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Welcome to MyChart

MyChart is a free, secure website you can log into from any device connected to the Internet.

- From MyChart, you can:
  - Request, schedule and view appointments
  - Connect to a video visit
  - Pay and view your bills
  - Set up payment plans and paperless billing
  - Save a credit card for future payments

This guide provides an overview of many of MyChart's features and how to use them.

Sign up for a MyChart account

To sign up for MyChart, you must be one of the following:

- Legal guardian of a patient who has been to Seattle Children's for treatment
- Legal guardian who is listed as a guarantor, responsible for paying the bill, for a patient who has been to Seattle Children's for treatment
- Patients 13 and older who have been to Seattle Children's for treatment

There are several different methods of MyChart signup that might be used by different departments across the organization:

- Registration staff might sign you up while you're at the front desk.
- Clinic staff might sign you up while you’re in the exam room.
- Receive a MyChart activation code on your After Visit Summary.
- Complete a paper form to request an activation code, after which you’ll receive a letter in the mail with an activation code.
- Self-signup online here to create a MyChart account by matching your information against what is on file in your, or your child's, medical record or with third-party identity verification.

Request an activation code if you don’t already have one

If you don't have an activation code, you can complete a paper form or request one online.

To request an activation code online:

2. Click Sign Up Online.
3. Complete the form and have an activation code sent to your email address.

Use your activation code to sign up

1. From the MyChart login page, click Sign Up Now in the New User? section.
2. Enter your activation code and other personal verification items, such as your email address and your date of birth. Click Next.
3. On the next page, choose the following:
• **MyChart username.** This should be something that others wouldn’t be likely to guess but easy for you to remember. It cannot be changed at any time.

• **Password.** This should be a unique combination of numbers and letters, using both uppercase & lowercase letters, and/or special characters. Your password must be at least ten characters and must be different from your MyChart username. For added security, we recommend choosing a password that you don’t use for other websites.

• **Security question.** This question will be used to verify your identity if you forget your MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your MyChart password.

4. On the next page, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

**Log in to MyChart**

1. In your web browser, enter [https://mychart.seattlechildrens.org](https://mychart.seattlechildrens.org) and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

**What if I forget my MyChart Username or password?**

Click Forgot Username? Or Forgot Password? for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, call Customer Service at 206-987-4444.

**Mobile Apps**

MyChart for iOS and MyChart for Android are versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website. To install the MyChart app, go to the App Store or Google Play Store and search for “MyChart”.
Visits

View your past or upcoming appointments
You can view your past or future appointments by going to Visits > Appointments and Visits.

Select a scheduled future appointment or click Details to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-in, you can complete the following tasks before your visit:

- Pay visit copays, pre-payments and any outstanding balances
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

Request or schedule an appointment
To request or schedule an appointment, go to Visits > Schedule an Appointment.
Depending on the reason for scheduling or type of appointment you choose, you’ll be directed to the Request an Appointment or Schedule an Appointment page.

- When you send an appointment request, you’re asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.

- When you schedule an appointment, you schedule the appointment directly and don’t need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.

Cancel an appointment
Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is too close to your appointment date or time (within 72 hours), you’ll need to call the clinic to cancel your appointment.

1. Go to Visits > Appointments and Visits and select the appointment from the list or click Details.
2. Click Cancel, enter cancellation comments, and click Confirm Cancellation
Have a video visit with your provider

To participate in a video visit through MyChart you will need to have:

1. A personal device for the video visit. For the best experience, we recommend you use a larger screen. Desktop computer, laptops, and tablets screens are all good options. Smartphone screens may be used if other equipment is not available.
2. An internet connection (video visits may take a lot of data bandwidth, like streaming a video)
3. An active MyChart account to directly launch the visit and complete necessary pre-visit tasks.

