

Welcome to MyChart®

Your start-up kit for convenient communication

Welcome to MyChart, the electronic gateway to your medical records. MyChart provides easy access to your medical records from your own computer. With MyChart, you can request a clinic appointment, read your test results, renew a prescription or communicate with your care team.

Questions and answers about MyChart

How do I use my access code?

Your access code is used along with your Social Security number and date of birth to log in to MyChart for the first time. Your access code will contain upper and lower case letters, so be sure to enter it accurately. The access code will expire 90 days from the time it's generated at your clinic. If you don't use it within this period, you'll need to ask for a new one. Call 612-884-0718 and a MyChart representative can provide a new access code if yours has expired.

During your first session, you'll be prompted to create a MyChart ID, a password and a question and answer for authentication. Your new password must contain six to 18 characters. Your password also must include a minimum of one number and one letter.

How do I log in?

1. Open your Internet browser (for example, Internet Explorer, Netscape or AOL).
2. Go to www.umphysicians.org/mychart and click on the MyChart link for your clinic.
3. Type in your MyChart ID and password. The first time you login, you must already have your access code. Click on the "Sign Up Now" link under the New User heading and follow the instructions for setting up your MyChart ID and password. After a successful login, change your password to a unique password known only to you. Your password should be a combination of at least six letters and numbers, with a minimum of one letter and one number.
4. Click on Sign In.
5. If your session times out (logs itself out because of 20 minutes of no activity), simply log in again.



How do I log off?

1. Click on the “Log Out” link in the upper righthand corner of the MyChart page.
2. Close your Internet browser.

How do I change my password?

1. To change your current password, log in to MyChart and click on the “Password” link under Change/Update.
2. Type your current password, press Enter and retype your new password. Click on “Submit.” From the Change Password screen, you can also change your authentication question and answer.

What if I forget my password?

You can get a new password by clicking on the “Forgot Password?” link on the MyChart home page. You’ll be asked to enter your MyChart ID, Social Security number and date of birth. Next, answer the password reset question you created as a new user. After answering the question, you’ll be asked to select a new password. If you’ve forgotten the answer to your password reset question, contact a MyChart representative at 612-884-0718 for assistance.

How do I navigate through the screens?

If you need to go back to a previous screen, do not use the “Back” button on your browser. Use the “Back” link at the bottom of the screen.

Can I access my children’s medical records?

Yes. If your child is between the ages of 0 and 12, you have full authority to access his or her medical chart.

If your child is between the ages of 13 and 17, you’ll be granted partial access to his or her medical records. These restrictions comply with state regulations designed to protect minors who seek treatment for pregnancy, chemical abuse or sexually transmitted diseases.

For further information on access to your child’s medical records, please contact his or her clinic.

Can I give others access to my records?

Yes. You can grant your spouse, or someone who helps you manage your health, full access to your medical records. Contact a MyChart representative at 612-884-0718 for more information.

What is secure messaging?

Using MyChart’s secure, encrypted email system, you and your health-care team can contact each other.

You can send a message to your health-care team at the clinic through “Message Your Care Team.” You will be contacted by clinical staff as quickly as possible. If you need immediate attention, contact your clinic. In an emergency, call 911. Test results also will be sent to you through the secure messaging system. You’ll be notified at the email address you provide that you have a message waiting.

How do I send a message to my care team?

1. Click on the “Message Your Care Team” link in the Secure Messaging section.
2. Select “Message Your Care Team.”
3. Select the provider that you would like to send the message to, enter the subject of your message and type in your message. *Note: You must already be a patient of the physician.*
4. Click Send.

How do I request an appointment?

To request an appointment, click on the “Request A Future Appt” link under the Appointments section.

1. Select the provider you would like to see
Note: You must already be a patient of the physician.
2. Select the reason for your visit
3. Enter your preferred day and time
4. Type any comments in the space provided
5. Click Send
6. You will be contacted by a scheduler to confirm an appointment date and time.

Can I print reports from MyChart?

Yes. Several areas provide a printer-friendly report. You can print your Health Summary, Medications or Immunizations. Click on the section you wish to view, then click on the “Printer-Friendly Page” link to print the report you are viewing.

What can I do to maintain security?

- Don’t share your password with anyone or store your password in an insecure location.
- MyChart provides access to your confidential patient information. You’re responsible for the security of this information.
- When you’re finished with your MyChart session, be sure to log off. This removes any information from your screen and disconnects you from any systems you accessed.
- Please be sure to properly dispose of printed materials.

How do I get help for technical problems?

1. Call a MyChart rep at 612-884-0718 if:
 - you’re having problems accessing or logging on to MyChart
 - you’ve successfully logged on to MyChart and are having difficulty using any of the features
2. Call your clinic if you need answers to questions about the medical information you are viewing.
3. Use the Customer Service section of MyChart for nonmedical questions or comments.

MyChart security policy

We protect your communications through MyChart by using the best online security technology. Messages you receive by your regular email will never contain confidential medical information — they will only notify you of new messages in your MyChart inbox.

To support security and confidentiality, MyChart will log you out after 20 minutes of nonuse. This feature ensures that your information is not left on the screen if you leave your computer. If your MyChart session automatically logs you out, simply log in again.

MyChart customer support

There are several ways to get customer support.

If you have any difficulties, you can:

- Use the Help button located within MyChart
- Send a message through MyChart to request support from a MyChart representative
- Call a MyChart representative at 612-884-0718

Computer systems that work with MyChart

The browsers and operating systems listed in the table below have been tested and will work well with MyChart software. You might be successful using MyChart with other system combinations, but we can only guarantee and support MyChart use with the combinations shown in the table below.

	Microsoft® Windows® 2000	Microsoft® Windows® XP	Microsoft® Windows® Vista	Mac® OS X
Google Chrome 14.x		X	X	X
Internet Explorer® 9.0 (standard mode and IE8 compatibility mode)	X	X	X	
Internet Explorer 8.0 (standard mode only)	X	X	X	
Internet Explorer 7.0	X	X	X	
Internet Explorer 6.0	X	X		
Internet Explorer 5.5	X			
Internet Explorer 5.0	X			
Mozilla Firefox 7.x, 6.x and 2.0		X	X	X
Mozilla Firefox 1.5	X	X	X	X
Mozilla Firefox 1.0	X	X		
Safari 5.x (Mac/Windows)			X	X
Safari 1.3.2				X