Cleveland Clinic

MyChart®
## Your Interactive Health Record

MyChart is experiencing a technical issue affecting some of our patients' ability to view their health information. We are working on this issue and hope to resolve it as soon as possible.

If you are unable to view your information when you log in to MyChart, please complete the following steps for your internet browser:

For Windows Internet Explorer®:

- Click the **cogwheel** icon in the upper right-hand corner

- Click **Internet options**

- Be sure you're under the **General** tab at the top and under Browsing history, click **Delete**

- Make sure the **Temporary Internet files and website files**, **Cookies and website data**, and **History** boxes are checked
- Click **Delete**
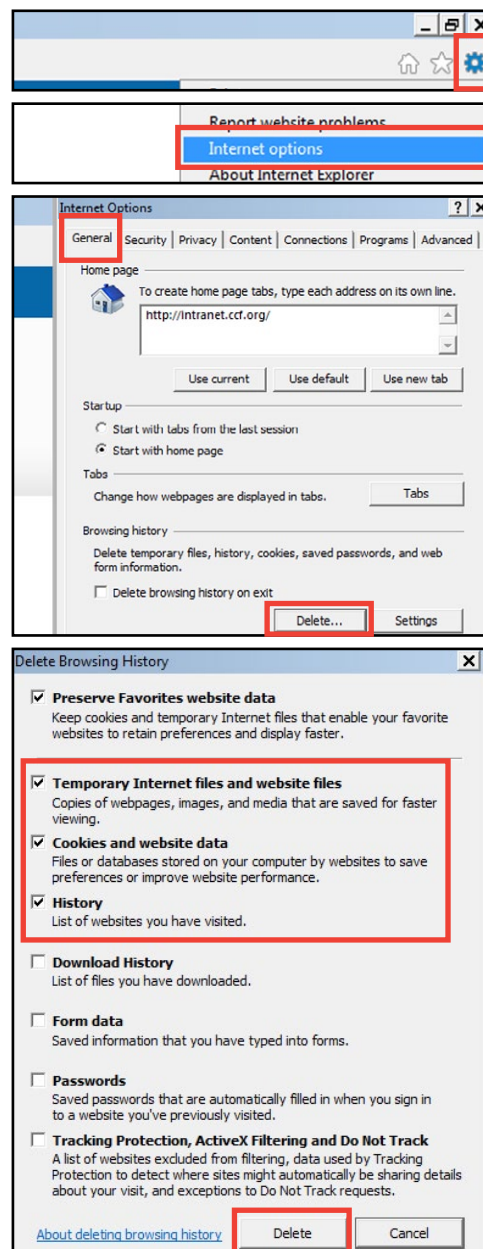
For Google Chrome™ browser:

- Click on the **three dot** icon in the right hand corner of the browser window and select **History**

- Click **Clear browsing data**

- Make sure the **Cookies checkbox** is selected
- Click **Clear browsing data**
- This will enable you to log back in to My**Chart** successfully
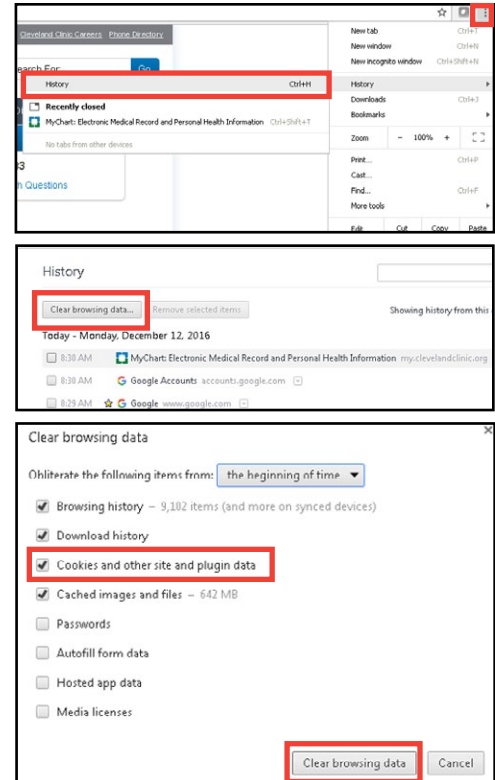
For Mozilla Firefox®:

