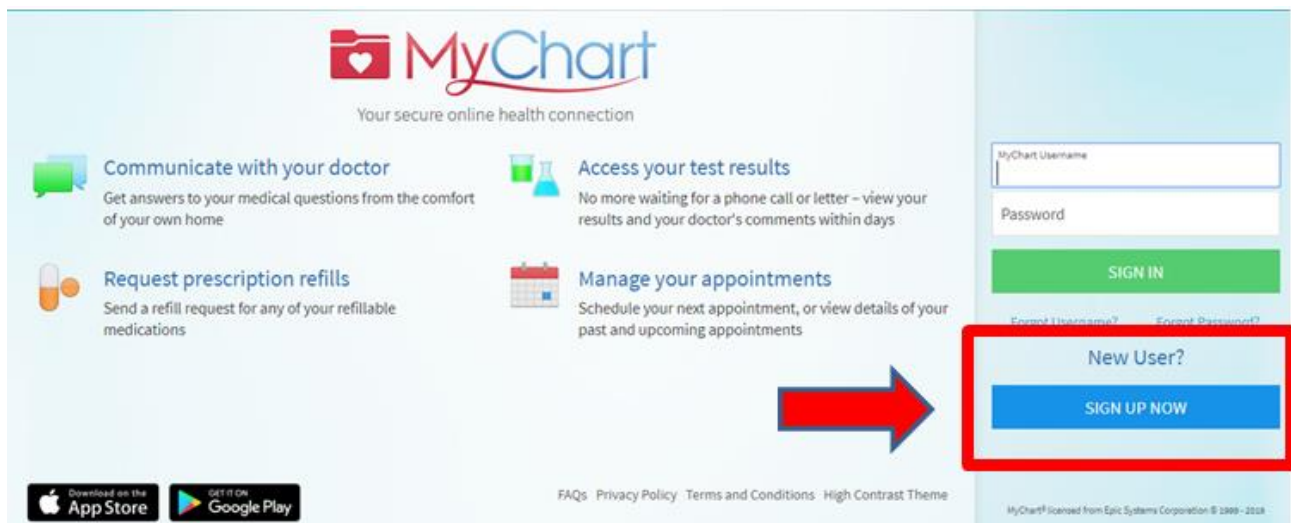


MyChart Patient Portal Signup

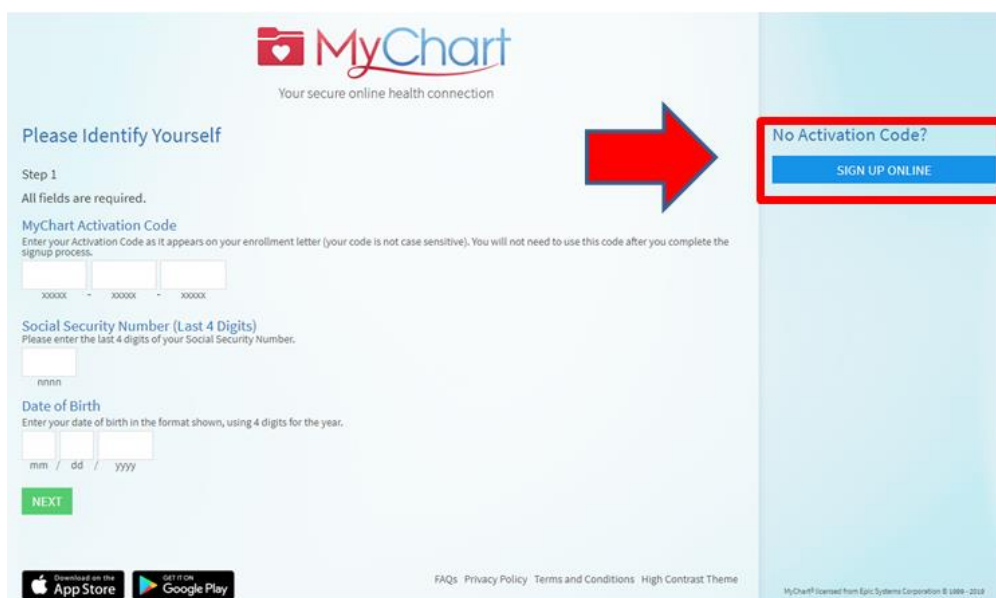
Epic uses a third-party verification workflow so patients can activate a new MyChart account without an authorization code.

