



myChart Frequently Asked Questions

Enrollment Questions

What is myChart?

myChart, powered by Epic's MyChart, gives you direct online access to portions of your electronic medical record (EMR) where your doctor stores your health information. Your test results, appointment information, medications, immunizations, and more are all securely stored for quick retrieval.

myChart shows you that same information—so you see what your doctor sees!

myChart also provides new, convenient methods of communication with your doctor's office. Renew prescriptions, send messages, and schedule appointments—all online.

Is there a fee to use myChart?

myChart is a free service offered to our patients.

How do I sign up?

Patients who wish to participate will be issued a myChart activation code during their clinic visit. This code will enable you to login and create your own user ID and password. If you were not issued an activation code, you may call your primary care clinic to get one or ask to sign up during your next office visit.

Who do I contact if I have further questions?

You may e-mail us at myChartSupport@health.uci.edu, or you can call our myChart Patient Support Line at 1-844-413-2664.

Your Medical Record

When can I see my test results in myChart?

Your test results are released to your myChart account after your physician has reviewed them. This is generally within 1-12 days.



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Why are certain tests results not shared electronically via myChart?

Your provider will determine which types of test results can be accessed through myChart. Tests of a very sensitive nature are not released to myChart.

If some of my health information on myChart is not correct, what should I do?

Your myChart information comes directly from your electronic medical record at your doctor's office. Ask your doctor to correct any inaccurate information at your next clinic visit. Your health information is reviewed and updated in your electronic medical record each visit.

If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that myChart should not be used for urgent situations. Please contact your medical center if the situation requires immediate attention or dial **911** if it is an emergency.

myChart For My Family

Can I view a family member's medical record in myChart?

Yes you can. This is called Proxy access and allows a parent (or guardian) to log into their personal myChart account, and then connect to information regarding their family member. Visit your medical provider's office to request Proxy access.

Can I ask questions regarding a family member from within my own myChart account?

If you have Proxy access to a family member's myChart account, then you may send a question to your provider's office from within the family member's myChart account.

Can my spouse and I share one myChart account?

No, due to the sensitive nature of medical information, each adult must establish their own myChart account.



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After I Have Enrolled

I forgot my password. What should I do?

Go to the myChart sign-in page and click the "Forgot password" link to reset your password online. You may also contact our myChart Patient Support Line at 1-844-413-2664 to request a new, secure password.

Can you send me a new access code as I have lost it, let it expire or did not receive it?

Yes, a new access code can be provided for you. Access codes come from your provider so you will need to contact your physician office practice to request a new access code.

Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into myChart and from the left menu, go to the Preferences section and select the appropriate option.

Technical Questions

How is myChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal IDs, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, myChart uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with myChart. Unlike conventional e-mail, all myChart messaging is done while you are securely logged on to our website.

I was logged out of myChart, what happened?

We aim to protect your privacy and security of your information. While logged into myChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of myChart. We recommend that you log out of your myChart session if you need to leave your computer for even a short period of time.



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What do I need to use myChart?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer).

My access code does not work, what should I do?

For your security, your access code expires after 60 days and is no longer valid after the first time you use it. For new access codes, please contact your physician office practice. If you still have problems, email us at myChartSupport@health.uci.edu, or you can call our myChart Patient Support Line at 1-844-413-2664.

Is my access code my user ID?

No, your access code is not your myChart ID or password. You will use this code only once to log into myChart for the first time. (The code will expire after you have used it or after 60 days). When you log into myChart the first time, you will then be asked to create your own unique myChart ID and password.