- Click the **three bar** icon in the upper right-hand corner

- Click **History**

- Click **Clear recent history**

- Make sure the **Cookies** and **Cache** boxes are checked
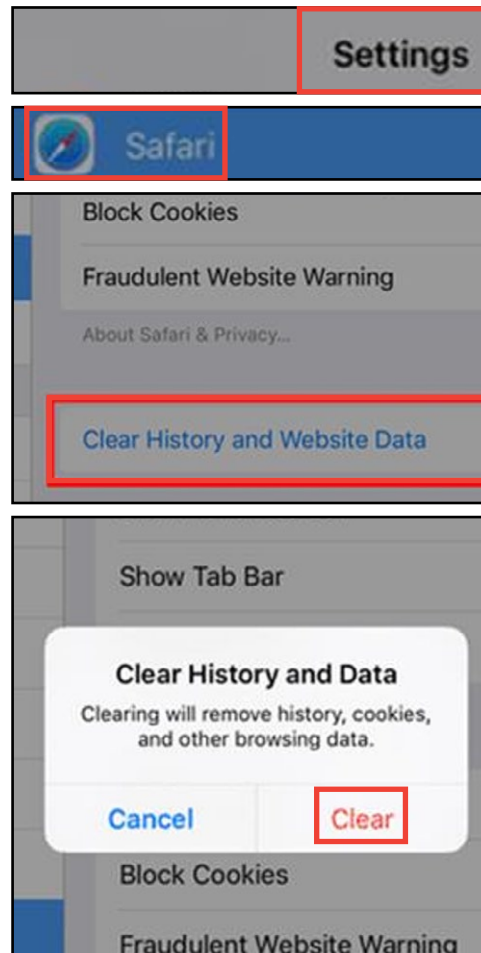- Click **Clear Now**
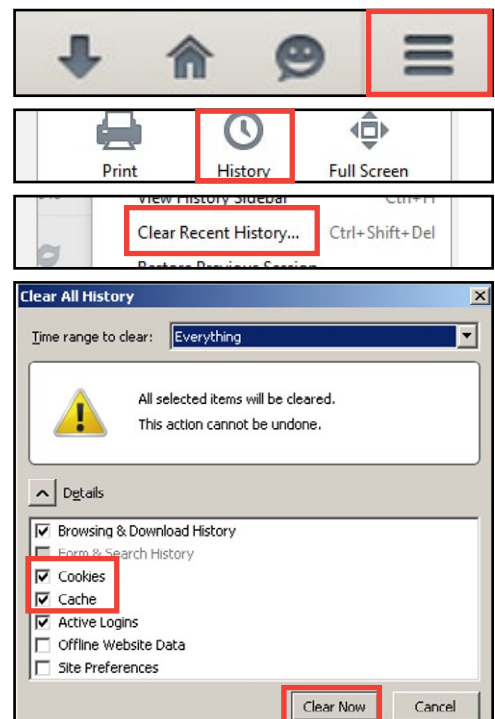
For Safari®:

- Click **Safari** and then **Preferences**
- Click **Privacy**

- In Cookies and website data click **Remove All Website Data**
- Or click **Details**, select one or more websites, then click **Remove**
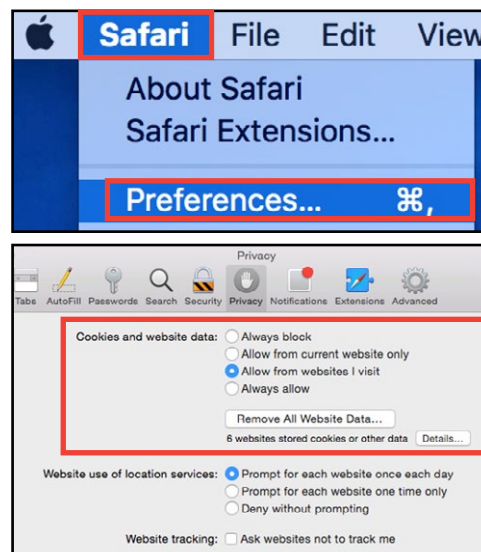
For Safari on iPhone® and iPad®:

- Select **Settings**

- Select **Safari**

- Select **Clear History and Website Data**

- Select **Clear**

Questions or Concerns?

If you need additional assistance, please contact the MyChart Help Desk at 866.915.3383.

My**Chart**® is a registered trademark of Epic Systems Corporation