

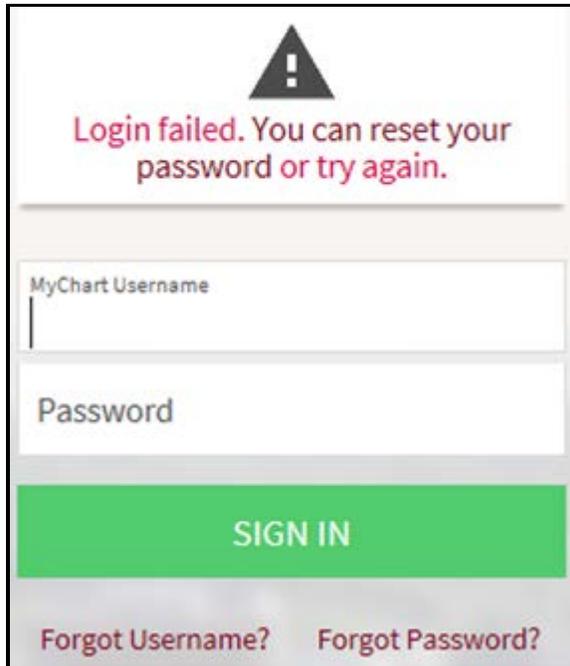
Password Reset

Summary

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

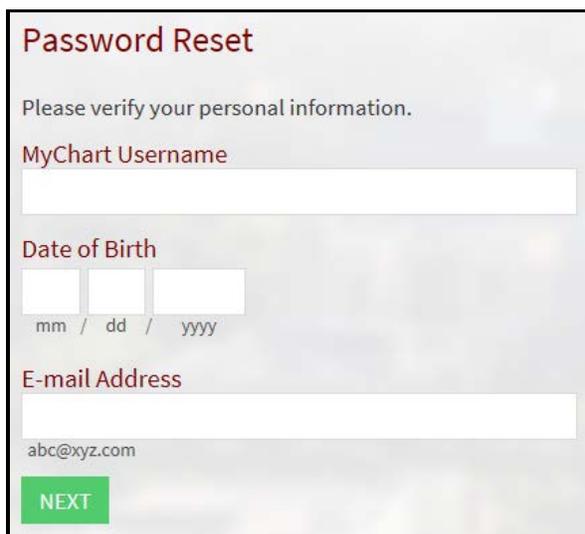
Step-by-Step

1. Select the You can reset your password link.



The screenshot shows a login page with a warning icon and the message: "Login failed. You can reset your password or try again." Below the message are two input fields: "MyChart Username" and "Password". A green "SIGN IN" button is positioned below the fields. At the bottom, there are two links: "Forgot Username?" and "Forgot Password?".

2. Enter username, DOB, email address.



The screenshot shows a "Password Reset" page with the instruction: "Please verify your personal information." It contains three input fields: "MyChart Username", "Date of Birth" (with sub-fields for mm, dd, and yyyy), and "E-mail Address". A green "NEXT" button is located at the bottom left of the form.

Password Reset

3. Click SEND TO EMAIL for a one-time use security code.

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.



- 1 We'll send a code to your email or phone.
- 2 When you receive the code, enter it on the next screen.
- 3 Once we verify your identity, you will be signed into MyChart.

How would you like to receive the code?

 SEND TO MY EMAIL

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

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.



- 1 We'll send a code to your email or phone.
- 2 When you receive the code, enter it on the next screen.
- 3 Once we verify your identity, you will be signed into MyChart.

We've sent you a security code. Please enter it in the box below.

NEXT CANCEL

MyChart Verification Code

donotreply.mychart@uchospitals.edu

 If there are problems with how this message is displayed, click here to view it in a web browser.

Sent:

To:

 **AT THE FOREFRONT**
UChicago Medicine *myChart*

Hello Chuck!

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

6XB9KF

Your code will expire after 10 minutes

Password Reset

5. Create a new password.

Create a New Password

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.

