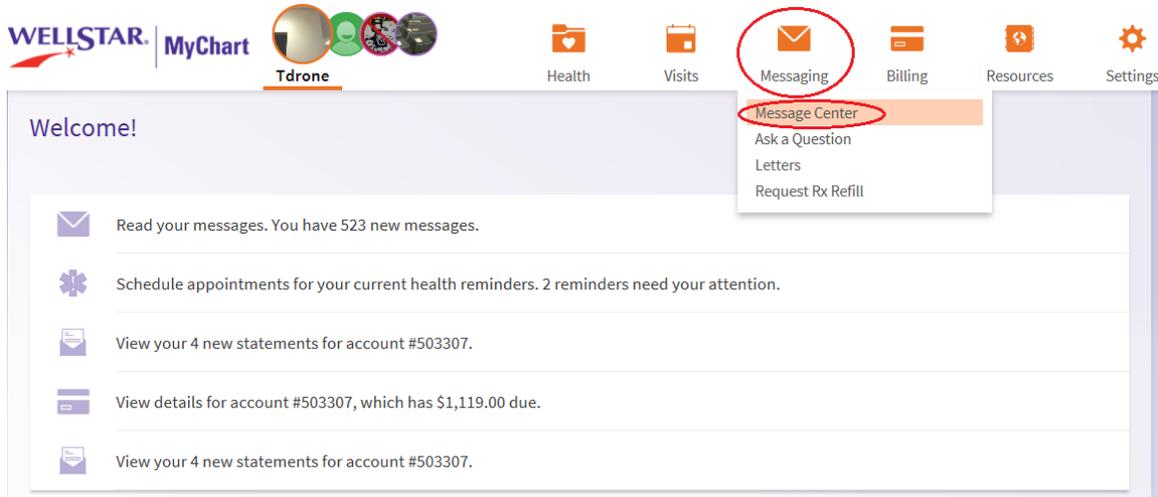


## Deleting Old Messages in MyChart

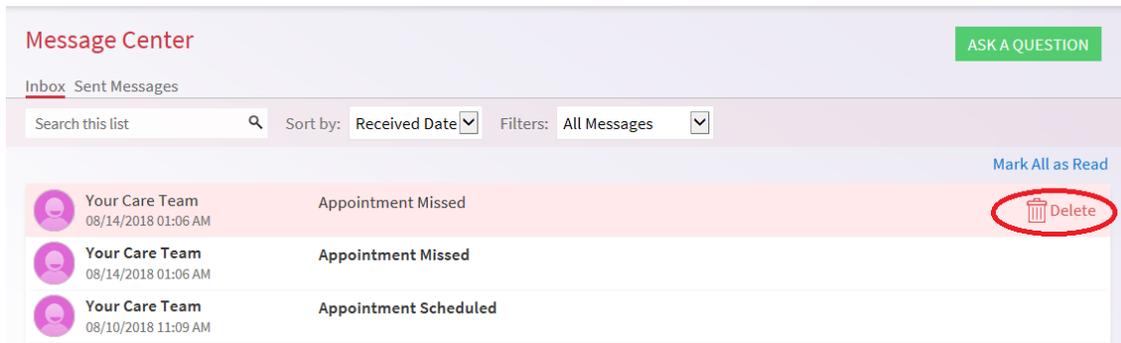
This tip sheet describes how to delete old messages in your MyChart account.

