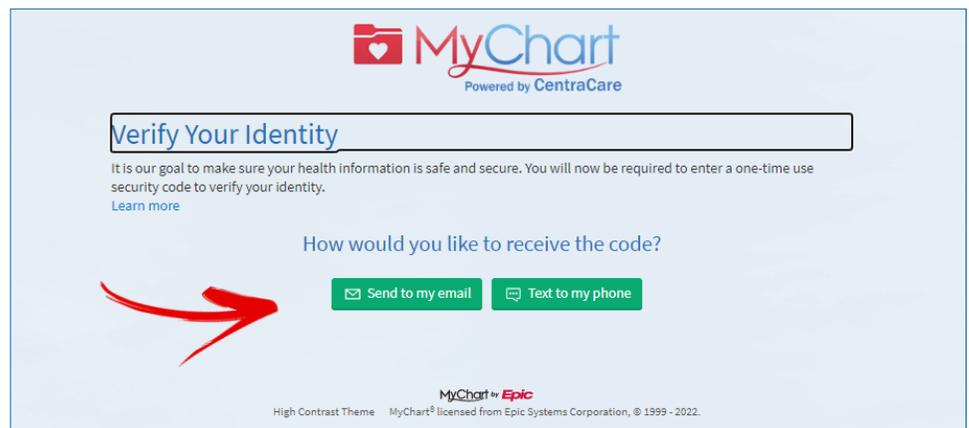
Complete the information and click **Next** button.



A screenshot of the MyChart 'Password Reset' page. The page title is 'Password Reset'. Below the title, there is a paragraph of text: 'If you do not have a mobile phone number or email address on file, please call our MyChart help desk at (320) 240-7897. Please verify your personal information.' This is followed by form fields for 'MyChart username', 'ZIP code', and 'Date of birth'. A green 'Next' button is located at the bottom left of the form area. The MyChart logo and 'Powered by CentraCare' are at the top. On the right side, there is a 'Sign up online' button and a 'New to MyChart?' link. At the bottom, there are links for 'Interoperability Guide', 'FAQs', 'Privacy Policy', 'Terms and Conditions', and 'High Contrast Theme'.

Next, you will be asked to verify your identity and to do so, we will send you a code by email or phone. Click on the **Send to my email** or **Text to my phone** button.

If you do not have an email on file with us, you will only see the option to Text to your phone. If you do not have a phone on file with us, you will only see the option to Send to your email.



A screenshot of the MyChart 'Verify Your Identity' page. The page title is 'Verify Your Identity'. Below the title, there is a paragraph of text: 'It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.' A 'Learn more' link is provided. Below this, the question 'How would you like to receive the code?' is displayed. Two green buttons are shown: 'Send to my email' and 'Text to my phone'. A red arrow points from the left towards the 'Send to my email' button. The MyChart logo and 'Powered by CentraCare' are at the top. At the bottom, there are links for 'High Contrast Theme' and 'MyChart licensed from Epic Systems Corporation, © 1999 - 2022'.

If you do not have an email address or phone number on file with us, you will need to call our Help Desk at 320-240-7897 for assistance.

What is **two-step verification** and should I be using it?

Two-step verification is a security process that would require you to provide **two** different forms of identification to get into your MyChart account. If two-step verification is turned on, you will first log into your account using your regular Username and password and would then also be prompted for a **code**. This code changes with each log in and will be sent to you as an email or a text message to your phone.

Using two-step verification in MyChart is completely optional and can be set up in the **Security Settings** page. Simply click the **Turn on two-step verification** button and complete the required steps to verify your identify and select your preferences. If at any point you want to shut this feature off, return to this same page.

Verify Your Identity
Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date and enter your password.

Your email
youremailaddress@gmail.com

Verify email
youremailaddress@gmail.com

Your phone
320-888-1212

Verify phone
3208881212

Password

Continue **Cancel**

Verify Your Identity
It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.

- 1 We'll send a code to your email or phone.
- 2 When you receive the code, enter it on the next screen.
- 3 Once we verify your identity, you will be signed into MyChart.

How would you like to receive the code?

Send to my email **Text to my phone** **Cancel**

How do I change my **notification settings**?

When there is new information available in your MyChart account, MyChart can send you a notification by email or text message. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates and more.

To access notifications settings, complete the following.

1. Go to **Account Settings > Communication Preferences**.
2. On the Communication Preferences page you can choose how you receive MyChart notifications. White colored icons indicate unselected choices and blue icons represent your preferred method. Click the appropriate icons to set your preferences.

MyChart
Powered by **OptimaCare**

Your Menu Visits Messages Test Results Medications

Communication Preferences
Choose how you would like to receive MyChart notifications.