* Password

* Retype Password

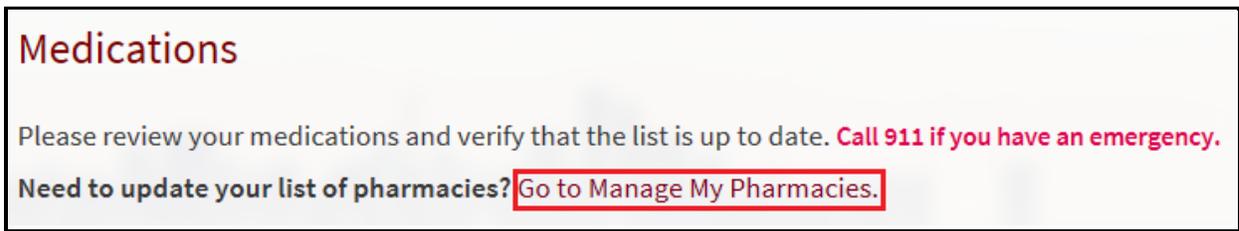
Preferred Pharmacies

Summary

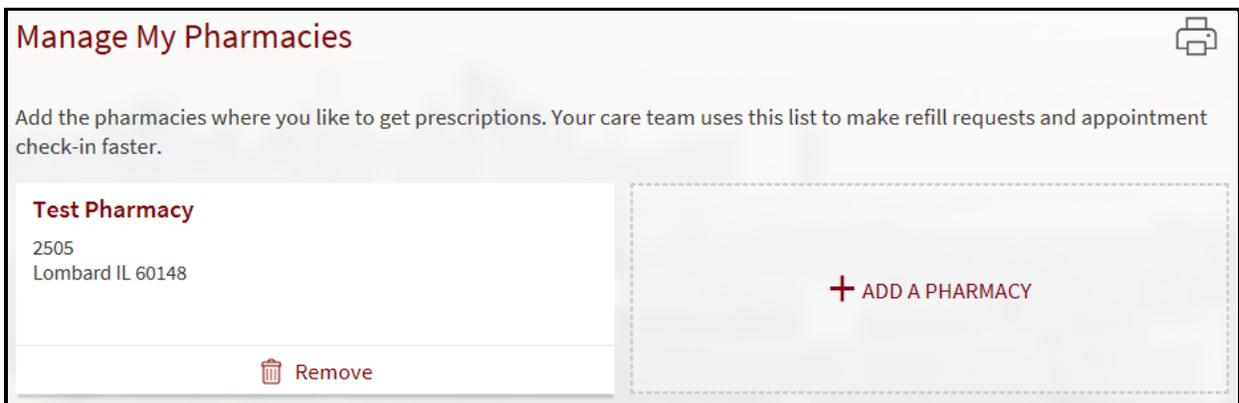
A patient can now update his or her list of preferred pharmacies. A patient can access the Manage My Pharmacies activity from Health> Medications pages on the MyChart website or mobile app.

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.



