



# Username and Passwords



MyChart is an online tool that offers you personalized and secure access to portions of your medical records. It enables you to securely use the Internet to help manage and receive information about your health. MyChart is available on the internet using our website version and also available on mobile devices by downloading the MyChart Mobile app. Both versions are free and available to all of our patients.

Your MyChart account is secure which means your health information is safe and protected. Authorization of your account is verified as a part of our activation process and all MyChart users log in to their account using a unique username and password.

When setting up a MyChart account, all users chose both their own username and password. These credentials are then used to gain access each time you log in to your account.

## How do I choose a MyChart username and password?

Your **username** must:

- be between five and 24 characters
- contain only letters and numbers (no symbols)

Once selected, your username **cannot be changed**.

Your **password** must:

- be at least 8 characters
- contain one uppercase letter
- one lowercase letter
- one number or symbol
- be different than your username

To maintain a secure account, please do not share your username and password.

## What if I forgot or want to reset my MyChart username?

A screenshot of the MyChart login page. It features a text input field for 'MyChart Username', a text input field for 'Password', and a green 'Sign in' button. Below the 'Sign in' button, there are two links: 'Forgot username?' (highlighted with a red box) and 'Forgot password?'.

If you do not remember your username, locate and click on the **Forgot Username?** link.

Complete the information and click the submit

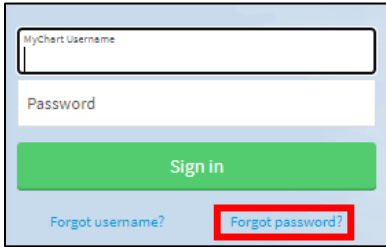
button. If you have a valid email address on file with us, you will receive your username information in your email.

It is not possible to reset your username.

A screenshot of the 'Recover Your MyChart Username' page. The page is titled 'Recover Your MyChart Username' and is powered by CentraCare. It asks the user to 'Please verify your personal information.' and includes input fields for 'First name', 'Last name', 'Date of birth' (with a dropdown for month, a dropdown for day, and a text input for year), and 'ZIP code'. A green 'Submit' button is at the bottom. On the right side, there is a yellow box with text: 'If you do not remember any of this information, or you do not have a valid e-mail address on file, you will have to contact your MyChart help desk at (320) 240-7897 between 8AM and 4:30PM Monday-Friday to help you regain access to your MyChart account.' Below this is a blue 'Sign up online' button. At the bottom, there are links for 'Interoperability Guide', 'FAQs', 'Privacy Policy', 'Terms and Conditions', and 'High Contrast Theme', along with 'MyChart by Epic' and 'MyChart licensed from Epic Systems Corporation © 1999 - 2022'.

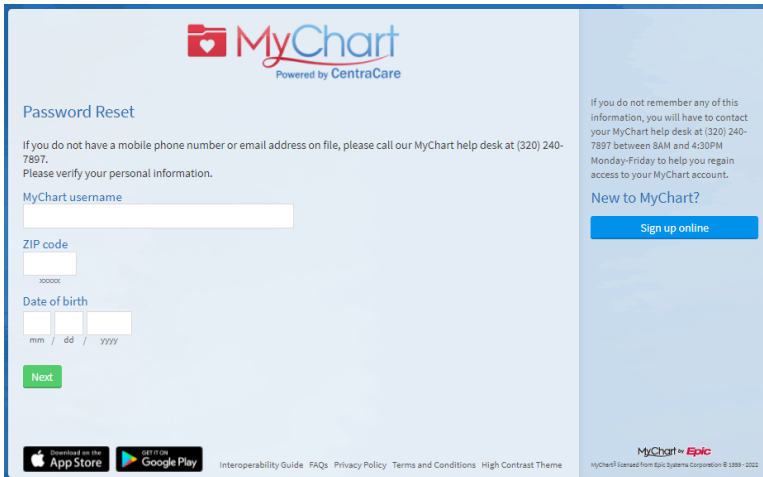
## What if I forgot or want to reset my MyChart password?

If you do not remember your password or want to reset it, locate and click on the **Forgot password?** link.



MyChart Username  
Password  
Sign in  
Forgot username? **Forgot password?**

Complete the information and click the **Next** button.



MyChart  
Powered by CentraCare

Password Reset

If you do not have a mobile phone number or email address on file, please call our MyChart help desk at (320) 240-7897. Please verify your personal information.

MyChart username  
ZIP code  
Date of birth  
Next

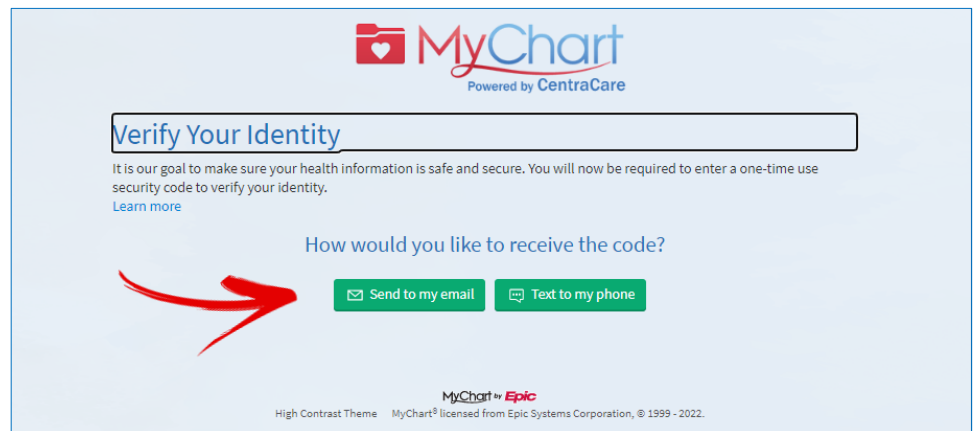
If you do not remember any of this information, you will have to contact your MyChart help desk at (320) 240-7897 between 8AM and 4:30PM Monday-Friday to help you regain access to your MyChart account.

New to MyChart?  
Sign up online

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Next, you will be asked to verify your identity and to do so, we will send you a code by email or phone. Click on the **Send to my email** or **Text to my phone** button.

If you do not have an email on file with us, you will only see the option to Text to your phone. If you do not have a phone on file with us, you will only see the option to Send to your email.



MyChart  
Powered by CentraCare

Verify Your Identity

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.  
[Learn more](#)

How would you like to receive the code?

Send to my email Text to my phone

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High Contrast Theme MyChart® licensed from Epic Systems Corporation, © 1999 - 2022.

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