



## EISENHOWER HEALTH

### MyChart – How a Patient Can Deactivate Their Account

1. Log into MyChart, select the **Menu** tab to bring up the pull down list.
2. From the pull down list, scroll down to **Account Settings** and then select **Security Settings**.  
Or type, “deactivate” in the Menu Search, to locate the “**Deactivate Account**” page under Account Settings.  
This will open the Security Settings page
3. From the Security Settings page, select the link under “Deactivate Your Account” at the bottom of the page select “**account deactivation page**”.
4. From the Deactivate Your Account page, select the “**Deactivate**” button.

**Note:** Patient will need to contact the MyChart Help Desk at (760) 837-8595 for assistance with activating their MyChart account once it has been Deactivated.

*Scroll down to see screen sots of each step*

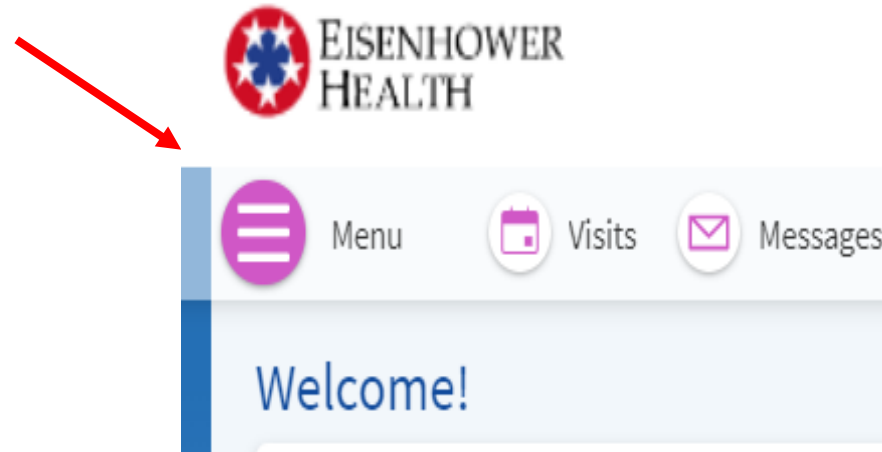


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Log into MyChart and go to “Menu”

Step 1 – Log into MyChart and go to  
“Menu”



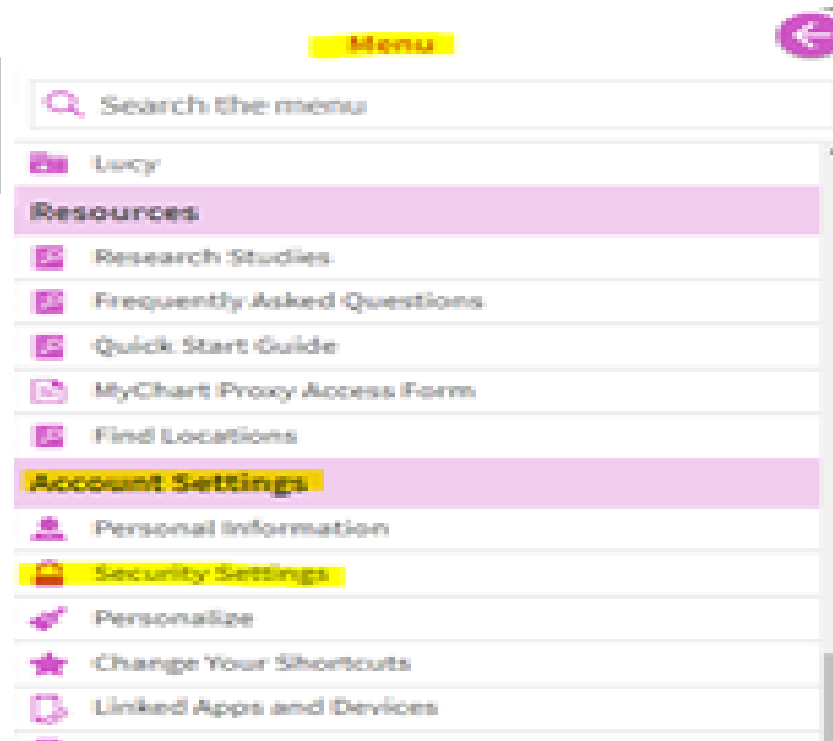


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From the pull down list under the Menu tab, scroll down to Account Settings and then select Security Settings

Step 2 – Under Account Settings select **Security Settings**



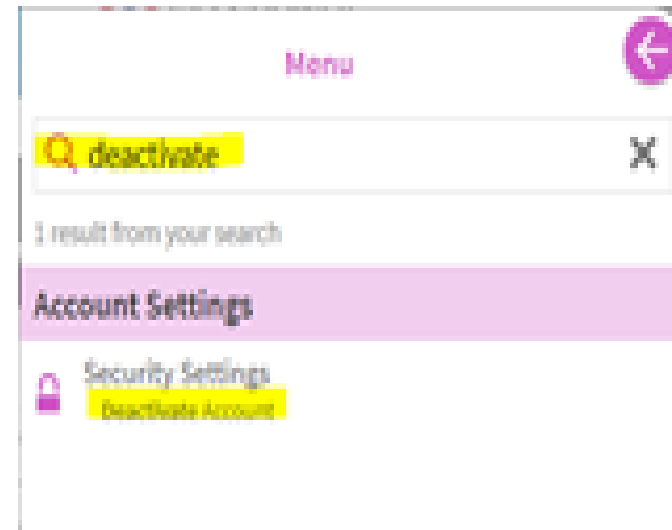


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Or type “deactivate” in the Menu search, to locate the “Deactivate Account” page under Account Settings

Step 2 cont. – Or type “**deactivate**” in the Menu search





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From the Security Settings page, select the link under “Deactivate Your Account” at the bottom of the page  
“**account deactivation page**”

Step 3 – Select **account deactivation page**



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From the Deactivate Your Account page, select the “Deactivate” button

Step 4 – Select **Deactivate**

The screenshot shows the 'Deactivate Your Account' page in the MyChart interface. At the top, there is a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. The main heading is 'Deactivate Your Account'. Below the heading, there is a warning: 'By deactivating your MyChart account, you will be logged out and you will lose access to MyChart and its features.' This is followed by several lines of text explaining the consequences: 'You will no longer receive communications directing you to log in to MyChart.', 'If you have connected this account to any other organizations, you will no longer be able to see this account's data in your accounts at those other organizations.', 'While you will no longer be able to access your account, your medical information and other associated data will not be deleted for legal requirements and to ensure that you continue to receive the best possible care from your healthcare providers.', 'If any other MyChart users have access to your medical information, they will continue to have access to your medical information even after your account is deactivated.', and 'You will not be prevented from signing up for MyChart in the future, if you would like, you can contact your clinic to discuss options for reactivating your account.' At the bottom left, there is a red 'Deactivate' button with a yellow border, which is pointed to by a red arrow from the text 'Step 4 – Select Deactivate'. At the bottom right, there is a 'Back to the home page' button.