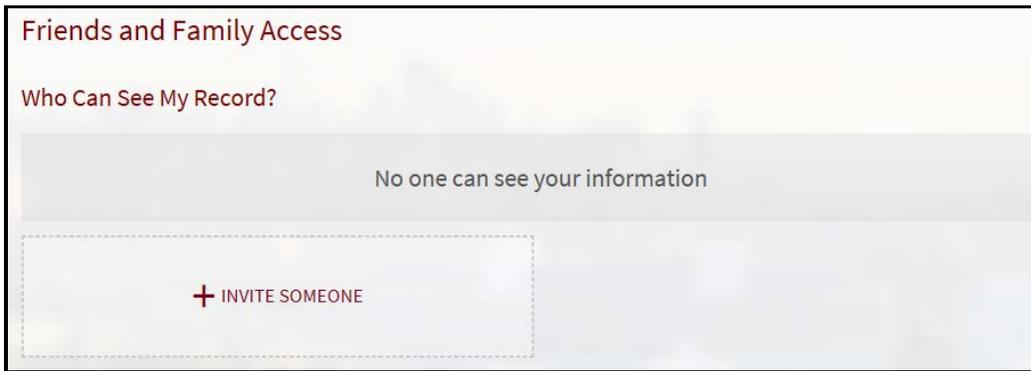
Proxy Invites in MyChart

Summary

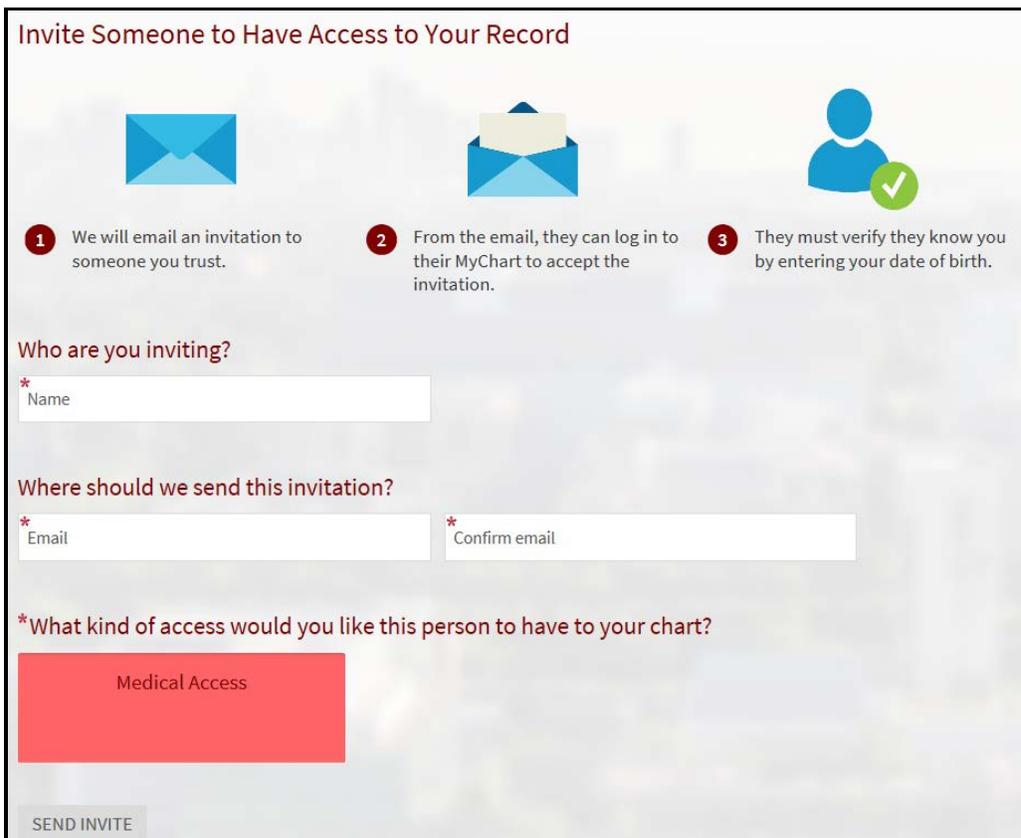
Patients can give proxy access to their MyChart accounts to family members or other caregivers who are also patients at UChicago Medicine without any intervention from clinic staff. (This applies only to patients 18 and older.)

