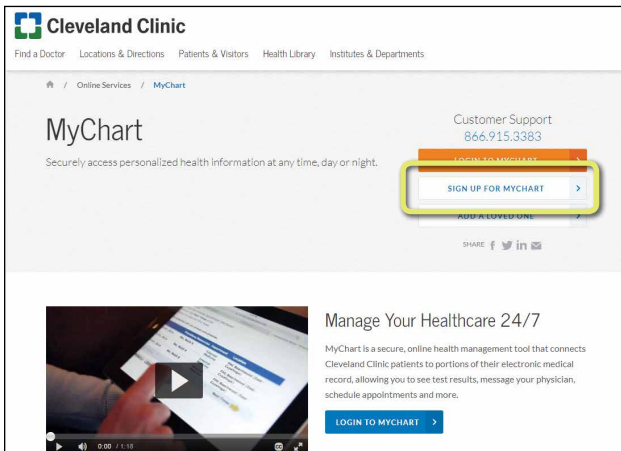
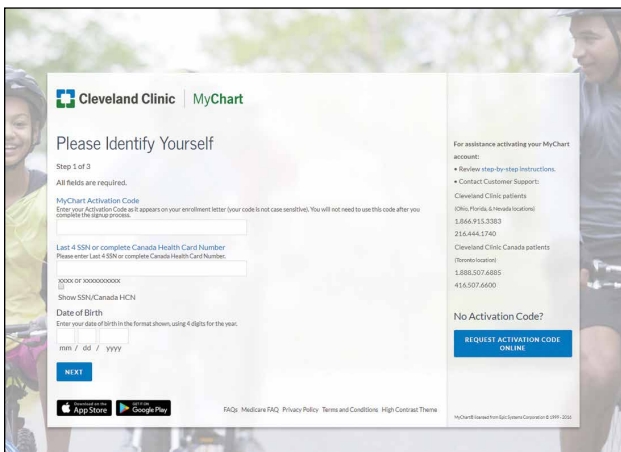


Steps to Activate Your Personal MyChart Account for the First Time



Step 1

- Go to: clevelandclinic.org/mychart
- Located under “Customer Support”, click the **SIGN UP FOR MYCHART** button



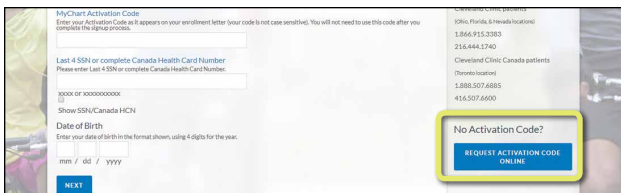
Step 2

I **DO** have an Activation Code:

- Enter the Activation Code you received in the letter at your appointment check-in
- Enter the last 4 digits of Social Security Number or complete Canada Health Card Number
- Enter date of birth using requested format (mm/dd/yyyy)
- Click on the **NEXT** button and proceed

Please discard the MyChart Activation letter that contains the Activation Code. You will never use the Activation Code again.

Note: Do not bookmark or add this page to favorites. You will visit this page only once to activate your account.

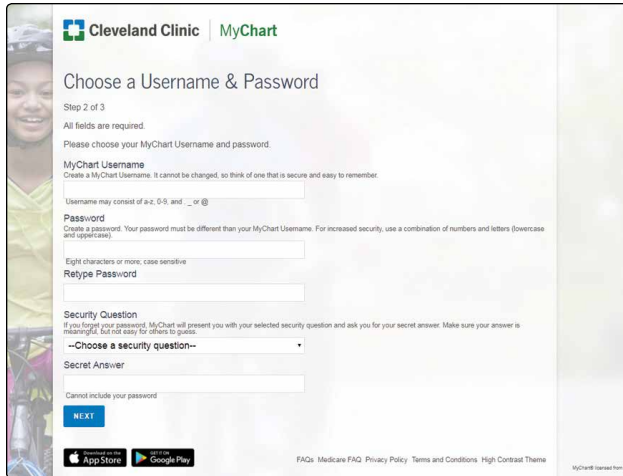


I **DO NOT** have an Activation Code:

- Click the **REQUEST ACTIVATION CODE ONLINE** button located under “No Activation Code?” on the Please Identify Yourself screen
- Fill out each of the requested fields within the “Request an Activation Code” online form and then click the **SUBMIT** button

An Activation Code letter will be sent to the email you’ve provided. Once received, return to this step and complete the “I DO have an Activation Code” section above.





Cleveland Clinic MyChart

Choose a Username & Password

Step 2 of 3

All fields are required.

Please choose your MyChart Username and password.

MyChart Username
Create a MyChart Username. It cannot be changed, so think of one that is secure and easy to remember.

Username may consist of a-z, 0-9, and _ or @

Password
Create a password. Your password must be different than your MyChart Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Eight characters or more, case sensitive
Retype Password

Security Question
If you forget your password, MyChart will present you with your selected security question and ask you for your secret answer. Make sure your answer is meaningful, but not easy for others to guess.