### Try It Out

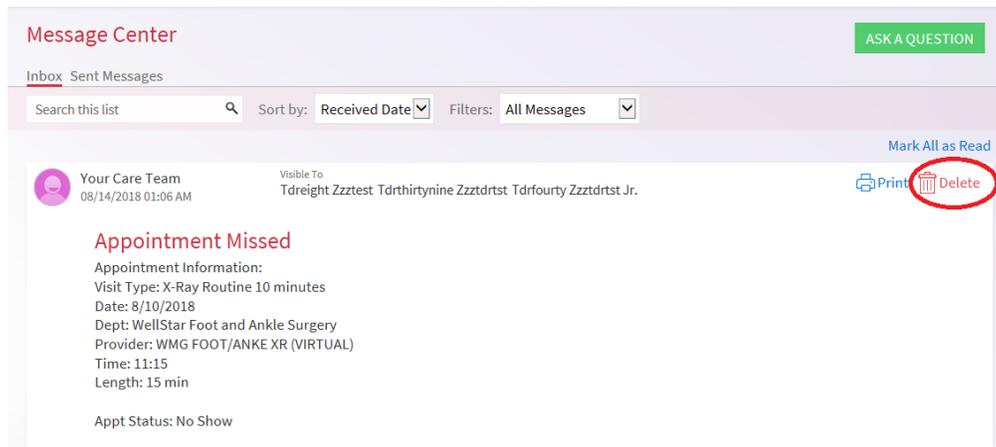
1. After logging into your MyChart account, navigate to the **'Message Center'** under the **'Messaging'** icon



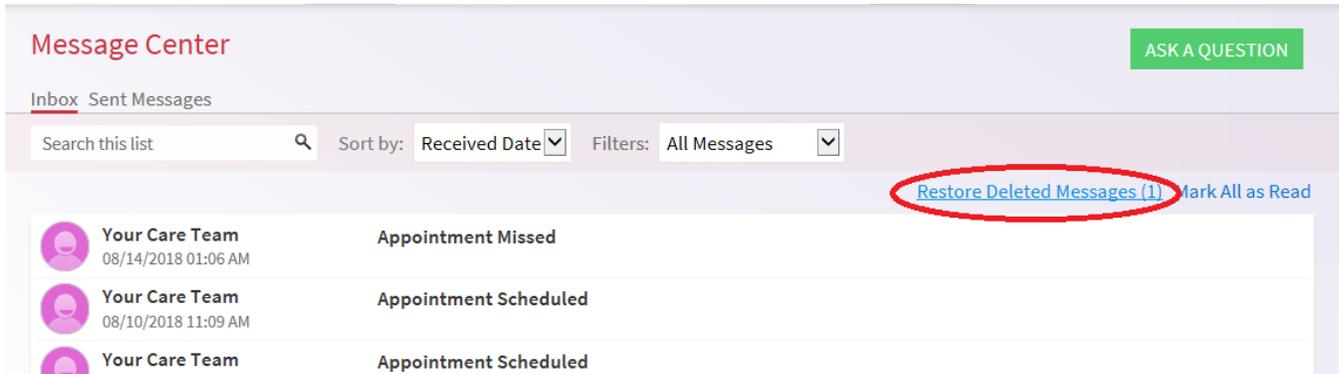
2. Hovering over the first message in your inbox, you can select Delete to remove the message



3. Alternatively, you can select the message and delete it this way as well



4. If you accidentally delete a message, you can restore it by clicking '*Restore Deleted Messages*'



The screenshot shows the 'Message Center' interface. At the top right is a green 'ASK A QUESTION' button. Below the header, there are tabs for 'Inbox' and 'Sent Messages'. A search bar is labeled 'Search this list' with a magnifying glass icon. To the right of the search bar, it says 'Sort by: Received Date' with a dropdown arrow, and 'Filters: All Messages' with a dropdown arrow. Below this, there is a list of messages. The first message is from 'Your Care Team' dated '08/14/2018 01:06 AM' with the subject 'Appointment Missed'. The second message is from 'Your Care Team' dated '08/10/2018 11:09 AM' with the subject 'Appointment Scheduled'. The third message is also from 'Your Care Team' with the subject 'Appointment Scheduled'. To the right of the message list, there is a link 'Restore Deleted Messages (1)' circled in red, and a 'Mark All as Read' link.

**Please Note:** The option to restore deleted messages will only be available during that session you have deleted the message. If you refresh or leave the page after deleting the message you will still have the option to restore it. However, if you log out of your account you will no longer be able to restore the messages – the messages are permanently deleted.

If you have any other questions or need further assistance, please contact our service desk. Hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You can contact the MyChart Service Desk by phone at 470-644-0419, by e-mail at [mycharthelp@wellstar.org](mailto:mycharthelp@wellstar.org), or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.