Prepare for your video visit

1. Sign up and activate your MyChart account
2. Download the MyChart app if you are using a smartphone or iPad. To install the MyChart app, go to the App Store or Google Play Store and search for MyChart. When prompted, select Seattle Children’s as your organization.
3. Download the Zoom Application to your personal device. To install the Zoom app:
   a. For a computer or laptop, Go to https://zoom.us/download to download Zoom Client for Meetings
   b. For a smartphone or iPad, go to the App Store or Google Play Store and search for Zoom Cloud Meetings

Before your appointment

1. Prepare notes or have a list of topics you would like to discuss with your doctor
2. Make sure that you or the patient is present for the appointment
3. Make sure your device is plugged in or fully charged
4. Find a quiet place for your appointment. Whether you’re at home, work or traveling, choose a location where you have privacy and are less likely to get interrupted.
5. Find space that is well lit. Position yourself so that the main light source is in front, lighting up your face.
6. Set your camera at eye level. This will make it easier for the provider to see and engage with you.
7. Use headphones if you need privacy or if it will be easier for you to hear.
8. Have the clinic’s number handy so you can call them in case you have technical issues or get disconnected during your visit

Connect to the video visit

Please allow up to 45 minutes prior to your appointment start time for the eCheck-in process. If you are 15 minutes late to the video visit, you may be asked to reschedule. If you need any help getting your video visit set up or something goes wrong during your appointment visit https://www.seattlechildrens.org/clinics/telemedicine/ for further instructions and support.
On a Computer

1. Log in to your MyChart account by opening a web browser and go to https://mychart.seattlechildrens.org.

2. Click the Appointments icon at the top of the screen. Find your scheduled video visit and click eCheck-In. Your appointment cannot begin before you complete eCheck-in.

3. Once eCheck-In is complete, click Begin Video Visit.

4. MyChart will open Zoom to connect to the Video Visit. Be sure to click Open zoom.us if prompted. Then, wait for your provider to join and start the meeting.

5. When you are prompted, select Join with Video and Join with Computer Audio to enable video and audio for the visit.
On a Mobile Device

1. Open the MyChart app on your smartphone or tablet to log in.

2. Tap the Appointments icon.

3. Find the scheduled video visit and click eCheck-In. Your visit cannot begin without completing this step.

4. Once eCheck-In is complete, click the Video Visit icon to begin the visit.

5. MyChart will prompt to use Zoom to connect to the video visit. Then, wait for your provider to join and start the meeting.

6. Once the provider joins, select Join with Video and Call using Internet Audio/Call via Device Audio to enable video and audio.

Apple Device  Android Device
Billing and Insurance

View your outstanding balance
To see the outstanding account balance for any of your accounts, go to Billing > Account Summary. To view additional information about an account, including past statements, click the View account details link.

Make a payment for an outstanding account balance
2. Click Pay Now for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click Continue.
4. Review your payment information and click Submit Payment.

Sign up for paperless billing
1. From the Billing Account Summary page, click the paperless billing alert.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the I understand that I will no longer receive statements in the mail check box and click Sign Me Up.

View claims for services covered by insurance
1. Go to Billing > Coverage Details.
2. Select a coverage and click the Claims tab.
3. Select a claim to view details for it, such as the servicing provider and claim status.

If you have a question regarding the claim, click Customer Service Request to send a message to customer service staff.

Review and update your insurance information
To review the insurance information your clinic has on file, go to Billing > Insurance Summary. Click Details for the payor or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

To update your insurance information, make any of the following changes:

• Request a change to an existing coverage.
• Remove a coverage.
• Add a new coverage. New coverages are submitted for verification when you log out of MyChart.
Preferences and Administrative Features

Personalize MyChart
There are three ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
- Change the name that appears under that person’s photo.

Update your personal information
To ensure that your clinic always has the most up-to-date information in your record, you can update your address, phone number, email address, and other personal details at any time.

1. Go to Profile > Personal Information.
2. Click Edit in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click Save Changes.

Customize your notification preferences
MyChart can send you notifications by email or text message when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements, letters, prescriptions, appointment updates, and more.

1. Go to Profile > Notifications.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive.
3. Update your email address and mobile phone number if needed.

Change your MyChart password or update your security question and answer
To ensure that your medical information stays protected, consider changing your MyChart password periodically.

1. Go to Profile > Security Settings.
2. From this page, you can also update the security question and answer that are used when you forget your MyChart username or password.