MyChart Access Guide

How to Sign Up for MyChart

Follow these steps to create your **MaineHealth MyChart** account:

1. **Visit the MyChart Website**

   - Go to MaineHealth MyChart and click **Sign Up Now**.

2. **Enter an Access Code or Request Online Access**

   - If you recently visited a **MaineHealth provider** and received an **access code**, enter it along with the required details **then skip ahead to STEP 5.**

   - If you **don't have an access code**, click **Request Online** to begin self-activation **then continue on to STEP 3.**

3. **Provide Your Information**

   - Fill out as many fields as possible to help verify your identity in the next steps.

4. **Confirm Your Identity**

   - You'll be asked to answer **security questions** to confirm your identity and secure your account.

   - These questions are generated by a **third-party verification system** and vary for each person.

   Examples of questions you may be asked:

   - Your **age**

   - A **current or past employer**

   - An **old phone number**

   - You may also have the option to select **"None of the above."**

5. **Create Your Username and Password**

   - Once your identity is verified, choose a **username and password** for your account.

   - Write them down and store them in a **safe place**.

6. **Review and Accept the Terms**

   - Read through the **Terms and Conditions** and click **Accept**.

   - You will then be logged into your **MyChart** account.

How to Request Access to Someone Else's MyChart (Adults 18+)

Important: The person requesting access must have their own **MaineHealth MyChart** account.

OPTION 1: Patient Directly Grants Access in MyChart

The patient can invite someone to access their MyChart account by following these steps:

1. Log in to their **MaineHealth MyChart** account and click the **Your Menu** icon in the top left corner.

2. Under **Sharing**, select **Sharing Hub**. Choose **Family Member, Close Friend, or Caregiver**.

3. Select **Manage Ongoing Access to Your MyChart Account**.

4. Click **Invite Friends or Family**.

5. Complete all required fields and click Send Invite. The recipient will receive an **email invitation** and must log in to MyChart to **accept the invitation within 1 day**.

OPTION 2: Request Proxy Access with a MyChart Proxy Access Form

You can complete and submit a **MyChart Proxy Access Form** in two ways:

- **In Person:** Visit your **MaineHealth provider's office**. Both the patient and the requester must be present and have a MaineHealth **Medical Record Number (MRN)**.

- **By Email:** If you cannot visit in person, email the **completed form** to mychartproxyrequests@mainehealth.org.

  - This method requires a review by a **MaineHealth representative** and typically takes **1–2 business days** from the time the forms are received.

OPTION 3: Request Proxy Access Online

1. Log in to your **MaineHealth MyChart** account. Click the **Your Menu** icon in the top left corner.

2. Under **Sharing**, select **Request Access to Another Patient**.

3. Complete the questionnaire and upload the required documents:

   - Last **4 digits of the patient's Social Security Number (SSN)**

   - Your **relationship to the patient** (with supporting documentation)

   - A completed **MyChart Proxy Access Form** signed by the MaineHealth patient

4. Once submitted, a **MaineHealth representative** will review your request. Processing typically takes **1–2 business day**s after the documents are received.

How to Request Access to Someone Else's MyChart (Minors, Ages 0-17)

OPTION 1: Request Proxy Access with a MyChart Proxy Access Form

You can complete and submit a **MyChart Proxy Access Form** in two ways:

- **In Person:** Visit the minor's **MaineHealth provider's office**. Both the patient and the requester must be present and have a **MaineHealth Medical Record Number (MRN)**.
- **By Email:** If you cannot visit in person, email the **completed form** to mychartproxyrequests@mainehealth.org.
  - This method requires a review by a **MaineHealth representative** and typically takes **1–2 business days** from the time the forms are received.

OPTION 2: Request Proxy Access Online

1. Log in to your **MaineHealth MyChart** account.

2. Click the **Your Menu** icon in the top left corner.

3. Under **Sharing**, select **Request Access to Another Patient**.

4. Complete the questionnaire and upload the required documents:

   - Last **4 digits of the patient's Social Security Number (SSN)**
   - Your **relationship to the patient**
     - If you are the **Legal Guardian, Non-Custodial Parent, or have Power of Attorney for Healthcare** for the minor, you must upload a legal document confirming your authorization.
   - A completed **MyChart Proxy Access Form** signed by the **MaineHealth patient**

5. Once submitted, a **MaineHealth representative** will review your request. Processing typically takes **1–2 business days** after the documents are received.