



Receiving text messages-Opt in and Out

This tip sheet describes how to Opt in and Opt Out of receiving text messages for your MyChart account. Your phone numbers must be enabled if you would like to receive a text message pertaining to your care.

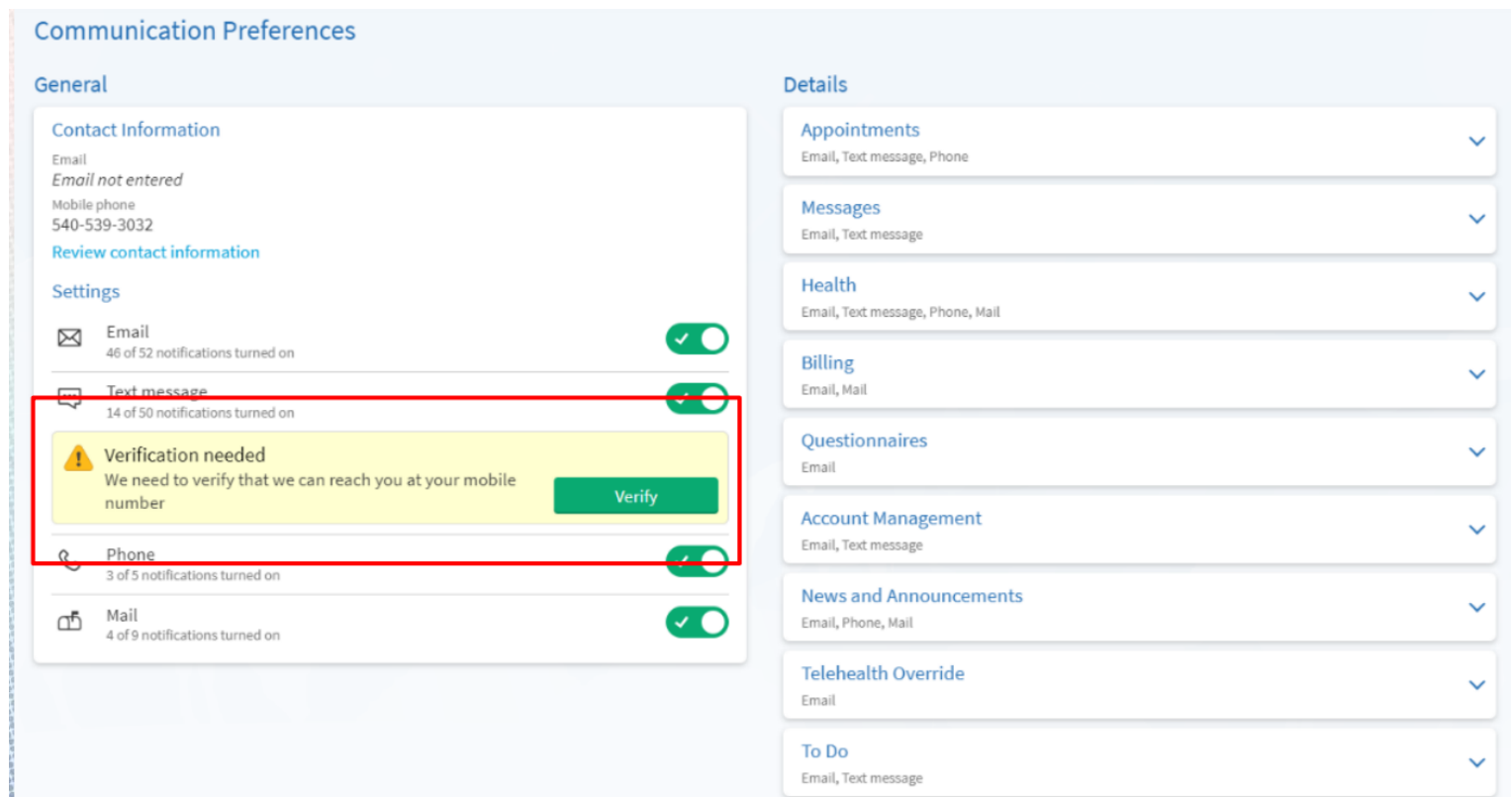
If you do not wish to receive message the appropriate option-Opt out would need to be selected, to no longer receive message within your MyChart app.



