

MyClevelandClinic connects you to MyChart® so you can access all your health information in one place.

Photo Upload Reference Guide for Patients

The MyClevelandClinic Patient Photo Upload feature allows patients with a MyClevelandClinic 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 MyClevelandClinic.
2. Patient navigates to Personalize.
3. Patient uploads his/her photo.

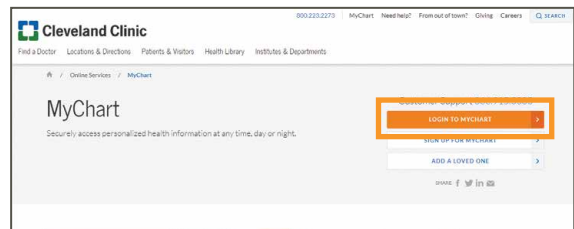
Disclaimer: Cleveland Clinic does not support patient's photo transfer from their device to their PC/Mac. The process below applies when the patient's image is already saved to their PC/Mac.

Step 1: Log into MyClevelandClinic

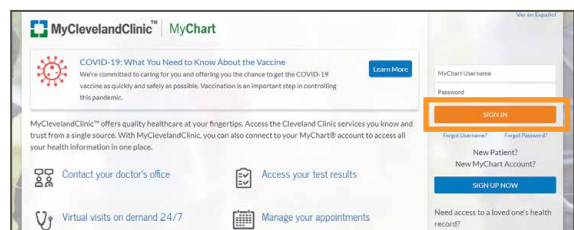
- On the my.clevelandclinic.org website, click the **MyChart** link.



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

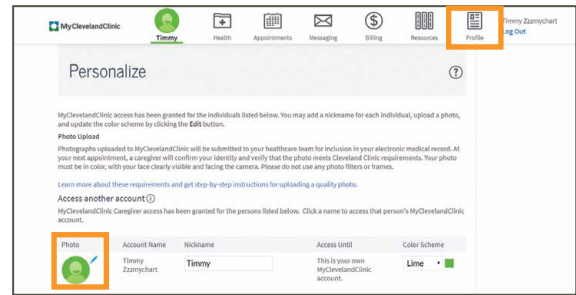


- Enter your ID and Password, then click the **SIGN IN** button.



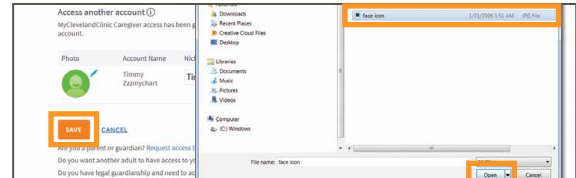
Step 2: Navigate to Personalize

- In the left-hand menu under **Profile**, click the **Personalize** menu item.
- Under the Photo column, click the **pencil** icon.



Step 3: Upload Photo

- Choose the photo from your computer and click the **Open** button.
- Click the **SAVE** button when complete.



You will now see the photo in MyClevelandClinic, and once approved by Cleveland Clinic, it will be linked to your medical records for your providers.

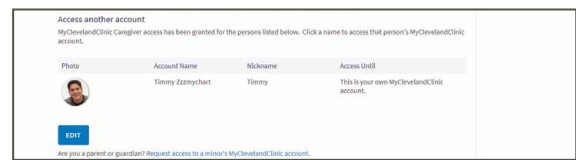


Photo Requirements and Tips

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.
- Do not enhance the photo with filters or effects.
- Wear clothing that you normally wear on a daily basis.
- Hats, sunglasses, headphones, wireless handsfree 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.

Photograph File Requirements

- 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.

v1 0621

MyChart is a registered trademark of Epic Systems Corporation.
Epic Systems Corporation is not affiliated with the content provided in this publication.