--Choose a security question--

Secret Answer

Cannot include your password

NEXT

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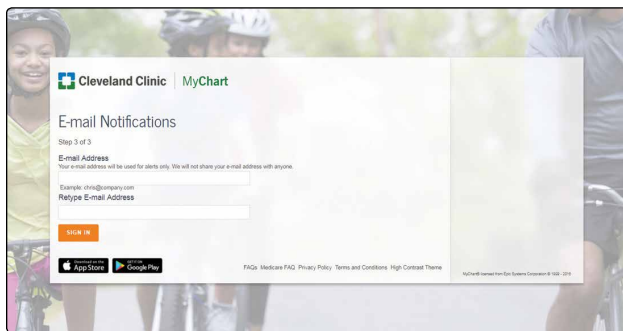
Step 3

- Create a MyChart® ID
 - Must be 8 to 30 characters long and **is not** case sensitive
- Create a password (must be typed twice)
 - Must be different than your MyChart ID
 - Must be 8 to 30 characters long and **is** case sensitive
- Choose a security question and create a security answer

For your security and ease of use, select a MyChart ID and a Password that is easy for you to remember and impossible for anyone else to guess.

You will need to enter your MyChart ID and Password in the appropriate boxes (see Step 6 below) every time you access your MyChart account.

Note: Do not use your Activation Code as your MyChart ID.



Cleveland Clinic MyChart

E-mail Notifications

Step 3 of 3

E-mail Address
Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

Example: ch@mycompany.com
Retype E-mail Address

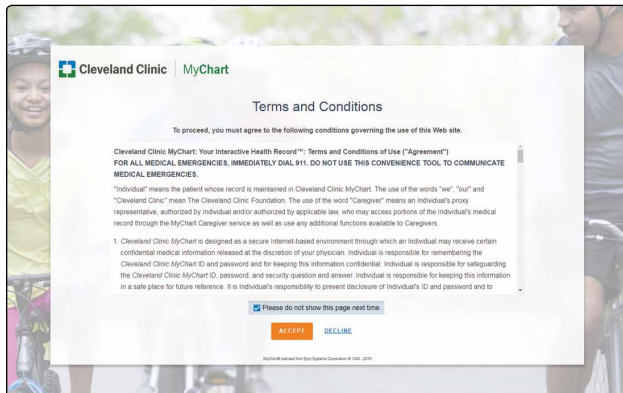
SIGN IN

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Step 4

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



Cleveland Clinic MyChart

Terms and Conditions

To proceed, you must agree to the following conditions governing the use of this Web site.

Cleveland Clinic MyChart: Your Interactive Health Record™: Terms and Conditions of Use ("Agreement")
FOR ALL MEDICAL EMERGENCIES, IMMEDIATELY DIAL 911. DO NOT USE THIS CONVENIENCE TOOL TO COMMUNICATE MEDICAL EMERGENCIES.

"Individual" means the patient whose record is maintained in Cleveland Clinic MyChart. The use of the words "we", "our" and "Cleveland Clinic" mean The Cleveland Clinic Foundation. The use of the word "caregiver" means an individual's proxy representative, authorized by individual and/or authorized by applicable law, who may access portions of the individual's medical record through the MyChart Caregiver service as well as use any additional functions available to Caregivers.

1. Cleveland Clinic MyChart is designed as a secure Internet-based environment through which an individual may receive certain confidential medical information released at the discretion of your physician. Individual is responsible for remembering the Cleveland Clinic MyChart ID and password and for keeping the information confidential. Individual is responsible for safeguarding the Cleveland Clinic MyChart ID, password, and security question and answer. Individual is responsible for keeping this information in a safe place for future reference. It is Individual's responsibility to prevent disclosure of individual's ID and password and to

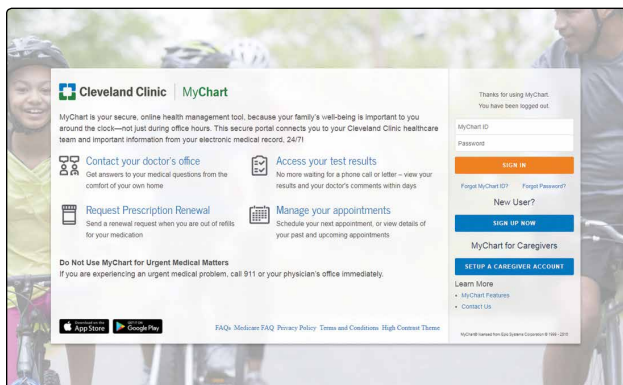
Please do not show this page next time

ACCEPT **DECLINE**

MyChart Version 1.0.0

Step 5

- Read the Terms and Conditions
- You must agree to the Terms and Conditions to use MyChart by clicking the **Accept** button
- 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



Cleveland Clinic MyChart

MyChart is your secure, online health management tool, because your family's well-being is important to you around the clock—not just during office hours. This secure portal connects you to your Cleveland Clinic healthcare team and important information from your electronic medical record, 24/7!

Contact your doctor's office
Get answers to your medical questions from the comfort of your own home

Request Prescription Renewal
Send a renewal request when you are out of refills for your medication

Access your test results
No more waiting for a phone call or letter - view your results and your doctor's comments within days

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

Do Not Use MyChart for Urgent Medical Matters
If you are experiencing an urgent medical problem, call 911 or your physician's office immediately.

Thanks for using MyChart
You have been logged out.

MyChart ID
Password
SIGN IN

Forgot MyChart ID? Forgot Password?

New User?
SIGN UP NOW

MyChart for Caregivers
SET UP A CAREGIVER ACCOUNT

Learn More
MyChart Features
Contact Us

Download on the App Store | GET IT ON Google Play

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Step 6

The next time you visit clevelandclinic.org/mychart, you will enter your MyChart ID and your Password to access your MyChart account.

- Make sure that you save your MyChart ID in a secure place

Note: You can bookmark or add the above URL to your favorites.

Don't forget to add your children and/or dependent adults to your MyChart account. More information can be found in the **For Loved Ones** tab located on clevelandclinic.org/mychart.