



EISENHOWER HEALTH

How to reset your MyChart Password

1. Click "Forgot Password?"
2. Verify your personal information
 - a) Enter your MyChart Username
 - b) Enter your Date of Birth mm/dd/yyyy
 - c) Enter the E-mail Address that you used when creating your MyChart account, click "Next"
3. On the next screen click **SEND TO MY EMAIL**
4. You will receive an email with a Code in it.
The email will be coming from
donotreply@eisenhowerhealth.org
5. Enter the code and then click on **Next**
6. Enter your new password twice and click on **Next**

Scroll down to see screen shots of each step.



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How to reset your MyChart Password – Step 1

The screenshot shows the MyChart homepage with a navigation menu on the left and a sign-in/sign-up area on the right. The navigation menu includes:

- Communicate with your doctor**: Get answers to your medical questions from the comfort of your own home.
- Request prescription refills**: Send a refill request for any of your refillable medications.
- Frequently Asked Questions**: Click here to read the most commonly asked Questions and their Answers.
- Access your test results**: No more waiting for a phone call or letter – view your results and your doctor's comments within days.
- Manage your appointments**: Schedule your next appointment, or view details of your past and upcoming appointments.
- MyChart Account Setup Tutorial**: Click here to watch a video of step by step instructions on setting up a new MyChart account.

At the bottom of the navigation menu, it says: "Looking for My.EMC.org? All health records are now available via MyChart. Please create an account for access."

The sign-in/sign-up area on the right includes:


- Input fields for "MyChart Username" and "Password".
- A blue "SIGN IN" button.
- Links for "Forgot Username?" and "Forgot Password?". A red arrow points to the "Forgot Password?" link.
- A red "SIGN UP NOW" button.
- A green "PAY BILL ONLINE" button.

At the bottom of the page, there are links for "FAQs", "Privacy Policy", "Terms and Conditions", and "High Contrast Theme". The footer also contains the text: "MyChart® licensed from Epic Systems Corporation © 1999 - 2018".



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How to reset your MyChart Password – Step 2



Password Reset

Please verify your personal information.

MyChart Username

Date of Birth / /
E-mail Address

NEXT

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If you do not remember any of this information, you will have to contact our Help Desk at 760-837-8595 from Monday through Friday from 8:00 to 5:00 to help you regain access to your MyChart account.

New to MyChart?

SIGN UP ONLINE

- Enter your MyChart Username
 - Enter your Birthdate (mm dd yyyy)
 - Enter your E-mail Address you used when creating the account (abc@xyz.com)
- Click the blue NEXT button.



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How to reset your MyChart Password – Step 3



Additional Security Verification

It is our goal to make sure your health information is safe and secure. Before you log in, you'll need to enter a one-time use security code to verify your identity.



1 We'll send you a code. This might take a few minutes.




2 When you receive the code, enter it on this page below.



3 After we verify your identity, you will be logged in to MyChart.

How would you like to receive the code?

 SEND TO MY EMAIL

Click on

SEND TO MY EMAIL



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How to reset your MyChart Password – Step 4



Additional Security Verification

It is our goal to make sure your health information is safe and secure. Before you log in, you'll need to enter a one-time use security code to verify your identity.



1 We'll send you a code. This might take a few minutes.



2 When you receive the code, enter it on this page below.



3 After we verify your identity, you will be logged in to MyChart.

MyChart has emailed you a code. Enter that code here to verify your identity.

← Enter the code that was sent to you in your Email

NEXT **CANCEL**

You will receive an email from **donotreply@eisenhowerhealth.org**

Didn't receive the code after a few minutes?

If you haven't received the code, we can send it to you again. Just click below.

 [Send to my email](#)



If you did not receive a code click on [Send to my email](#)



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How to reset your MyChart Password – Step 5

EISENHOWER HEALTH
MyChart

Create a New Password

Enter your new password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a password that is easy for others to guess such as your name or phone number.

Password

Retype Password

NEXT **CANCEL**

Enter your new password twice.

Click the blue **NEXT** button.

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