

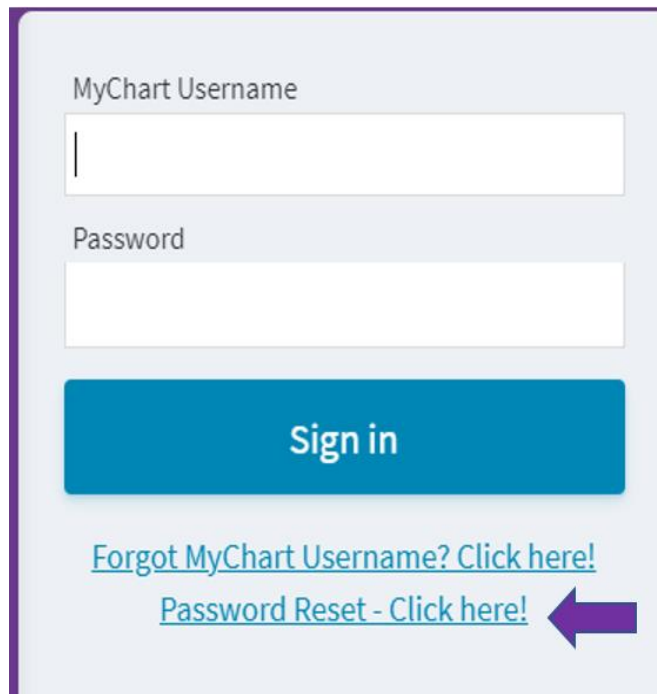
# How Do I Reset my MyChart Password?

This tip sheet describes how to reset your MyChart password.



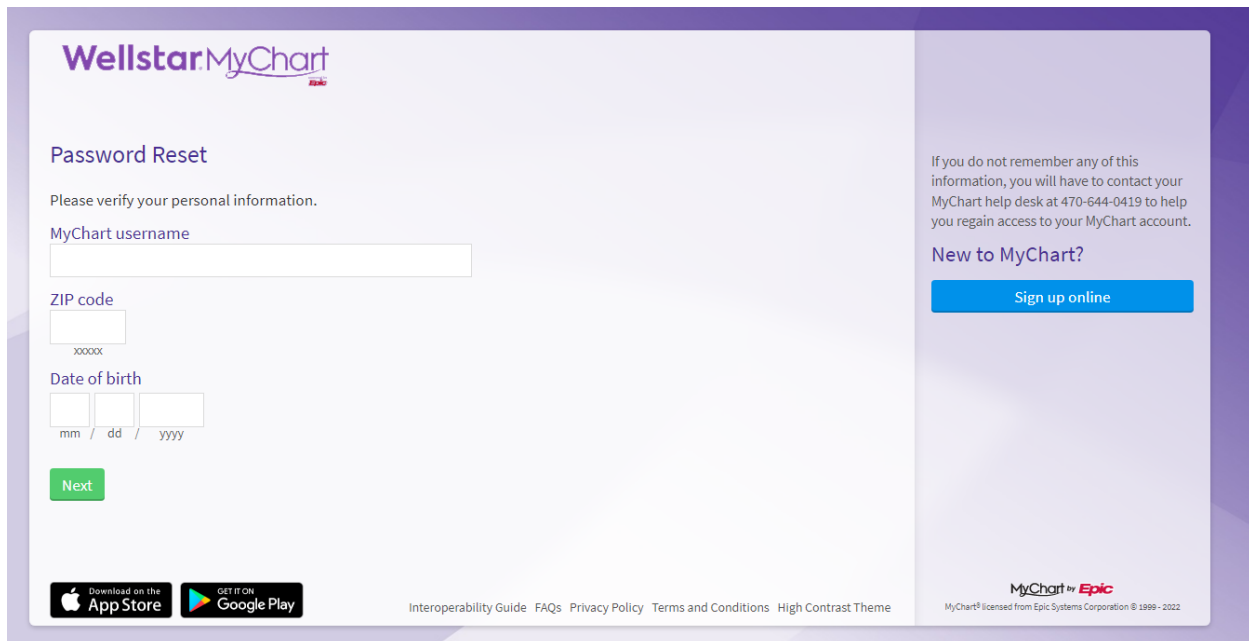
## Try It Out

1. From the homepage of MyChart, click on the link **Password Reset – Click here!**



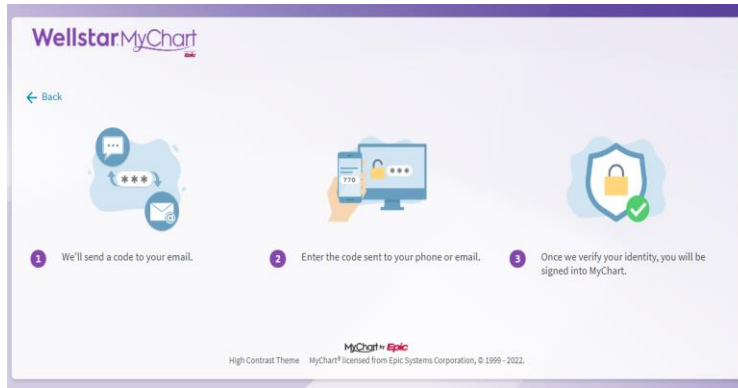
A screenshot of the MyChart login page. It features two input fields: "MyChart Username" and "Password". Below these fields is a blue "Sign in" button. Underneath the button are two links: "Forgot MyChart Username? Click here!" and "Password Reset - Click here!". A purple arrow points to the "Password Reset - Click here!" link.

