Tip Sheet – How to reset my MyChart Password

There may be an occasion when you need to reset your MyChart Password. This tip sheet will explain how to reset your password inside of MyChart, and how to reset if you have forgotten your password. This tip sheet will also explain how to reset your password if you have an Ontario Health Card, and how to reset it if you have no Health Card. Your password should be something that you will remember and that is unique.

Reseting your password inside of MyChart

1. If you would like to reset your MyChart password, this can be done while logged into your MyChart account.
2. Log into your MyChart account and in the Main Menu, select **Security Settings**.
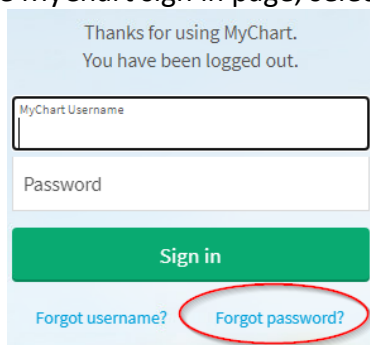3. On the Security Settings screen, enter your current password and the new password and press **save password**.

4. Your password has now been reset and you should log in with your new password moving forward.

Reseting your password when you've forgotten it and <u>have</u> an Ontario Health Card

1. If you've forgotten your password and have an Ontario Health Card number, you can reset your password from the MyChart sign in page at mychart.hhsc.ca
2. On the MyChart sign in page, select **forgot password**

3. You will be prompted to enter your MyChart username, your email address and your Ontario Health Card Number. Do not enter any spaces, dashes or version code when entering your Health Card Number.

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Password Reset

Please verify your personal information.

MyChart username

[   ]

Email address

[   ]

abc@xyz.com

Health Card Number

[   ]

Next

4. You will then be prompted to send a code to your email or cell phone. Enter the code into the screen.
5. You will be taken to the Create a New Password page where you can enter your new password.

Create a New Password

Enter your new password. A good password uses a combination of lowercase and upper(
guess, such as your name or phone number.

*Password

[   ]

*Retype Password

[   ]

Next   Cancel

6. Once you have entered your new password and pressed **next**, you will be logged into your MyChart account and can use your new password moving forward.

Reseting your password when you've forgotten it and don't have an Ontario Health Card

1. If you do not have an Ontario Health Card and you cannot remember your MyChart Password, you will need to contact Health Records to have them assist you with a password change.
2. Contact Health Records by email at epicmychart@hhsc.ca, or by phone at 905-521-2100, extension 63313.
3. Health Records personel will verify your identity and will reset your password to something generic. They will tell you what this generic password is.
4. You will then go to the MyChart sign in page and log in using the new generic password you were given. You will be prompted immediately to change your password upon logging in.
5. Change your password to something unique and something you will remember.
6. Use your new password moving forward.