Try It Out

1. Go to the website www.MyChart.CareNE.org
2. On the MyChart home page, select **Sign Up Now**.



3. From the **Please Identify Yourself** window, click the **Sign Up Online** button

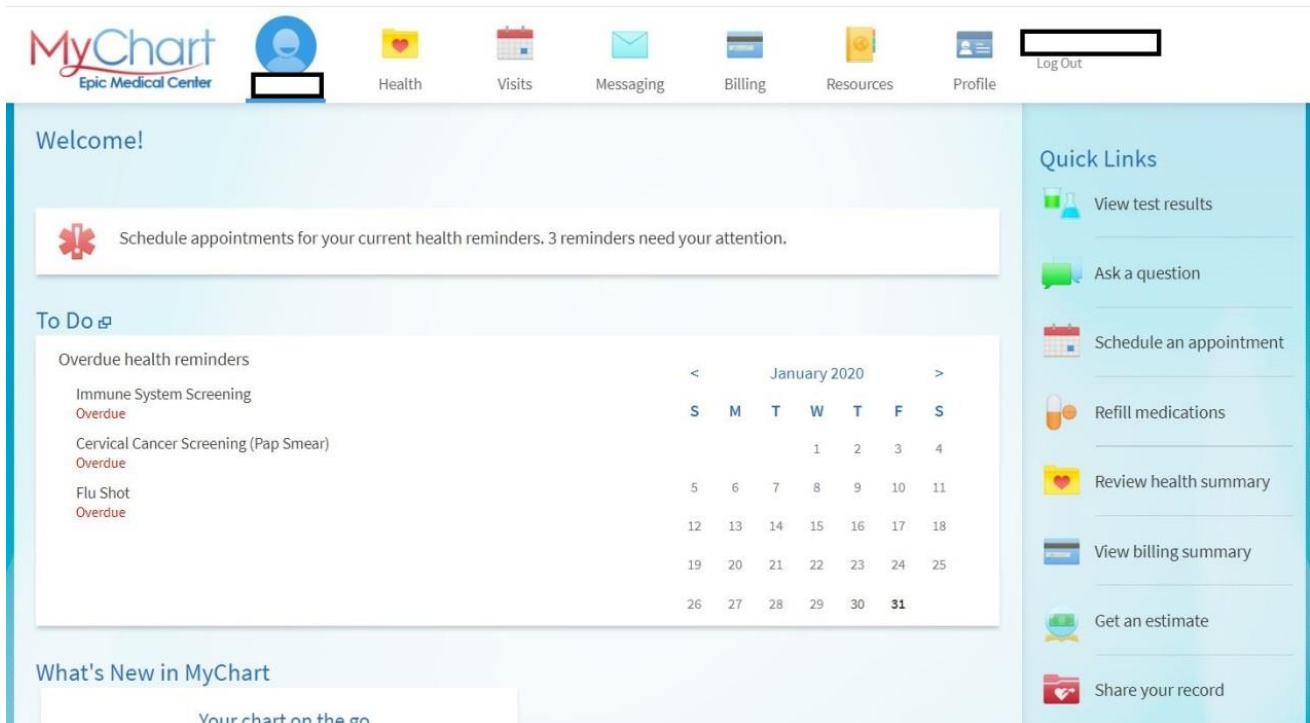


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- When a patient chooses this option they will be directed through a series of questions to verify their identity and a new portal account will be automatically created (example below).



- Once verified, the patient will be taken to the MyChart website to create their account



Continued on next page.

Who Can Help?

- If you encounter difficulty when attempting to create your MyChart account, you should:
 - ✓ Contact your doctor's office directly.
- Once you have an established MyChart account if you cannot remember your username and/or password, you should:
 - ✓ Use the **Forgot Username?** or **Forgot Password?** functions located on the MyChart login page.
- If you have questions concerning test results, or a medical question(s) for your provider, you should:
 - ✓ Use the **Ask a question** feature within MyChart to send your doctor's office a MyChart message.
 - ✓ **Or** contact your doctor's office directly.
- If you experience MyChart technical difficulties you and/or your doctor's office are unable to resolve:
 - ✓ Send an email to MyChartHelp@CareNE.org with your name, date of birth and a description of your technical difficulty. If you are not comfortable sharing this information via email please email **with only your phone number** and a representative from technical support will call you back. This inbox is monitored M-F from 8-5pm (excluding holidays).