

SETTING UP A MYCHART ACCOUNT

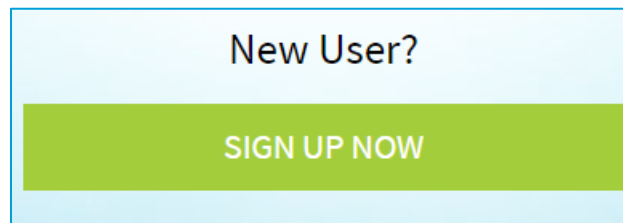
DESCRIPTION/BACKGROUND

Go to <http://my.mainlinehealth.org/MyChart/> to set up your MyChart account one of two ways:

- Use the Activation Code you received on a recent visit.
 - The activation code is shown on your After Visit Summary. If you no longer have your activation code, please contact the MLH MyChart patient portal Help Desk at 484-580-1080 to have an activation code generated.
 - For your security, your activation code expires after 30 days and is no longer valid after the first time you use it.
- Create an account without an activation code.

STEPS TO SET-UP YOUR ACCOUNT

1. Use the link above to access the sign-up page for MyChart.
2. Click the button to **SIGN UP NOW** as a New User.



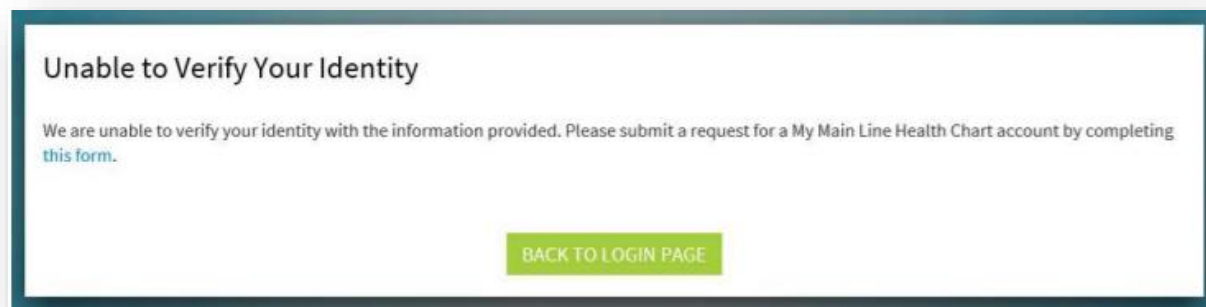
3. Enter your activation code, date of birth and zip code. Submit the form and set up your MyChart username and password. **If you do not have an activation code, continue to step 4 instead.**
4. Click to **SIGN UP ONLINE** with no activation code.



5. Fill out and submit the form to verify your identity. Main Line Health uses a credit agency to verify your identity. No credit check is done as part of this process.

- If you already have a Main Line Health account on file, you will be prompted to return to the Login page to retrieve your username and/or reset your password.

- If we are unable to verify your account, you will receive the message below. Click the blue link to file a request for an account with our Health Information Management (HIM) department. A sample of this form is shown at the bottom of this tip sheet.



Unable to Verify Your Identity

We are unable to verify your identity with the information provided. Please submit a request for a My Main Line Health Chart account by completing [this form](#).

[BACK TO LOGIN PAGE](#)

- If we are able to match your information, you are prompted to answer 6 questions to further verify your identity. A sample of a question is below.



Answer Questions

These questions are generated by a third-party system to verify your identity.

PRECISE ID powered by Experian

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.

FLEETGARD NELSON
M B LEWIS CONSTRUCTION
MIKASA INC
GREESE MONKEY
NONE OF THE ABOVE/DOES NOT APPLY

[NEXT](#)

Once your identity is verified you can create your username and password.

EXAMPLE OF FORM SUBMITTED TO OUR HIM DEPARTMENT

https://www.mainlinehealth.org/ - Request an Account | MyChart | Patient Services | Main Line H - Internet Explorer

CAREERS | GIVING | RESEARCH

PATIENT SERVICES | MAKE AN APPOINTMENT

FIND A DOCTOR | HOSPITALS & LOCATIONS | SPECIALTIES | CONDITIONS & TREATMENTS

Request an Account

[← BACK TO MAIN LINE HEALTH MYCHART](#)

Thank you for choosing Main Line Health and signing up for a MyChart account.

An access code will be provided for you the next time you see a Main Line HealthCare provider or during your next visit to a Main Line Health facility.

However, if you'd like to set up an account before your next appointment, just complete our short form and a member of our team will create your account. We just need some information from you to ensure you are provided access to the appropriate records.

Once your information is verified by a member of our team, you will receive an email. Follow the steps in the email to complete your registration, which will prompt you to create a unique username and password.

PLEASE NOTE: Requests for new accounts will be processed within approximately 2-3 business days.

If you have questions or need assistance at any time, please call our 24/7/365 portal help desk at [484.580.1080](tel:484.580.1080).

MAIN LINE HEALTH MYCHART

- Customer Support
- Frequently Asked Questions
- Proxy Access
- Documentation and Instructions

Your Name

*First Name

Middle Name

*Last Name

Your Address

*Address 1

Address 2

*City

*State

*Zip Code

Additional Information

*Date of birth (MM/DD/YYYY)