Patient Access Service Communication Bulletin
Issued March 28, 2019

MyChart Signup

Registrars can request a MyChart activation code on the patient's behalf by clicking on the MyChart link in the patient header, clicking the MyChart Hyperlink on the Interactive Face Sheet, or by clicking the Additional Demographics hyperlink.   Follow the steps below to assist a patient with MyChart signup.

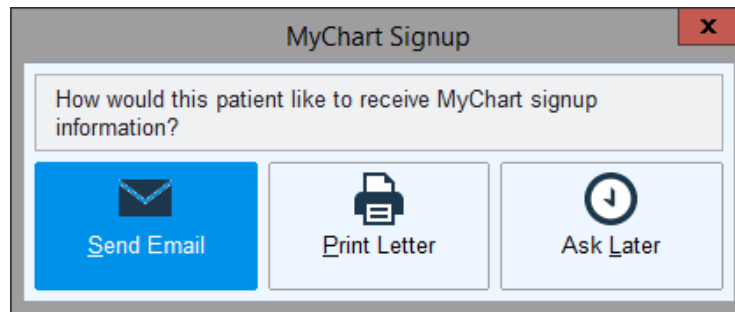1. Review the **Patient Header** MyChart indicator status

You may also view MyChart status from the **Interactive Face Sheet**

- **Active**- Indicates that the patient is an active MyChart user
- **Inactive**-Indicates that the patient does not have an active MyChart account
- **Declined**-Indicates that the patient previously declined MyChart activation. This can be changed at any time
- **Ask Later**-Indicates that the patient wishes to be asked at a later date

2. Double Click on the MyChart status "**Inactive**" from either hyperlink and the box shown below will display.
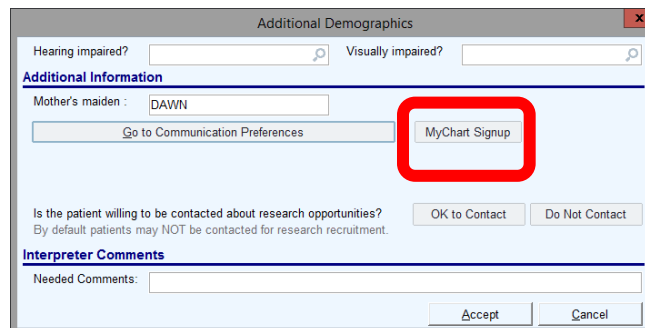

For signup follow the steps listed below:

3. Select one of the MyChart signup information methods
   - **Send Email**-will display a second box for you to populate or validate the patients email address where signup information will be sent
   - **Print Letter**-will prompt you to print a letter including all pertinent MyChart activation information
   - **Ask Later**-will update the status to "Ask Later"

Note:

If within the registration pathway, you can click on **Additional Demographics** on the IFS, to access the *MyChart Signup* box.

Under MyChart Administration you will see **MyChart Email Signup**, **Launch MyChart Signup** and **Proxy Access Administration**. Select **MyChart Email Signup** to request activation code for patient.
   - **MyChart Email Signup**- sends activation information to an email address.
     Note: Resending activation information will invalidate all previously sent links.
   - **Launch MyChart Signup**- will launch the application. *(for patient use)*
   - **Proxy Access Administration**- allows the patient to appoint people who can access their chart or assign billing access for Guarantors for MyChart Billing Access for the patient's account. *(for patient use)*