

Welcome to MyChart

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

With MyChart, you can:

- View all your health information in one place. See your medications, test results, appointments, medical bills, and more all in one place, even if you have been seen at multiple healthcare organizations.
- Connect with a doctor no matter where you are. Send a message, use the symptom checker, or connect to virtual visits.
- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

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

Access MyChart

- On your computer, go to <https://mychart.childrenscolorado.org>
- On your mobile device, download the MyChart app. 
 - Choose “**Colorado**” as your location.
 - Choose “**Children’s Hospital Colorado**” as your provider.

Sign up for a MyChart Account

To sign up for MyChart, you must be at least 14 years old. Parents can be proxies on their child’s MyChart account until the age of 18. There are several different methods of MyChart signup:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a text or email with an activation code when you come in for a visit.

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

If you do not 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**.
2. Click **Request Access Code**
3. Enter personal verification items, such as address and your date of birth, and have an activation code sent to your email address or mobile phone.

Use your activation code to sign up

1. From the [MyChart](#) login screen on the MyChart website or MyChart mobile app, select **Sign Up Now**.
2. Enter your activation code and other personal verification items, such as your zip code and your date of birth*. Select **Next**.
* If you are your child's proxy, **enter your date of birth**, not your child's.
3. On the next page, choose the following:
 - **MyChart username**. Choose something that others would not 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 do not 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.
4. 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.

Log in to MyChart

1. In your web browser, enter <https://mychart.childrenscolorado.org> and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

Recover a Lost Username or Password

If you are having trouble logging in, click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity so you can recover your username or password. If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password. If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated, and you will need to contact the Children's Hospital of Colorado Help Desk.

For questions regarding MyChart, email us at mychart@childrenscolorado.org, or call our Help Desk at 720-777-6939.

Recover Lost Username or Password

If you are having trouble logging in, click the [Forgot Username?](#) or [Forgot Password?](#) link below the login fields for assistance.

[Forgot username?](#)

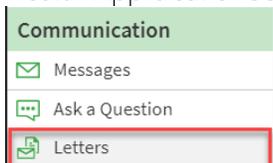
[Forgot password?](#)

You will be prompted to answer some security questions to verify your identity so you can recover your username or password. Remember, when setting up your MyChart account, **enter the parent/proxy's date of birth and zip code.**

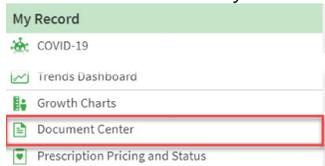
Finding Clinical Information and Forms in MyChart

Generally, clinical documents and forms can be found in one of three places:

- **Letters:** Information that is electronically documented will be found under Letters. For example, General Health Appraisal or School District Forms



- **Document Center:** Holds scanned items, such as paper forms that are brought into the office to be completed and signed. For example, camp forms, unique documents, and sometimes documentation from other health care systems.



- **Health Summary:** Printable Immunization List



Viewing Billing Information

The person/parent that is designated as the patient's guarantor in the electronic medical record will be the only MyChart proxy that can access billing information and pay bills. Only one person can be listed as the guarantor; therefore, only one person can access MyChart billing information.

Billing

[Billing Summary](#)