

Login Assistance for MyChart

Updated: [7/15/20]

Obtaining MyChart Access

- If you do not have a MyChart account, you must contact your provider's office directly to obtain a MyChart activation code
- If you have recently received an activation code that you would like to use, you can use the code to create your MyChart account by [clicking here](#)

Logging into MyChart

- If you would like to recover your MyChart username, you can [click here](#).
- If you would like to reset your MyChart password, you can [click here](#)
- Please note that your MyChart password must include:
 - A minimum of 8 characters or a maximum of 20 characters
 - At least one uppercase letter and one lowercase letter
 - At least one special character (such as !, #, \$, %, etc.)
 - At least one numerical character (1, 2, 3, etc.)
- For safety reasons, please note that three 3 incorrect password attempts will result in your account being locked, and you must contact our MyChart support line to have it unlocked – this phone number appears at the bottom of the last page of this document.

Questions & Answers, and Tips for Video Visits & Telehealth :

Question:

How can I download the MyChart app on my mobile device?

Answer:

You can navigate <https://mychart.mountsinai.org> and towards the bottom of the screen you can click on:



For Apple Devices



For Android devices

Question:

Can a proxy (i.e. parent) and a patient both join the same video visit from different devices?

Answer:

Yes

Question:

How can I avoid the poor audio or poor video quality during my Video Visit?

Answer:

First, try to use a stable Wi-Fi instead of cellular data connection.

Second, turn off the Bluetooth setting on your device.

Third, you can reboot your device which involves turning off your mobile device, and then turning it back on.

Question:

How late can I eCheck-In for my Video Visit appointment?

Answer:

Patients can eCheck-In up to 2 hours after their scheduled time

Question:

Who can I contact if I am still having technical issues with MyChart?

Answer:

Patients can contact the MyChart Support Line via phone call by dialing 1-855-343-3470