

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 **“Forgot Password? Click here!”**

The screenshot shows the MyChart homepage. At the top right, there is a 'Sign In' section with fields for 'MyChart Username' and 'Password', and a green 'Sign In' button. Below these fields are two links: 'Forgot MyChart Username? Click here!' and 'Forgot Password? Click here!'. The 'Forgot Password? Click here!' link is circled in red. Below the links are buttons for 'New User?' (Sign Up (I have a code) and Sign Up (I don't have a code)), 'Pay as guest', and 'Help and Support'.

2. Completing the information on this page

The screenshot shows the 'Password Reset' page. It asks the user to verify their personal information. There are input fields for 'MyChart Username', 'Social Security Number (Last 4 Digits)', and 'Date of Birth'. Below the 'Date of Birth' field is a green 'Next' button. On the right side, there is a 'New to MyChart?' section with a blue 'Sign Up Online' button. At the bottom, there are links for 'App Store' and 'Google Play', and a footer with 'FAQs Privacy Policy Terms and Conditions High Contrast Theme' and 'MyChart® licensed from Epic Systems Corporation © 1999 - 2016'.

3. If you have a security question set up for your account, you will be redirected to this page after clicking the **'next'** button

4. Enter new password

5. After resetting entering your new password and clicking the **'next'** button will automatically log you into your account

Please Note: The reset your password link will not work if you don't have a security question and answer for your account to verify your identity. If you have trouble logging in and forget your username or password, we can reset it if you successfully answer your security question.

6. To create your security question and answer, you can do so within your account under the **'Settings – Security Settings'** menu. From this screen, enter your current password and select a security question

and uppercase).

Current Password:

New Password:

Confirm New:

Save Password Cancel

Change Security Question/Answer

If you have trouble logging in and forget your username or password, we can reset it if you successfully answer your security question.

Current Password:

New Question:

What is the name of your first pet? [Current Question]

New Answer:

Max

Not case-sensitive

Save Security Question Cancel

Back to the Home Page

Site Map Terms & Conditions Contact Us High Contrast Theme MyChart® licensed from Epic Systems Corporation © 1999 - 2018

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.