Step-by-Step

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

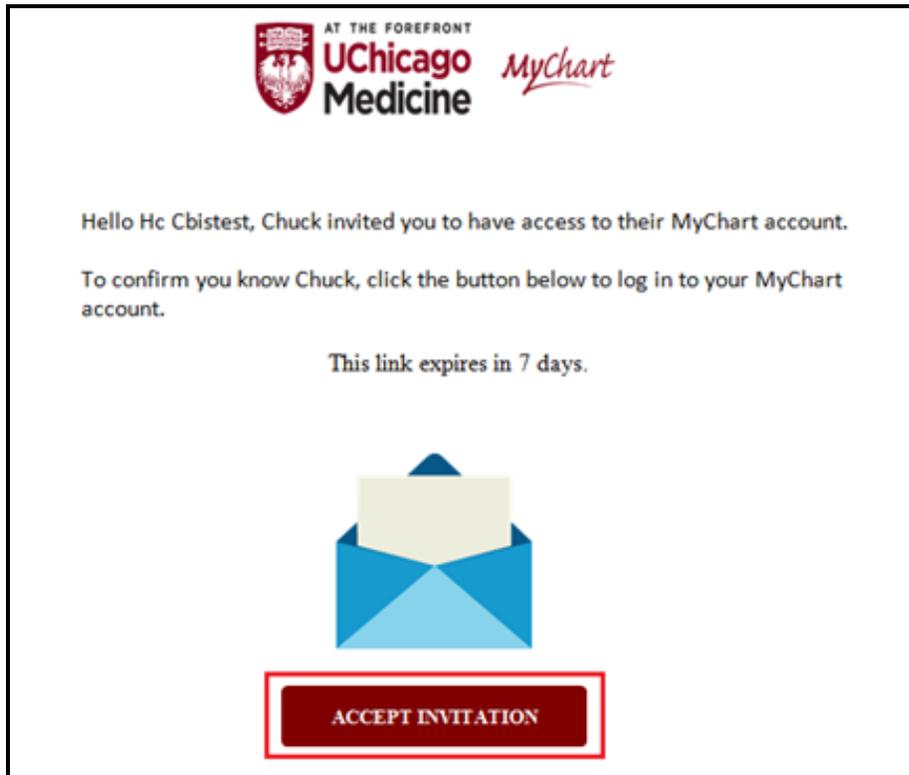


2. Enter name and email, and then click SEND INVITE.

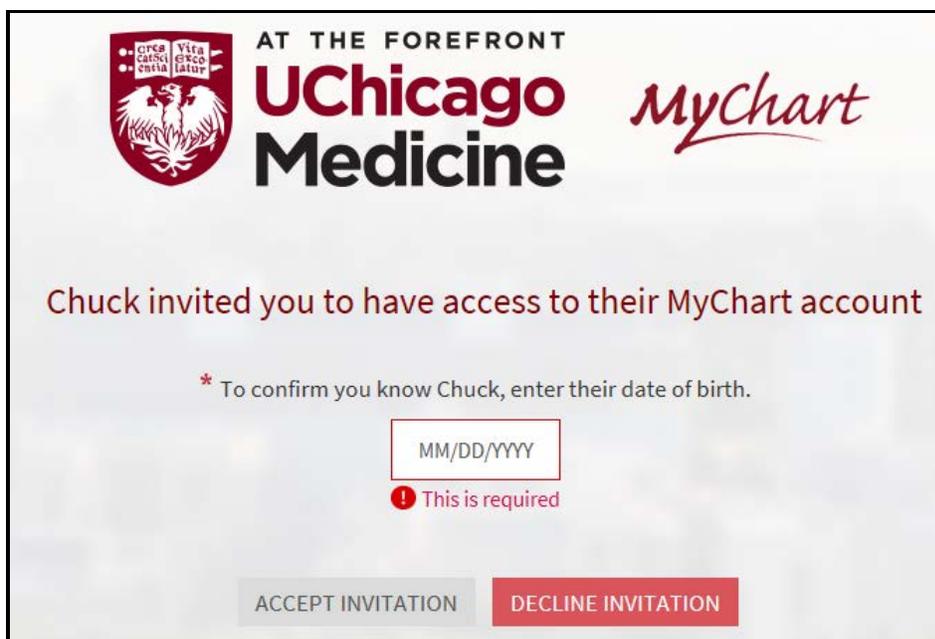


Proxy Invites in MyChart

3. Proxy invitation email. Click ACCEPT INVITATION.



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



Updates to Pay as Guest

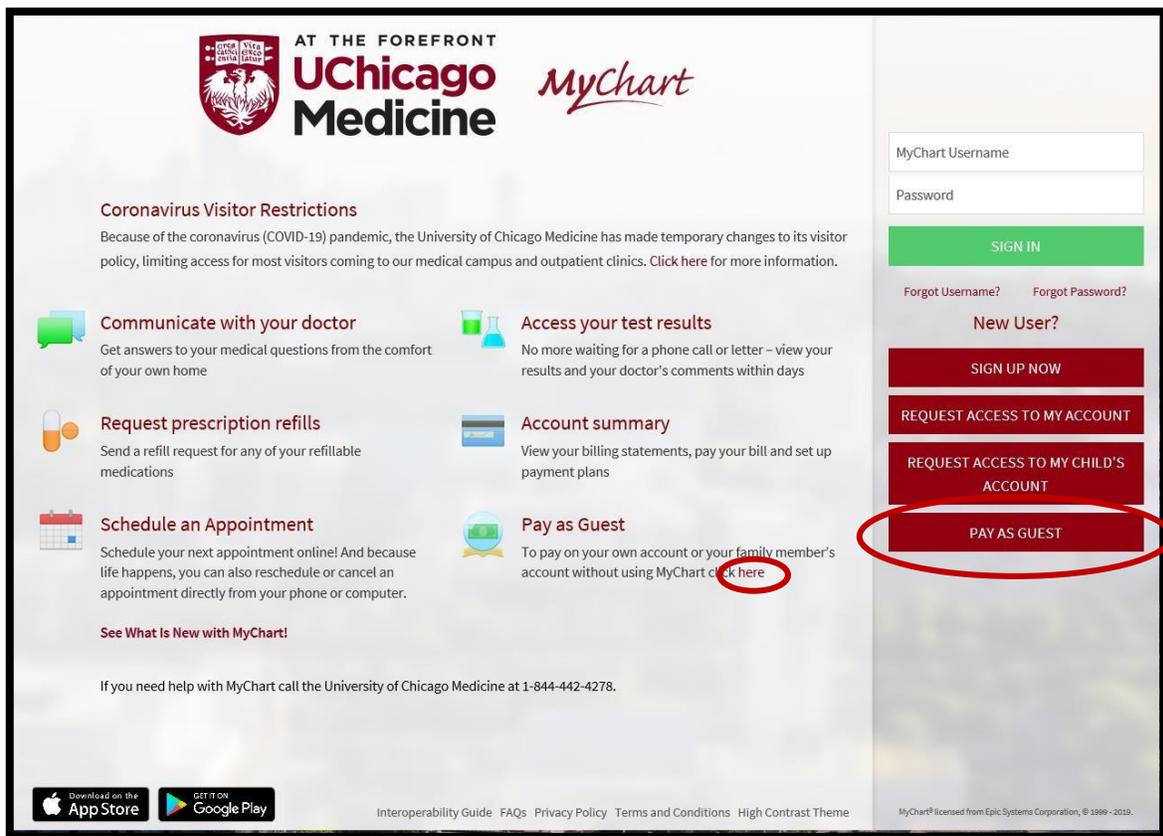
Summary

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.



Updates to 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.

AT THE FOREFRONT
UChicago Medicine

Guarantor: Pb Mychart
Guarantor #: 1200500
Patient Name: Pb Mychart
Patient MRN: 5006604
Statement Date: September 17, 2018

Thank you for choosing The University of Chicago Medicine! *Account Summary*

This is a detailed listing of combined hospital balances that have been identified as your responsibility. To keep your account current please pay by the date.

Financial assistance is offered to those who qualify. If you have questions or cannot pay the balance in full, please contact customer service at 1-844-843-3594.

