Account Activation Instructions
www.mychartlink.com

1. In your Web browser's address window, type in **www.mychartlink.com**

2. On the right side of the web page, click **Activate Your Account**.

First Time Users
Activate Your Account
Request Activation Code

3. Under **MyChart Activation Code**, type in your Activation Code exactly as it appears. (**Note: Your Activation Code will expire 60 days from the date it was created.**)

4. Under **Date of Birth**, type your date of birth (mm –dd - yyyy).

5. Under **ZIP Code**, type your ZIP Code (xxxxx) and click **Next**.

6. Under **MyChart User ID**, create a user ID. This ID cannot be changed, should be easy to remember, must be at least six characters, may contain letters and numbers and is not case sensitive. Write it down here:
MyChart User ID: _____

7. Under **Password** and **Retype Password**, create and verify a password. It must be a minimum of eight characters, include at least one number and is case sensitive. Write it down here:
Password: _____

8. Under **Security Question**, choose a security question. Under **Secret Answer**, answer the question. This will be used to recover your password if you forget it. Click **Next**.
Answer: _____

9. Under **E-mail Address**, type the e-mail address you want MyChart to use to notify you of new information in MyChart. Under **Retype E-mail Address**, retype the address you typed in under E-mail Address. Click **Sign In**.

10. Read the MyChart Terms and Conditions. Click **Accept** to complete your MyChart account activation. You should now be in your chart.

11. **To log into MyChart next time, use the MyChart User ID and Password you created in steps 6 and 7.**

If you need assistance, e-mail us at MyChartHelp@mcw.edu or call 414-777-0900

Most Frequently Asked Questions

MyChart should never be used for urgent business matters. The anticipated turnaround time for responses to electronic messages sent through MyChart is two business days.

What should I do if I need assistance?

Send an e-mail message to MyChartHelp@mcw.edu. Please include your question, name, address and date of birth. You can expect to receive an e-mail reply within two business days. Or, call the MyChart Technical Support Line at 414-777-0900.

What if I am not receiving e-mail notifications?

E-mail notifications are sent from MyChartDoNotReply@fmlh.edu. This address may need to be added as an approved sender in your anti-spam or e-mail client software. You may also want to double check the e-mail address we have in our system for you in MyChart by going to "Change E-mail Address."

What should I do if I find incorrect information in my MyChart?

Talk to your provider at your next appointment. Or, send a "Contact Care Team" message to your provider through MyChart.

When can I see my Test Results?

The time it takes to get a laboratory test result varies by the type of test. Some tests have results within a few hours, while others may take several days. You can expect to receive your results within 14 days.

Where can I find additional Frequently Asked Questions?

There are two places: Before you log into MyChart, there is a link on the lower right side of the web page titled "Frequently Asked Questions". Once you have logged into MyChart, there is a link on the lower part of the screen titled "Help".

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