

Activating a MYchart account



If you are new to MYchart, you will need to activate your account after scheduling your child's virtual visit.

What is MYchart?

MYchart is an online tool that helps you securely communicate with your child's healthcare team and access much of your child's medical information 24 hours a day.

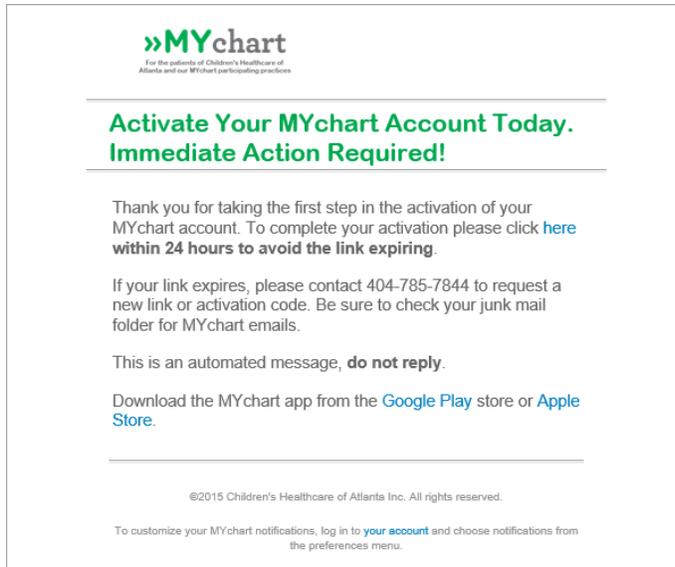
What can I do with MYchart?

- **Join a virtual visit:** Join a scheduled virtual visit with a Children's Healthcare of Atlanta provider.
- **Communicate with your child's providers:** Send and receive secure messages with your child's healthcare team. You can also consult with them about common health issues and test results.
- **Access and request medical records:** View and download your child's immunization records. You can also view your child's medical records, including medical history.
- **Access test results:** Get notifications when most lab and radiology results are ready, and view them online.
- **Request prescription refills:** Send a refill request for any of your child's refillable medicines.
- **Manage your child's appointments:** Request an appointment or view details of your child's past and upcoming appointments.
- **Complete forms:** Complete forms online before your child's visit.
- **Learn more:** Search education resources.

Access to your child's MYchart account will vary by the age of your child.

- **Patients under age 13:** Parents will have full access to their child's MYchart account.
- **Patients age 13 to 18:** Patients may access their own MYchart information with their parent or guardian's consent.
- **Patients age 18 and older:** Patients have full access to their own account.

Step 1: Click the activation link in the email you received within 24 hours. If the activation link has expired, you will need to call the MYchart helpline at 404-785-7844 to receive an updated activation code. Codes expire within 24 hours for security purposes.



Step 2: Set up your account by:

- Entering your email address as the username.
- Choosing a password. The password must contain at least one uppercase letter, one number and one symbol.
- Entering your date of birth. Do not enter the child's date of birth.
- Agreeing to the terms and conditions.

The image shows the MYchart Signup form. The title is "MYchart Signup". The form has the following fields: "Username" with the value "test.user@choa.org"; "Create Password" with a password mask "....." and a "SHOW" button; "Date of Birth" with a date picker showing "01 / 01 / 1985" and labels "mm", "dd", "yyyy" below the boxes. Below the date field is a green bar with a checked checkbox and the text "I agree to the Terms and Conditions.". At the bottom is a blue "SUBMIT" button.

Step 3: Click the blue 'Submit' button.

Step 4: Download the MYchart app if you would like to join a Children’s virtual visit using your cell phone or tablet.

For the patients of Children’s Healthcare of Atlanta and our MYchart participating practices

You are now successfully signed up for MYChart!
Please [navigate to the MYChart website](#) or download the mobile app using the links below.

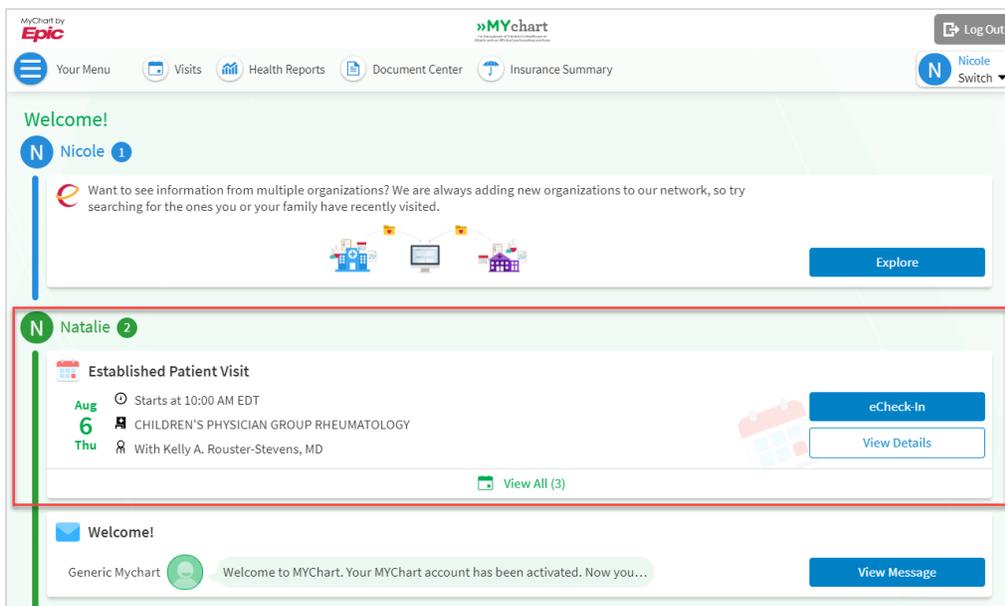
The MYchart app requires use of an:

- Apple iPhone, iPad or iPod Touch with software version iOS 11.0
- Android with version 6.0 or higher

Step 5: Once setup is complete, go to the MYchart home page to sign in with your username and password.



Step 6: On the MYchart welcome page, you will see alerts and information for your child’s care, including reminders for upcoming visits and new messages from your care team. From here, you can complete the eCheck-In process required for a virtual visit.



Step 7: If shown, review and accept the proxy disclaimer. A proxy is a parent or legal guardian who has access to health information for a child younger than 18 years of age. Click 'Please do not show this page next time' to avoid repeating this step.

Proxy Access Disclaimer

You are about to access medical information for a patient as an authorized proxy. Parents or guardians of minor children, age 0 to 17 (inclusive), may request proxy access to their child's MYchart account by completing a Proxy Access Consent Form. Such access will only be granted to parties with parental rights or legal guardianship over the MYchart account holder. A MYchart account will be activated for the proxy. The proxy will access the child's health information through the proxy account. If the proxy's legal relationship with the account holder changes, the proxy must inform his/her provider of care or MYchart customer support immediately. MYchart reserves the right to revoke proxy access at any time for any reason.

A minor child between the ages of 13 and 17 may request his/her own MYchart account through his/her provider's office or the provider's medical record department.

Some restrictions may apply based on state and federal law.

Please do not show this page next time

ACCEPT PROXY ACCESS DISCLAIMER CANCEL