How Do I Reset My Password?

Resetting Your Password

This tip sheet describes how to reset your password for MyChart.

Try It Out

1. From the homepage of MyChart, clicking on the link “Password Reset - Click here!”
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2. Enter your MyChart Username, Last 4 of your SSN and date of birth. Click ‘Next’

3. To reset your password, a temporary code will be sent to the email address for your account. If you don't have access to your email or would like to change the email linked to your MyChart account, please contact the MyChart Help Desk to assist in updating your email.
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4. You will receive an email with your verification code, enter this into MyChart to confirm your identity. Clicking the ‘Send to Email’ link on this page will resend the verification code. This code will expire in 20 minutes.

5. Create a new password.

6. Once you have changed your password, you will receive an email of this recent change and a push notification on the MyChart mobile app.
Please Note: Previously, to recover your MyChart account you had to create a security question and provide the answer to create a new password. WellStar no longer uses security questions for password resets. **Ensure your email address on your MyChart account is accurate and you have access to it.** If you lose access to your email account, please contact the MyChart Help desk to verify your identity.

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, or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. **For medical emergencies, dial 911.**