Hospital Service at Orthopaedics
09/12/2018 Acct #2000009331
Account Age: 0-30 days

Date	Description	Charges	Pmts/Adjs	Patient Balance
	PROFESSIONAL SERVICES	203.00		

AT THE FOREFRONT
UChicago Medicine *MyChart*

Pay as Guest

Look up your account

You may enter a guarantor account number or a specific visit account number.

The guarantor is the person responsible for paying the bill. You can find the guarantor name and account number on your statement. A visit account is how your charges are grouped together to bill insurance, and usually represents your billing activity for a single visit. You may have multiple visit accounts, each with their own balance.

Account # Guarantor last name

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Updates to MyChart Billing Details

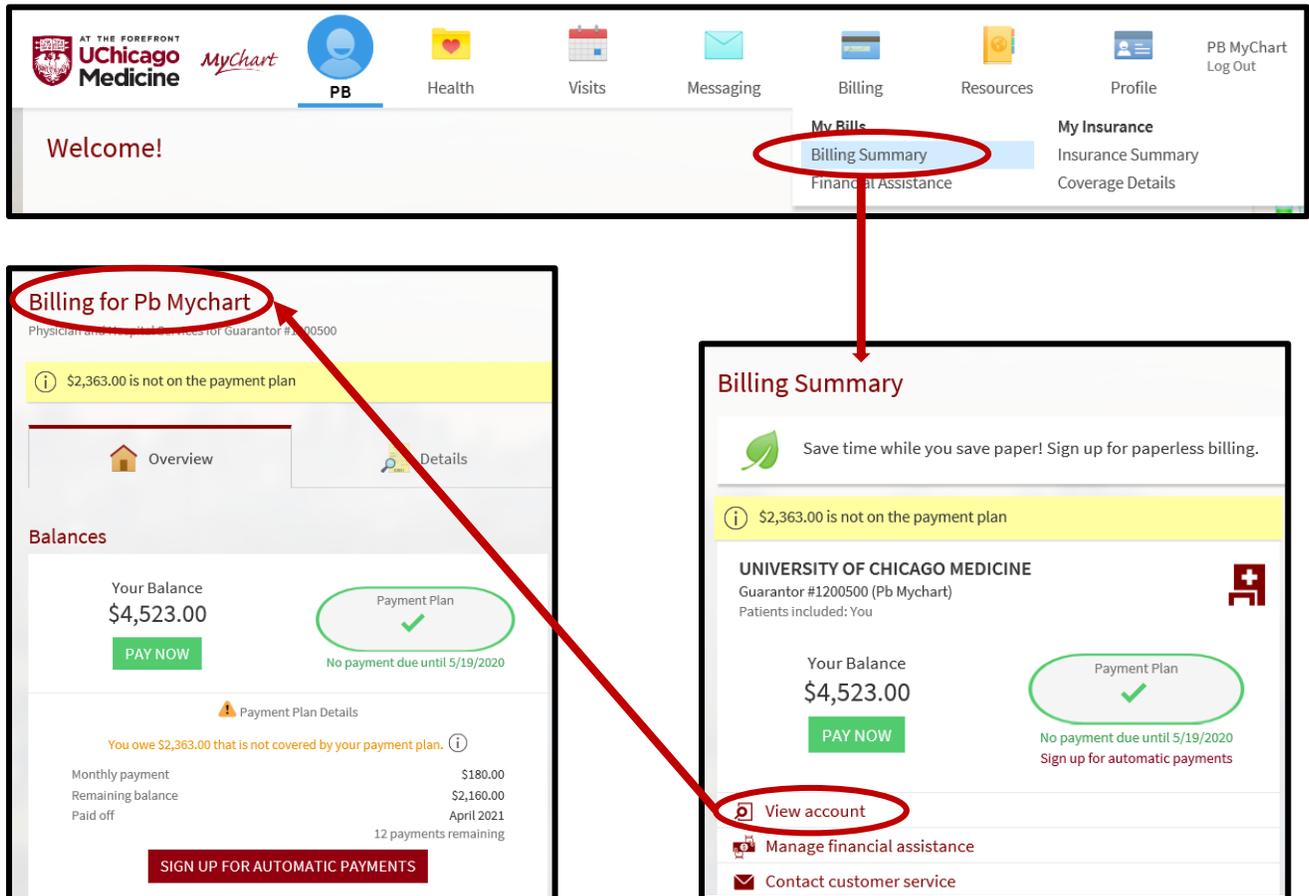
Summary

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.

