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.
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

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.

Step 4

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

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

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.