




FIGHT COVID-19 | GET VACCINATED



In preparation for scheduling an appointment for COVID-19 vaccination (at QMC PB/West locations), you will need to sign up for a MyChart account. Through your MyChart account, you will be able to schedule your vaccination appointments, view your vaccination history, and receive reminders for subsequent doses in the COVID-19 vaccination series.

How Do I Access MyChart?

- On your computer, go to www.queens.org/mychart.
- On your mobile device, download the MyChart app.
 - If you want to sign up for MyChart on your cell phone or another mobile device, download the mobile app on your phone first.
 1. On your mobile device, open the **Apple App Store**  (if you have an iOS device) or the **Google Play Store**  (if you have an Android device).
 2. Search for **MyChart**. Look for the  logo to make sure you have the right app:
 3. Tap **Install**.
 4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
 5. Select your primary healthcare organization from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.
 6. After you've found your healthcare organization, follow the steps below to sign up for an account.

Sign Up for a MyChart Account

You can sign up for a MyChart account either on the MyChart website or the MyChart mobile app. You'll need an activation code to sign up, which might have been given to you on an After Visit Summary or in a letter from your healthcare organization.

Request an Activation Code If You Don't Already Have One

If you don't have an activation code, you can request one online. To request an activation code online:

1. On the MyChart login screen on the MyChart website or mobile app, click **Sign Up Now**.



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2. Click Sign Up Online.

A screenshot of the MyChart website's "Please Identify Yourself" page. The page is titled "MyChart" with the logo. It includes a "No Activation Code?" section with a red-bordered button labeled "SIGN UP ONLINE". The main form area is titled "Please Identify Yourself" and "Step 1" with the instruction "All fields are required." It contains fields for "MyChart Activation Code", "Date of Birth", and "ZIP Code". A green "NEXT" button is at the bottom left. At the bottom, there are links for "App Store" and "Google Play", and a footer with "Immunizability Guide", "FAQs", "Privacy Policy", "Terms and Conditions", "High Contrast Theme", and "MyChart is a service provided by the Queen's Health System."

3. From the **Request an Activation Code** screen, complete the required information to supply personal verification items, and have an activation code sent to your email address or mobile phone.
 - a. First and Last Name / Date of Birth / Last 4 of SSN **must match your CARE*Link record exactly**. If they do not match, you will get an error message and need to call the MyChart Help Desk at 691-5000.

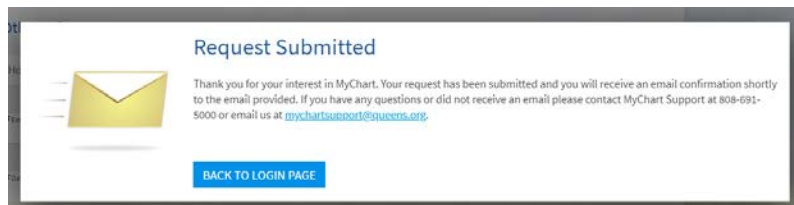
A screenshot of the MyChart website's "Request an Activation Code" page. The page is titled "MyChart" with the logo. It includes a "Request an Activation Code" section with a thank you message and contact information for MyChart Support. The form area is titled "Request an Activation Code" and contains fields for "Name" (First name, Middle name, Last name), "Address" (Country, Street Address, City, State, ZIP, County), and "Other Information" (Home phone). A red asterisk indicates required fields.

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Submitting the Request

1. You will see this message when you Submit your Request for an Activation Code.



Successful Attempt: Use Your Activation Code to Sign Up

1. On a successful attempt the patient will receive an email with a link to click on.
2. From the MyChart login screen on the MyChart website or MyChart mobile app, select **Sign Up Now**.



3. Enter your activation code and other personal verification items. Select **Next**.



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- On the next page, choose the following:
 - MyChart username.** Choose something that others wouldn't be likely to guess but is easy for you to remember. It cannot be changed at any time.
 - Password.** Choose a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your MyChart username. Choose a password that you don't use for other websites.
 - Security question.** Choose a question you can use to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.
- On the next screen, 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.

Congratulations, you're all signed up!
Any questions? Please call MyChart Support at (808) 691-5000.

Unsuccessful Attempt

The user receives an email to the email provided in the form regardless of a pass or fail. In the case of a failed attempt, the user is instructed to contact MyChart Support via phone (808-691-5000) or email (mychartsupport@queens.org).

Reasons for failed activation attempts:

- User is not a patient at Queen's
- User already has a MyChart account
- User did not provide correct Name, DOB or last 4 of SSN

Example of Email for Failed Attempt

