Cleveland Clinic

MyChart®

Your Interactive Health Record

MyChart Patient
Photo Upload

Reference Guide for Patients

Introduction

The My**Chart** Patient Photo Upload feature allows patients with a My**Chart** account to upload their own photo and view the photo that Cleveland Clinic has on file for them. The upload process includes three steps:

1. Patient logs into My**Chart.**
2. Patient navigates to Personalize.
3. Patient uploads his/her photo.

Disclaimer: Cleveland Clinic does not support patient's photo transfer from their device to their PC/Mac.
The process below applies when the patient's image is already saved to their PC/Mac.

Step 1: Log into MyChart

- On the my.clevelandclinic.org website, click the My**Chart** link.

- Click the **LOGIN TO MYCHART** button.

- Enter your My**Chart** ID and Password, then click the **Sign In** button.
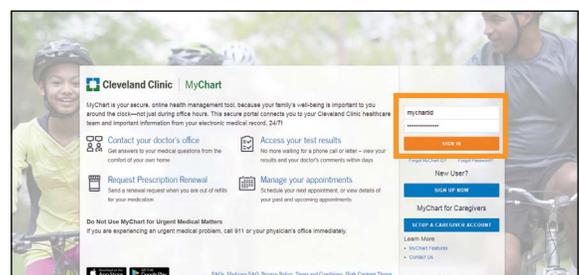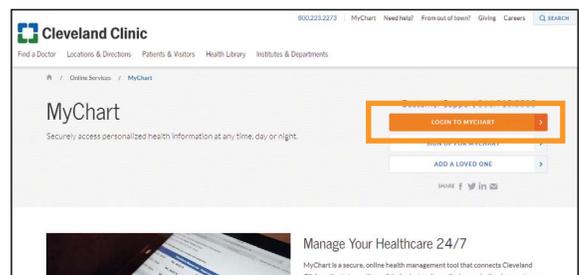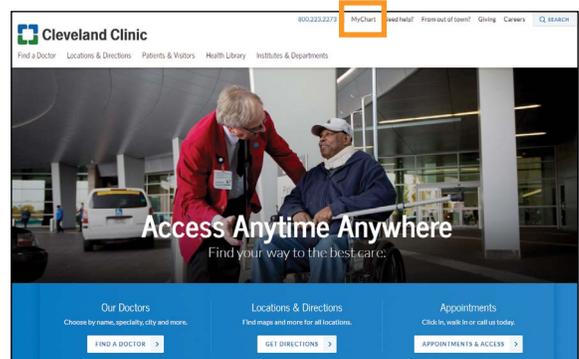
Step 2: Navigate to Personalize

- In the left-hand menu under **Preferences**, click the **Personalize** menu item.
- Under the Photo column, click the **pencil icon**.
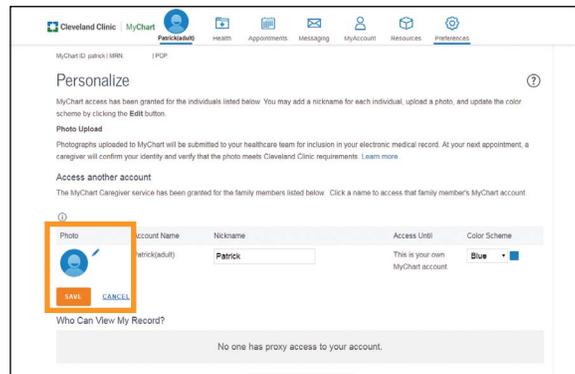
Step 3: Upload Photo

- Browse to your photo on your computer and select it to open.

You will now see the photo in My**Chart** and, once approved by Cleveland Clinic, will be linked to your medical records for your providers.
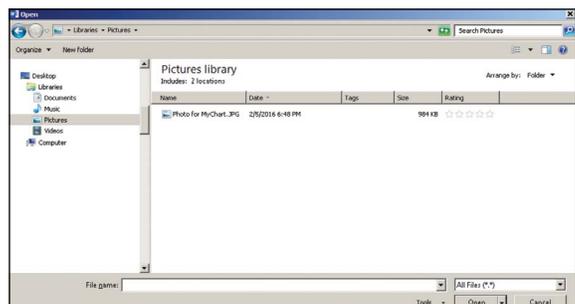
Photo Requirements and Tips

Photograph Requirements

In order to be included in your electronic medical record at Cleveland Clinic, the photo must meet the following requirements:

- The photo is in color.
- Your full face must be clearly visible and directly facing the camera.
- Both eyes must be open.
- Wear clothing that you normally wear on a daily basis.
- Hats, sunglasses, headphones, wireless hands-free devices, or similar items are not acceptable.
- If you normally wear a hearing device, glasses, sunglasses or other similar articles for medical reasons, you may wear them in the photo.
- Group photos are not accepted.
- The file size cannot exceed 5MB.
- The file extension must be .jpg, .png, .tiff, or .bmp.

Tips for Taking a High-Quality Photograph

Follow these instructions when taking a photo for your electronic medical record:

- Clean the lens by wiping with a soft clean cloth.
- Turn off any camera effects or filters. These include black-and-white, sepia tones, and inverted colors.
- If you are able, go outside to have someone take the photo for you. If taking the photo inside, make sure there is plenty of light.
- Make sure you have a blank background behind you, such as a plain wall.
- If taking the photo by yourself, use the camera's self-portrait feature, if available.
- Keep your hand steady when taking the picture, and do not move your hand until the picture has appeared on the camera or device.