

# New Password Resets in MyChart:

[mychartsupport@ynhh.org](mailto:mychartsupport@ynhh.org)

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# New way

- If you forget your password, we have a new way for you to reset it

The screenshot displays the MyChart user interface. On the left, there are four service tiles: 'Communicate with your doctor', 'Request prescription renewal', 'Access your test results', and 'Manage your appointments'. On the right, there is a sign-in form with fields for 'MyChart Username' and 'Password', a 'SIGN IN' button, and links for 'Forgot Username?' and 'Forgot Password?'. The 'Forgot Password?' link is circled in red, with a red arrow pointing from the 'Manage your appointments' tile to it. Below the sign-in form are buttons for 'SIGN UP NOW' and 'MAKE PAYMENT AS GUEST'. At the bottom left, there is a section titled 'Urgent Medical Matters' with a warning message.

**MyChart**

**Communicate with your doctor**  
Get answers to your medical questions from the comfort of your own home

**Request prescription renewal**  
Send a renewal request for any of your renewable medications

**Access your test results**  
No more waiting for a phone call or letter - view your results and your doctor's comments within days

**Manage your appointments**  
Schedule your next appointment, or view details of your past and upcoming appointments. You can now schedule a screening Mammogram online.

MyChart Username  
Password

**SIGN IN**

Forgot Username? **Forgot Password?**

New User?

**SIGN UP NOW**

**MAKE PAYMENT AS GUEST**

**Urgent Medical Matters**  
Please do not use MyChart to send any messages requiring urgent attention. For urgent medical matters, contact your doctor's office.

# Enter your MyChart Username and Date of Birth

Yale  
NewHaven  
Health

Yale

MyChart

## Password Reset

Please verify your personal information.

MyChart Username

Date of Birth

mm / dd / yyyy

NEXT

Ver en Español

If you do not remember any of this information, you will have to contact your MyChart help desk at [MyChartSupport@ynhh.org](mailto:MyChartSupport@ynhh.org) to help you regain access to your MyChart account.

### New to MyChart?

SIGN UP ONLINE

# Select “Send to my Email”

- Select “Send to my Email” (this will be the email address stored in MyChart)

## Additional Security Verification

It is our goal to make sure your health information is safe and secure. Before you log in, you'll need to enter a one-time use security code to verify your identity.



- 1 We'll send you a code. This might take a few minutes.




- 2 When you receive the code, enter it on this page below.



- 3 After we verify your identity, you will be logged in to MyChart.

How would you like to receive the code?

 SEND TO MY EMAIL

# An email like this will come from MyChart

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- The code expires after 20 minutes

## This is your requested MyChart Verification Code

This message is exclusively for patient Asapma "LOGGERHEAD"

You have received this code: **T75RFD** to get you back onto MyChart.

Please enter this code into the box that says Enter Code, then select Next to set a new password.

This code expires 3:20 PM EDT

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## Privacy and Security

Keeping your medical information secure is one of our most important responsibilities. For an explanation of how we manage customer information, please read our [Privacy Policy](#).

To ensure delivery for future MyChart notifications, add [MyChartSupport@YNHH.org](mailto:MyChartSupport@YNHH.org) to your address book.


*Yale New Haven Health System - 20 York St. New Haven, CT 06510*

# Verification code

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- After you receive the verification code, enter it into this box
- Select, "Next"

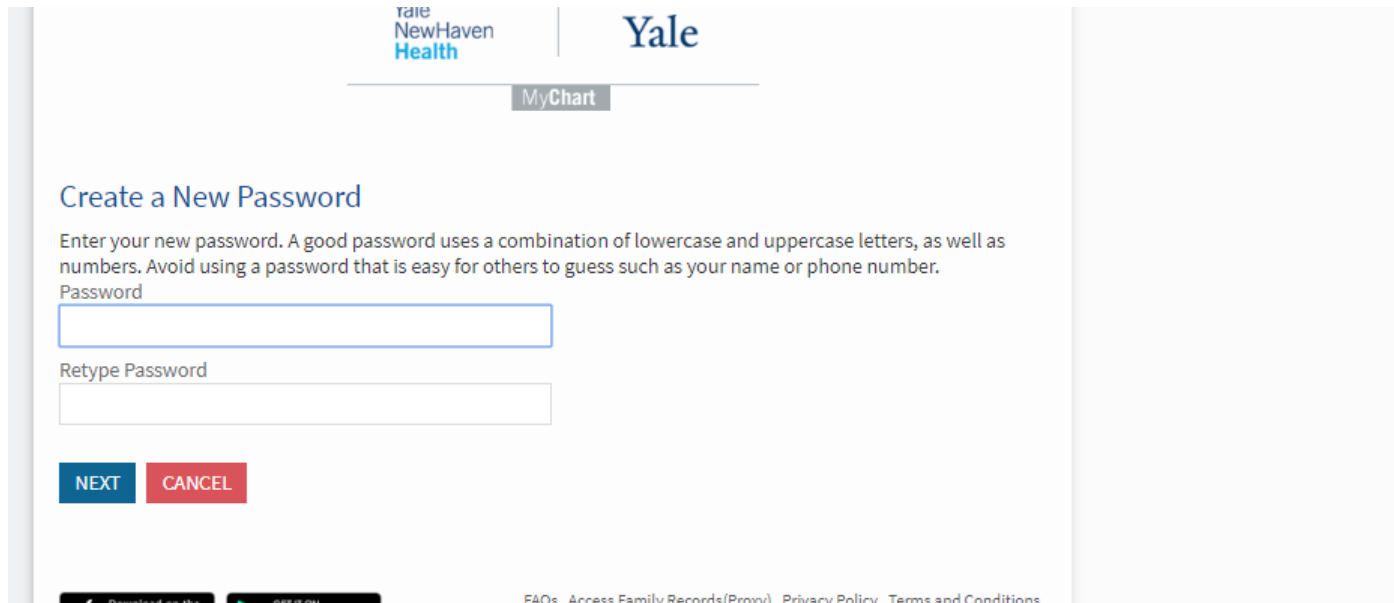
MyChart has emailed you a code. Enter that code here to verify your identity.



# Create a new MyChart password

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- Create your new MyChart password
- That is all you need!



The screenshot shows the MyChart website interface for creating a new password. At the top, the Yale New Haven Health logo is on the left and the Yale logo is on the right, with a 'MyChart' label centered below them. The main heading is 'Create a New Password'. Below this, a text instruction reads: 'Enter your new password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a password that is easy for others to guess such as your name or phone number.' There are two input fields: 'Password' and 'Retype Password'. At the bottom of the form area, there are two buttons: 'NEXT' (in a blue box) and 'CANCEL' (in a red box). At the very bottom of the page, there is a footer with links for 'FAQs', 'Access Family Records(Proxy)', 'Privacy Policy', and 'Terms and Conditions'.