2. Enter your MyChart **Username**, **Zip code**, and **date of birth**. Click **Next**

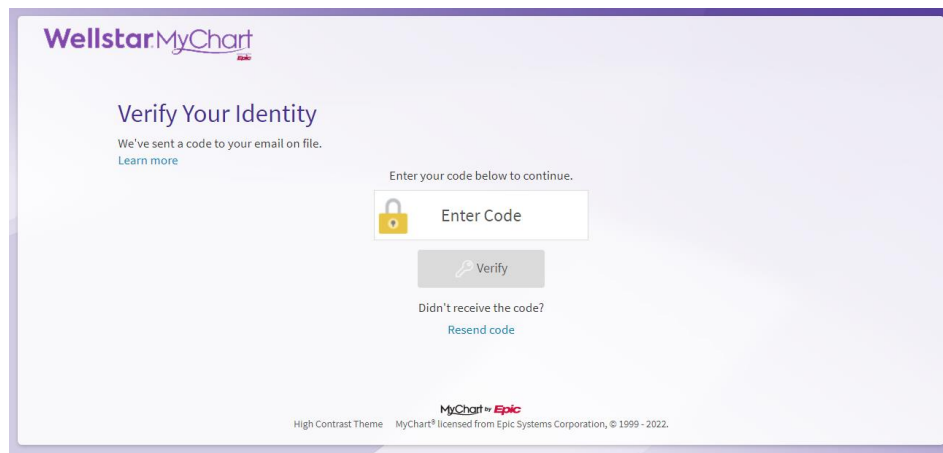


A screenshot of the MyChart Password Reset page. The page title is "Wellstar MyChart Password Reset". Below the title, it says "Please verify your personal information." There are three input fields: "MyChart username", "ZIP code" (with "xxxxx" as a placeholder), and "Date of birth" (with "mm / dd / yyyy" as a placeholder). A green "Next" button is located below the date of birth field. On the right side of the page, there is a section titled "New to MyChart?" with a blue "Sign up online" button. At the bottom of the page, there are links for "Interoperability Guide", "FAQs", "Privacy Policy", "Terms and Conditions", and "High Contrast Theme". There are also logos for "Download on the App Store" and "GET IT ON Google Play".

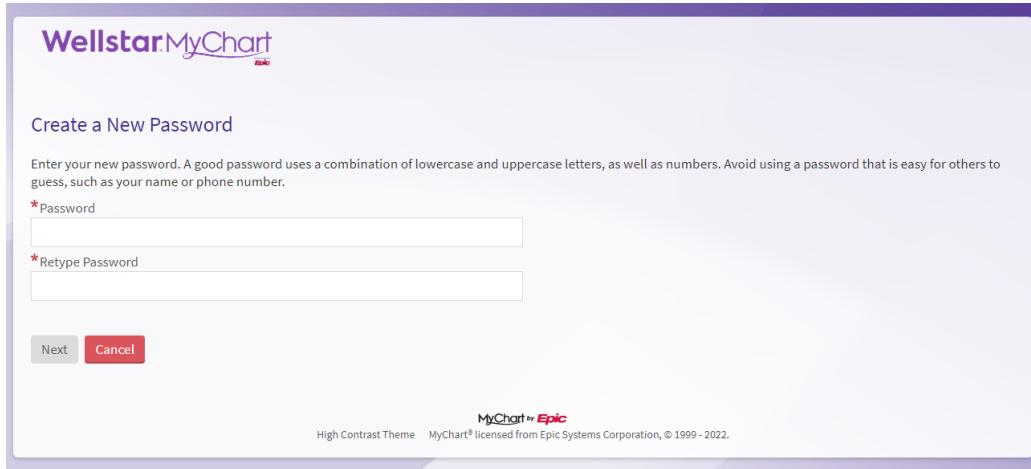
- To reset your password, a temporary code will be sent to the email address or phone for your account. If you don't have access to your email or would like to change the email linked to your MyChart account, please contact the MyChart Help Desk to assist in updating your email.



- Enter the verification code into MyChart to confirm your identity. This code will expire in 10 minutes.



- Create a new password.



**Wellstar MyChart**

Create a New Password

Enter your new password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a password that is easy for others to guess, such as your name or phone number.

\* Password

\* Retype Password

Next Cancel

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6. Once you have entered a new password, you will be logged into your account.
7. The email on-file for your account will receive an email to notify the recipient of this password change.

Hello Pandora,

The password associated with your MyChart account has changed. If you made this change, there's nothing more you need to do. If you didn't make this change, please contact customer support.

**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.

**Please note:** If you need further assistance, please contact the MyChart Service desk hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. Phone: 470-644-0419 Fax: 770-999-2306 Email: [mycharthelp@wellstar.org](mailto:mycharthelp@wellstar.org)