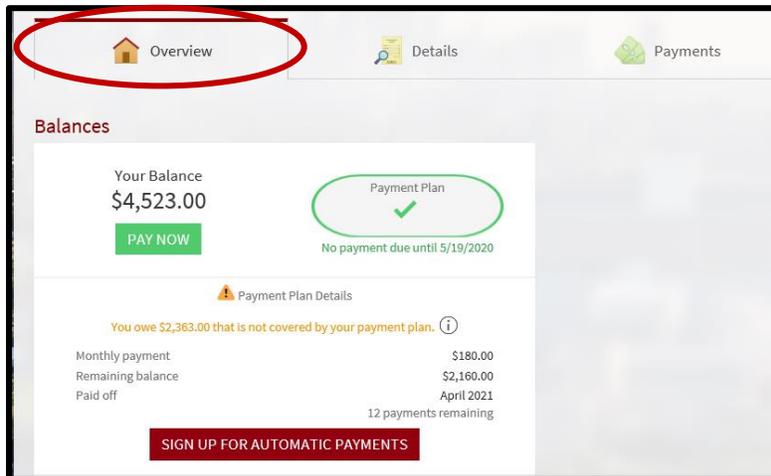


Updated names in the MyChart billing workflow

Updates to MyChart Billing Details

Payment Plan Details

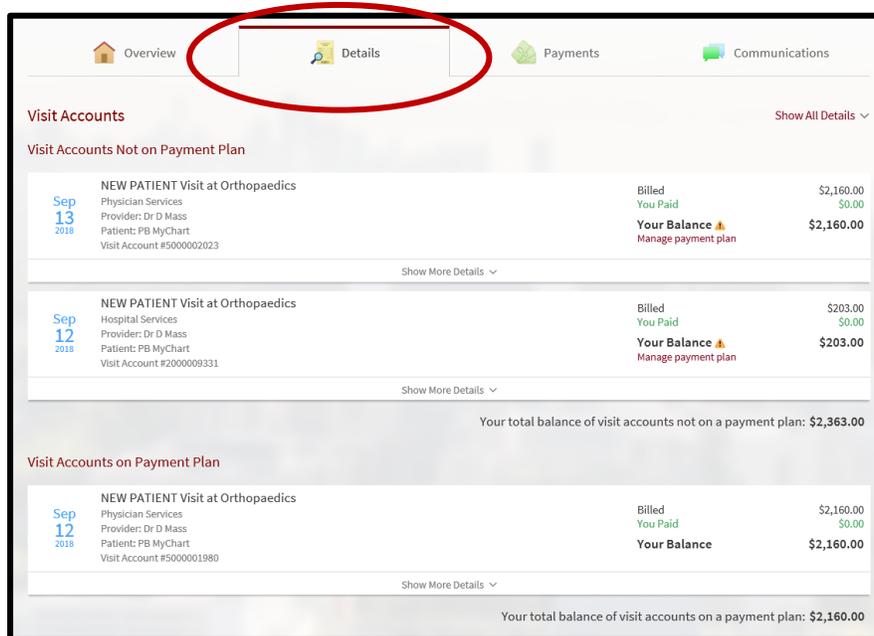
Patients can now see the full details of their payment plans on the Overview tab of MyChart's Billing page. Previously, only an overview of the payment plan appeared on that tab, and users had to go to the Payments tab to see more information, like the remaining balance and number of payments remaining.



Payment plan details appear in the Overview tab of the Billing page

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.



The updated Details tab in MyChart Billing

Updates to MyChart Billing Details

Mobile Optimization

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