Opting in through MyChart Communication Preferences from the desktop

It is imperative that your account reflects the correct phone number in your MyChart profile. When logging into MyChart within the Communication Preferences this will allow you to verify there is a phone number listed.

If no number is listed, underneath General within the Communication Preferences, there will be a “Verification needed”, this is where the mobile number should be documented.



Communication Preferences

General

Contact Information

Email
Email not entered

Mobile phone
540-539-3032

[Review contact information](#)

Settings

Email
46 of 52 notifications turned on ☒

Text message
14 of 50 notifications turned on ☒

Verification needed
We need to verify that we can reach you at your mobile number [Verify](#)

Phone
3 of 5 notifications turned on ☒

Mail
4 of 9 notifications turned on ☒

Details

Appointments
Email, Text message, Phone

Messages
Email, Text message

Health
Email, Text message, Phone, Mail

Billing
Email, Mail

Questionnaires
Email

Account Management
Email, Text message

News and Announcements
Email, Phone, Mail

Telehealth Override
Email

To Do
Email, Text message

If your mobile number is not on file, you will see the message below and will not receive important messages via text.

Communication Preferences

General

Contact Information

Email
Email not entered
Mobile phone
540-539-3032
[Review contact information](#)

Settings

Email
46 of 52 notifications turned on

Text message
14 of 50 notifications turned on

You will not receive text messages

You must subscribe to receive important text messages, including the text message notifications you've enabled on this page.

Subscribe

Phone
3 of 5 notifications turned on

Mail
4 of 9 notifications turned on

Save changes

Details

Appointments
Email, Text message, Phone

Messages
Email, Text message

Health
Email, Text message, Phone, Mail

Billing
Email, Mail

Questionnaires
Email

Account Management
Email, Text message

News and Announcements
Email, Phone, Mail

Telehealth Override
Email

To Do
Email, Text message

Once the phone number has been updated on the account, you will have the option to opt-in. The screen shot below shows you where the mobile number will be placed and also where you can toggle the switch to choose to receive messages.

Manage Text Subscriptions

Mobile number

Verification

Message subscription

Choose which text messages you would like to receive:

Account, patient, and visit updates
Messages will be sent from 22222

Text messages related to your relationship with Happy Health, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.

[SMS Terms and Conditions](#)

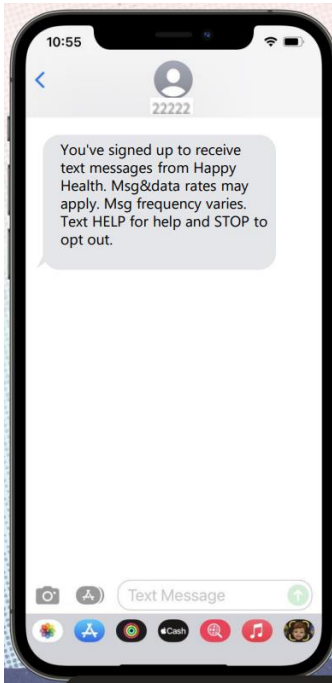
[Privacy Policy](#)

Return to communication preferences

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Once this option is selected you should then receive a prompt text message on your phone, that you have successfully enrolled your phone number to receive text messages.



You Can Also!

If you are using MyChart on your mobile device, you will have the option to opt in within the app as well.

Once you login to your MyChart mobile app, underneath the Menu option you will see an option to “manage subscription”. If you toggle the button to on it should then allow you to receive text messages. You should then receive text messages verifying that you have opted in.

