Steps to Activate Your Personal MyChart Account Online for the First Time

If You Do Not Have a MyChart Account or an Activation Code

1. Go to: clevelandclinic.org/mychart
   • Click the SIGN UP FOR MYCHART button located under “Customer Support.”

2. Click the REQUEST ACTIVATION CODE ONLINE button located under “No Activation Code?”

3. Fill out each of the requested fields within the “Request an Activation Code” online form and then click the SUBMIT button.

4. An Activation Code email will be sent to the email address you’ve provided.
   • Proceed to page 2 of this guide.

If you have received an Activation Code via email, visit page 2 of this guide.
If You Have Received an Activation Code Via Email

1. Review the email sent to you with signup information.

   If the email was sent to you automatically (when scheduling or checking in for an appointment or after discharge from the ED or hospital), click the link within email and it will open your browser to the sign-up page. The Activation Code will auto-populate within the field.

   If the email was sent following an online request for activation, you'll need click the Sign In to MyChart button to open your browser to the Please Identify Yourself page, and enter the Activation Code within the field.
   - Enter the last 4 digits of Social Security Number or complete Canada Health Card Number.
   - Enter the date of birth (mm/dd/yyyy).
   - Click the NEXT button.

2. Create a MyChart Username and Password.
   - Username must be 8 characters or more and is not case sensitive. Do not use your Activation Code as your MyChart Username.
   - Create a password (must be typed twice).
     - Must be different than your username
     - Must be 8 characters or more and is case sensitive
   - Click the NEXT button.

3. Enter your email address (must be typed twice) and click on the SIGN IN button.

4. Read and agree to the Terms and Conditions.
   - Terms and Conditions will display each time you log on to MyChart unless you check the box marked “please do not show this page” next time.
   - Click the ACCEPT button.

5. The next time you visit the MyChart login page, you will enter your MyChart Username and Password to access your account.
   - Save your MyChart ID in a secure place.
   - Bookmark or add the URL to your favorites.

6. Add your children and/or dependent adults to your MyChart account:
   - In MyChart, select Request Family Access in the Messaging menu and follow the steps provided.
   - If you'd like to authorize a loved one to access your MyChart account, use the “Share My Record” feature in the Health menu.
   - More information can be found in the For Loved Ones tab located at clevelandclinic.org/mychart

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