Sign Up for MyChart

Two easy ways to create your Med Center Health MyChart account

MyChart is your secure online connection to Med Center Health, on your phone, tablet, or computer.

What you'll need

- A **personal email address** that you check (please use your own, not a work email)
- A smartphone, tablet, or computer with internet access
- About 5-10 minutes

Which way should I sign up?

OPTION A

I have an activation link or code

You received a sign-up link or code from Med Center Health by email, by text message, or on your **After Visit Summary**. **Start with Option A below.**

OPTION B

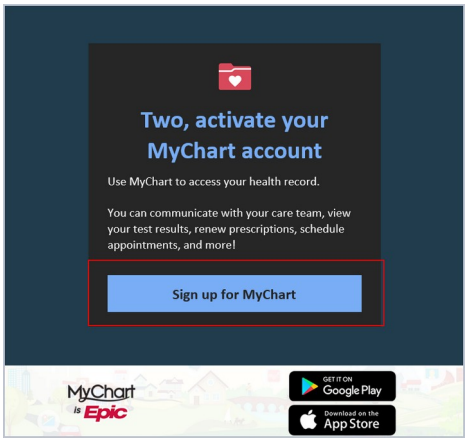
I don't have a link or code

No problem — you can sign up on your own in a few minutes. **Go to Option B.**

Option A: Sign up with your activation link or code

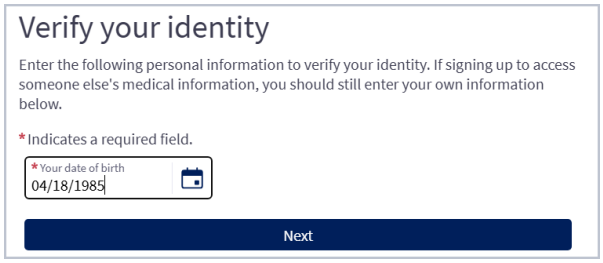
For patients who received a link or code from Med Center Health

1 Open the email or text message from Med Center Health and tap the **sign-up link**. If your code is on your **After Visit Summary**, go to **mychart.medcenterhealth.org** and select **Sign up**.

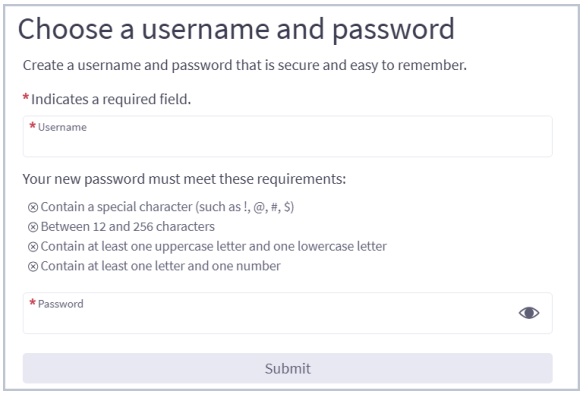


2 Enter your **activation code** (if it isn't already filled in) and your **date of birth**, then select **Next**.

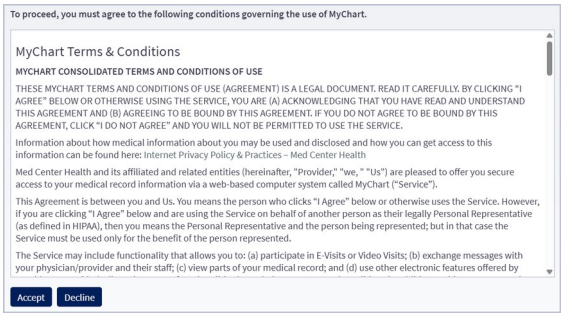
> **Good to know**
> Activation codes expire after 14 days. If yours has expired, use Option B or call us (see Help & Support).

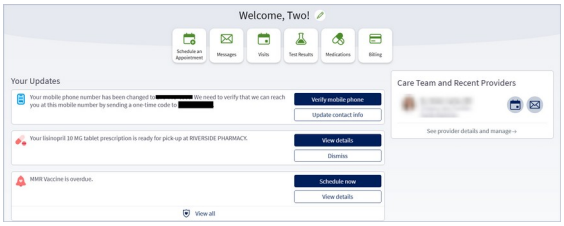


3 Create your **MyChart username** and **password**. Write your username down somewhere safe — you'll use it every time you log in.