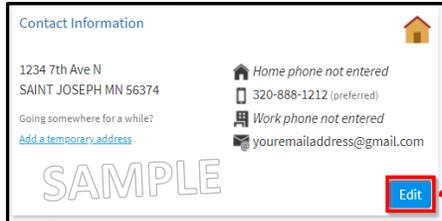
	Email	Text	Call	Mail
Appointments Alerts and notifications about upcoming or past appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messages Receive updates from your healthcare organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Notifications when new information is available about your care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing Updates about billing and insurance information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account Management Receive alerts about account updates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campaigns Personalized outreach from us to improve your health, with reminders for preventive care and available services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To Do Notifications about tasks and responsibilities for you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Apply to all records I can access

Save changes

NOTE: to see what type of communications are included in each topic area, click on the down-arrow key to expand the details. With the details expanded, you can also pause your mouse pointer over any of the informational  tip icons to display more.

3. Make any changes and when finished, click the **Save Changes** button.
4. At the bottom of the Communication Preferences page, you will also find a section where you can update your Contact Information or even add a temporary address. To do so, click on the **EDIT** button.



Contact Information

1234 7th Ave N
SAINT JOSEPH MN 56374

Home phone not entered
320-888-1212 (preferred)

Work phone not entered
youremailaddress@gmail.com

Going somewhere for a while?
[Add a temporary address](#)

Edit



Appointments click to collapse

Alerts and notifications about upcoming or past appointments. 4/4

After Visit Summary ⓘ

Appointment Confirmation ⓘ

Appointment Letters and Recall Reminders ⓘ

Hospital Stay Notification ⓘ

Scheduling Ticket ⓘ

Wait List Offer ⓘ

Messages

Health

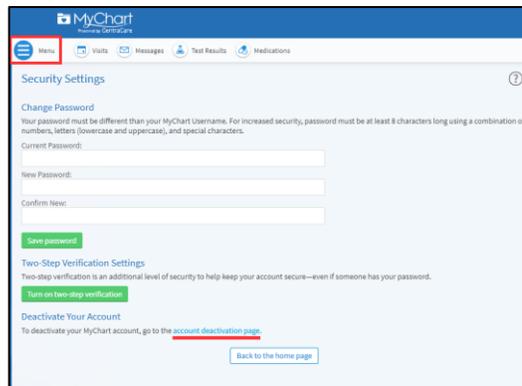
5. Make any changes and when finished, click the **Save Changes** button.

Can I cancel my MyChart account?

Yes, you can cancel your own MyChart account. The option to deactivate your account can be found under the **Menu / Security Settings**.

When you deactivate your account, you will automatically be logged out and cannot log back in. Canceling your MyChart account does not delete any of your medical information and associated data. If you have allowed others proxy access to your account, they will still have access to your account.

If you deactivate your account, you can sign up for a MyChart account in the future by contacting your clinic or help desk to reactivate your account.

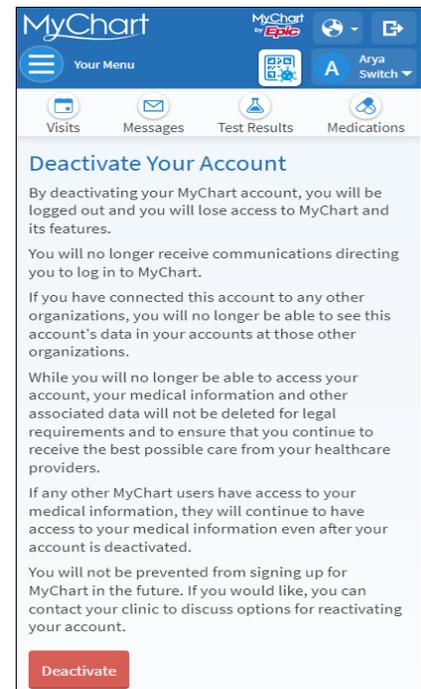


MyChart Security Settings

Change Password

Two-Step Verification Settings

Deactivate Your Account



MyChart Deactivate Your Account

By deactivating your MyChart account, you will be logged out and you will lose access to MyChart and its features.

You will no longer receive communications directing you to log in to MyChart.

If you have connected this account to any other organizations, you will no longer be able to see this account's data in your accounts at those other organizations.

While you will no longer be able to access your account, your medical information and other associated data will not be deleted for legal requirements and to ensure that you continue to receive the best possible care from your healthcare providers.

If any other MyChart users have access to your medical information, they will continue to have access to your medical information even after your account is deactivated.

You will not be prevented from signing up for MyChart in the future. If you would like, you can contact your clinic to discuss options for reactivating your account.

Deactivate