MyChart Users

Password Reset

Summary

Patients now redirected to password reset before MyChart account deactivation for login failure.

Step-by-Step

1. Select the You can reset your password link.

2. Enter username, DOB, email address.
3. Click SEND TO EMAIL for a one-time use security code.

4. Enter the security code that you received in your email.

MyChart Verification Code
donotreply.mychart@uchospitals.edu

Hello Chuck!
When prompted, enter the code below to finish authenticating with MyChart.

6XB9KF

Your code will expire after 10 minutes
5. Create a new password.

![Create a New Password](image-url)

Enter your new password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a password that is easy for others to guess, such as your name or phone number.
MyChart Users

Preferred Pharmacies

Summary

A patient can now update his or her list of preferred pharmacies. A patient can access the Manage My Pharmacies activity from Health> Medications pages on the MyChart website or mobile app.

Step-by-Step

1. Select Health> Medications> Go to Manage My Pharmacies.

2. Select Remove to existing pharmacy or Select ADD A PHARMACY to add a new pharmacy.

3. To add a pharmacy, enter search keyword and your Zip Code and then click the magnifier glass. From the search result, choose your pharmacy.
Proxy Invites in MyChart

Summary

Patients can give proxy access to their MyChart accounts to family members or other caregivers who are also patients at UChicago Medicine without any intervention from clinic staff. (This applies only to patients 18 and older.)

Step-by-Step

1. Select Health > Share My Record > Friends and family access> INVITE SOMEONE.

   ![Friends and Family Access](image1)

   - **Who Can See My Record?**
     - No one can see your information
     - **INVITE SOMEONE**

2. Enter name and email, and then click SEND INVITE.

   ![Invite Someone to Have Access to Your Record](image2)

   - **We will email an invitation to someone you trust.**
   - **From the email, they can log in to their MyChart to accept the invitation.**
   - **They must verify they know you by entering your date of birth.**

   **Who are you inviting?**
   - Name

   **Where should we send this invitation?**
   - Email

   **What kind of access would you like this person to have to your chart?**
   - Medical Access

   SEND INVITE
3. Proxy invitation email. Click ACCEPT INVITATION.

4. Accepting a proxy invitation. Enter DOB of the patient who sent proxy invitation.
Summary

Pay as Guest users can now look up hospital accounts as well as guarantor accounts.

Here’s What’s New:

With the Pay as Guest feature, guest users can pay off balances online without logging in to MyChart. So far users have been able to identify balances by looking up a guarantor ID, and now they can automatically start looking up balances by hospital account ID as well, allowing guarantors with multiple hospital accounts make payments to specific hospital accounts.

From the MyChart page, click on the Pay As Guest tab on the sidebar or the link found under Pay as Guest.
Enter the Guarantor Account number to pay on the outstanding balance or Hospital Account number to pay on a specific hospital account, as they appear on your statement, on the search bar followed the Guarantor last name and click the look up button.
Updates to MyChart Billing Details

Summary

Updates to the MyChart Billing Details page in MyChart. Including updates to the billing menu, action, and page names to be more understandable and clear for MyChart users, as well as to the Details and Overview tabs.

Here’s What’s New:

Updated Naming

From the MyChart toolbar, patients can hover over the Billing menu and click Billing Summary (previously Account Summary), opening the Billing Summary page. To learn more about the account, click View Account. The Billing page opens, where patients can see an overview of their account, the details of their charges, payments made, and any communications about billing.

Updated names in the MyChart billing workflow
Updates to MyChart Billing Details

Payment Plan Details

Patients can now see the full details of their payment plans on the Overview tab of MyChart's Billing page. Previously, only an overview of the payment plan appeared on that tab, and users had to go to the Payments tab to see more information, like the remaining balance and number of payments remaining.

The Details Tab

The Details tab, previously named Charges, now groups accounts with similar statuses together. It has sections for visit accounts with outstanding balances, visit accounts in progress and any visit accounts on a payment plan.
**Mobile Optimization**

The MyChart Billing page is now mobile-optimized, allowing patients to view their billing information in the mobile app.