

Activating Your MyChart Account

It's quick and easy to get started!

Step 1

Visit www.metrohealth.org/mychart. Make sure the screen you see is similar to the image below, as there are other health care systems named MetroHealth that use MyChart.

Then, click on the “**Sign Up Now**” link.

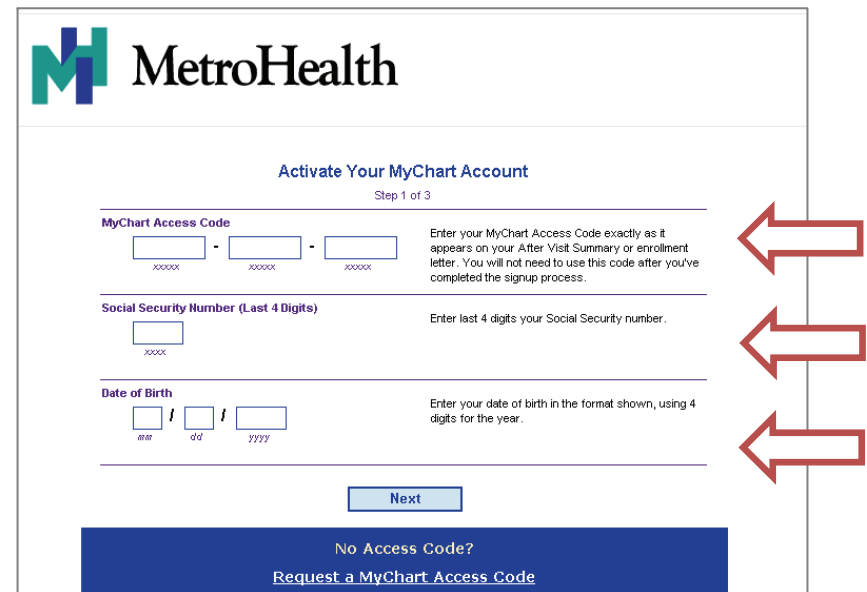


Step 2

On the **Activate Your MyChart Account** screen enter the following information:

- **MyChart Access Code:** This **15-character** code appears on your After Visit Summary or an activation letter you received in the mail. You do not have to type the dashes.
- **Last four digits of your Social Security Number**
- **Date of Birth:** Use the mm/dd/yyyy format

Once you have entered these items, click the “**Next**” button.



Step 3

On the **Choose an ID & Password** screen enter the following information:

- **MyChart ID:** at least three characters long using any combination of letters and numbers. You cannot use spaces in your MyChart ID, but you can use the following punctuation: period (.), underscore (_) or at sign (@).
- **Password:** 8 to 20 characters long, contains at least 1 letter and 1 number, is NOT the same as your MyChart ID
- **Security Question/Secret Answer:** This cannot contain your MyChart password

Once you have entered these items, click the **“Next”** button.

MetroHealth

Choose an ID & Password
Step 2 of 3
Please choose your MyChart ID and password.

MyChart ID
Create a MyChart ID that is at least three characters long using any combination of letters and numbers.
You cannot use spaces in your MyChart ID, but you can use the following punctuation: period (.), underscore (_) or at sign (@).
Your MyChart ID cannot be changed, so think of one that is secure and easy to remember.

Password
Create a password that:
- Is 8 to 20 characters long
- Contains at least 1 letter and 1 number
- Is NOT the same as your MyChart ID
Security tip: Your password is case sensitive. Mix upper and lower case letters and use numbers in your password.

Security Question
If you forget your password, MyChart will present you with your password hint. Make sure your hint is meaningful, but not easy for others to guess.

Secret Answer
Note: The answer to your security question cannot contain your MyChart password.

Next

Step 4

On the **Email Notifications** screen, enter an email address and click the **“Sign In”** button. If registration is successful, you will be taken to your personal home page.

MetroHealth

Email Notifications
Step 3 of 3

Email Address
When your health care team posts an item to your account, such as test results or details about an upcoming appointment, you will receive an email alert. The alert will contain a link for you to sign into MyChart to view this new information.

Retype Email Address
No personal or protected health information is sent via email. We will not share your email address with any third party.

Sign In

Customer Service: 216-778-8801 | mychart@metrohealth.org
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Remember Your ID and Password

Use your MyChart ID and password to sign back into your MyChart account in the future.

MetroHealth

Welcome to MyChart
Your personal health care assistant.

Your health is important to you around the clock—not just during office hours.

That's why MetroHealth offers MyChart. With this secure online tool, you can:

- request appointments

MyChart ID
Forgot MyChart ID?

Password
Forgot Password?

Sign In

MyChart © Epic Systems Corporation

Contact Customer Service

For more information, email mychart@metrohealth.org or call 216-778-8801 Monday – Friday, 8 a.m. – 5 p.m.