MyChart Patient Quick Start Guide

Signup, Login, and Password recovery

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Welcome to MyChart

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

From MyChart, you can:

* Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
* View your medications, including dosage information and instructions, and request a refill.
* View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
* Access your family members' medical records. For example, you can view your child's growth charts, immunization history, and upcoming appointments.

This guide provides an overview of many of MyChart's features and how to use them.

Sign up for a MyChart account

To sign up for MyChart, you must be at least 13 years old. There are several different methods of MyChart signup that might be used by different departments across the organization:

* Clinic staff might sign you up directly while you're at the front desk or in the exam room.
* You might receive a MyChart activation code on your After Visit Summary.
* After you check in for your appointment, you may receive an activation link via text or email.
* You might be able to use self-signup online to create a MyChart account by matching your information against what is on file in your medical record.
* Activation codes are provided on After Visit Summaries and Billing Statements
* If a code has been generated for you, it is good for 30 days. On the 27th day you may receive an email warning that the code will be expiring soon and remind you to activate your account.
* You may receive an email invite to sign up when you have normal lab results available to view in MyChart

Request an activation code if you don't already have one

To request an activation code online:

1. On the MyChart login page, click Sign Up Online in the New User? section.
2. Enter the required information.
3. Complete the CAPTCHA challenge.
4. Click **Submit**

Use your activation code to sign up

1. From the MyChart login page, click Use Your Activation Code in the New User? section.
2. Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Click Next.
3. On the next page, choose the following:
* MyChart username. This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time.
* Password. This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be 8-20 characters, include 1 number and 1 letter, and must be different from your MyChart username. Choose a password that you don't use for other websites.
* Security question. This question will be used to verify your identity if you forget your MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your MyChart password.
1. On the next page, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

Log in to MyChart

1. In your web browser, enter <https://mychart.riversideonline.com/mychart/> and access the login page.
2. Enter your MyChart username and password, and click Sign In.

What if I forget my MyChart ID or password?

1. Click the **Forgot Password** link below the login or password field for assistance. You will be prompted to provide personal information to verify your identity.
2. Click **Next**
3. Select to have a one-time use security code sent to either **email** or **text**.
4. Enter the **code** sent to your email or phone, click Next
5. Enter your **new password**

If you are still having trouble logging in, contact MyChart Support at 757-534-9440.

Will my account be locked after a certain number of unsuccessfull login attempts?

**MyChart Website**

When you exceed the maximum amount of allowed login attempts (5), your MyChart account is not automatically locked. Instead, you are redirected to the Password Reset page where you can try to reset your account by supplying some unique personal identifying information: Mychart username, Date of birth, Last 4 digits of ssnum. The login failure warning also contains a link to the Password Reset page, for easy access before you reach the login attempt limit.

A mychart account is only locked if the maximum number of password reset attempts is reached (5). If you account becomes locked after the 10 total attempts, you will need to contact contact MyChart Support at 757-534-9440 to have your account reactivated and your password reset

**MyChart Mobile**

MyChart accounts are locked after 5 failed login attempts. Select the Forgot Password link to reset your account before you reach the 5th attempt. If we don’t have your ssnum on file, you won’t be able to reset your self. You will need to contact MyChart Support at 757-534-9440 to have your account reactivated and your password reset

MyChart Mobile and Mobile Optimized Features

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website, allowing you to do all of the following, and more! Note that while the mobile app includes variations of many core MyChart features, it does not replace the web-based version of MyChart. There are certain features that patients can access only on the MyChart website

**The minimum required version of the MyChart app is 9.1 or higher**

To give patients an experience that is more consistent with the MyChart website, we've mobile-optimized the following features, which patients can access through the MyChart app on Android and iOS devices:

* View Test Results
* Send and Receive Messages
* View Upcoming and Past Appointments including Past Admissions and Ed Visits, schedule and cancel appointments, and confirm and echeck-in an appointment
* Manage Medications, Pharmacies, and refill requests
* To Do (Preventative Care Reminders)
* View your Health Summary and manage Conditions and Allergies
* View Billing Statements, pay balances and visit copays
* Coverages
* Questionnaires
* Track My Health
* Letters
* E-Visits
* Talk to a Doctor (video visits)
* Education and Patient Instructions
* Proxy access
* My Documents
* After Visit Summary and Shared Notes
* Link to other MyChart accounts

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for "MyChart."