4 Read and accept the **Terms and Conditions**. That's it — you're signed up!

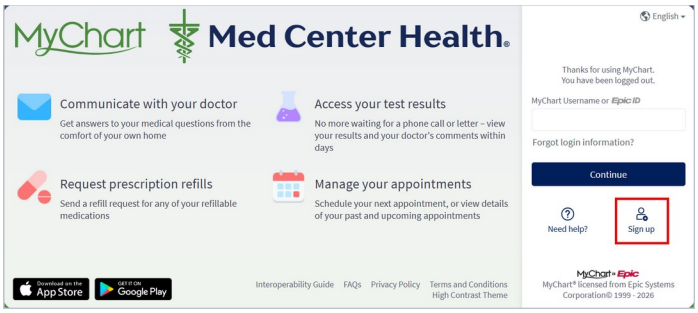




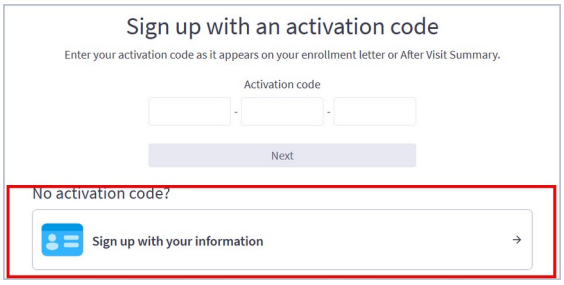
Option B: Sign up on your own

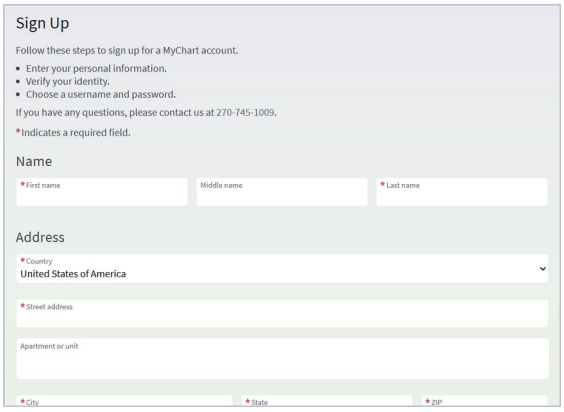
For patients who don't have an activation link or code

1 Go to **mychart.medcenterhealth.org** (or open the MyChart app and find Med Center Health) and select **Sign up**.

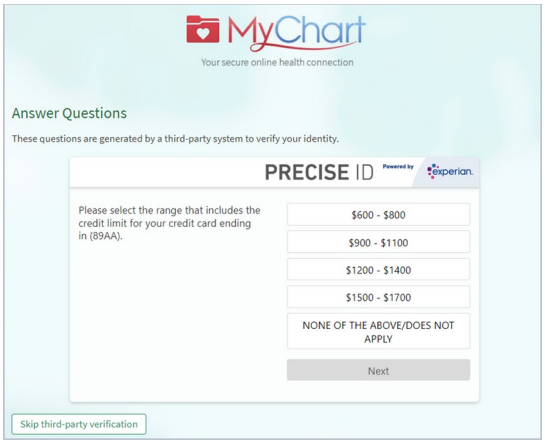


2 Choose to sign up **without an activation code**, then enter your information **exactly as it appears in your Med Center Health records**: your legal name, date of birth, address, phone number, and email.

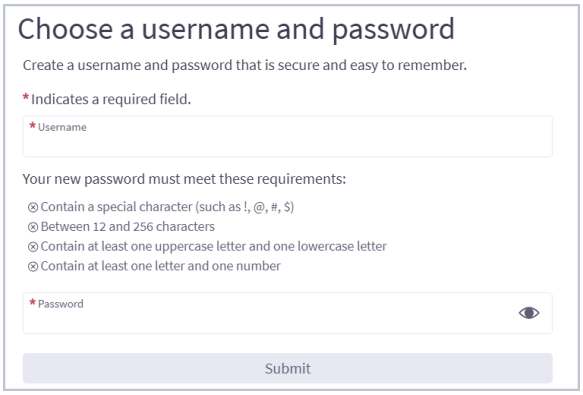




3 Verify your identity by answering the questions prompted by our third-party identity verification vendor, Experian.



4 Create your **MyChart username** and **password**.



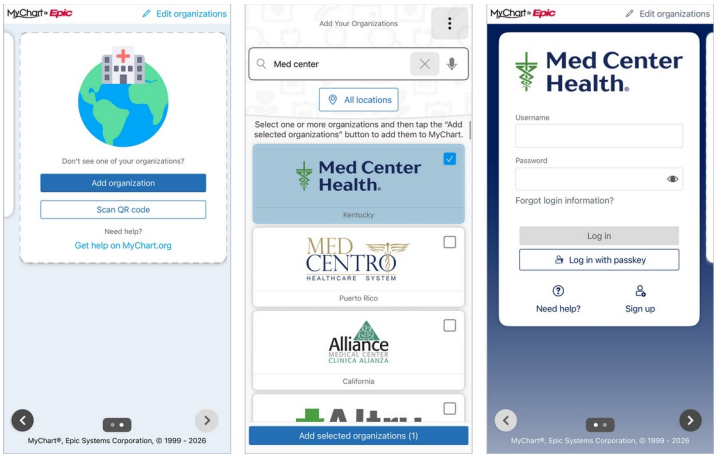
5 Read and accept the **Terms and Conditions**. You're signed up!

> **If we can't match your information**
> You may see a message asking you to contact us to finish signing up. That's okay — call us (see Help & Support) and we'll help.

Get the MyChart app

1 On your phone or tablet, open the **App Store** or **Google Play** and search for **MyChart**.

2 Open the app and tap **Add organization**. Search for **Med Center Health**, check the box, and tap **Add selected organizations**. Then log in with the username and password you just created.



Help & Support

Issue: My activation code doesn't work or has expired

1. Check that you typed the code exactly as shown, including any dashes.
2. Still not working? Sign up with **Option B** instead, or call us at (270) 745-1009, M-F 8:00am-4:00pm.

Issue: I forgot my username or password

1. Go to **mychart.medcenterhealth.org**.
2. Select **Forgot login information?** and follow the steps.

Issue: I want to sign up for my child or a family member

1. Each adult should create their own account. To view a child's or another person's information, ask about **proxy access**. To share your own account with family or a caregiver, see our **MyChart Proxy Access Guide**.
2. Contact our MyChart Help Desk at mychart@mchealth.net or by calling (270) 745-1009, M-F 8:00am-4:00pm.

Issue: I need help signing up

1. Call the MyChart Help Desk at (270) 745-1009, M-F 8:00am-4:00pm.
2. For technical problems with the website or app, call the MyChart Help Desk at (270) 745-1009 (M-F 8:00am-4:00pm) or email mychart@mchealth.net.

Keep your account safe

Med Center Health will never ask for your MyChart password by phone, text, or email. Don’t share your password with anyone.