MyChart and Setting Up a Proxy Account
Frequently Asked Questions

Q: How can I receive full access to myChart?
A: You will receive an email containing a link to complete myChart account set up.

1. You will need to click the link within the email to be taken to the myChart sign-up page.

2. You must enter a username, password and zip code.
   a) Username can be almost anything but must be unique in our system.
   b) Password must contain 9 characters, 1 cap, 1 lowercase, 1 number and 1 character.
   c) Zip Code must match the address given to the hospital staff when the patient's appointment was scheduled.
3. After completing, you will see the screen shown below where you must accept the Terms and Conditions by clicking the green ‘Accept’ button.

![Accept Decline](image)

4. The landing page will appear displaying your account as well as any account you are able to access and any pertinent messages. Use the ‘switch’ activity in the top right corner to select the patient account instead of selecting your own account.

![Switch Activity](image)
5. **myChart Home Page** opens for the patient – you will need to complete the **Proxy Access Request form** to request full proxy access. Alternatively, you will be prompted to complete the **MyChart Proxy Access** form during the eCheck.