How to Sign Up for the New MyChart

This handout offers you information on how to sign up for the new MyChart when you do not have an appointment at Scarborough Health Network.

1. Go to the sign-up page at: https://mychart.ourepic.ca

2. This is the first page you will see. Click on ‘Sign up now’ under ‘New User’.

3. This page will appear. Click on ‘Sign up online’ under 'No Activation Code”. Please do not enter any other information.
4. Complete the form to request an Activation Code. It may take up to 1 week to receive this Activation Code by text, email or mailed letter.
5. After completing this form, you will see a new page confirming you have requested an Activation Code.

**Request Submitted**

Thank you - your request has been sent to the clinic. You will receive an activation code in your mail or email within a week.

If you have any questions or if you do not receive your activation code, call customer service.

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6. After you receive an Activation Code, go to the sign-up page at: [https://mychart.ourepic.ca](https://mychart.ourepic.ca)

7. Click on 'sign up now' under 'New User'.
8. This page will appear. Fill in the information asked for under 'Please Identify Yourself'. This includes your Activation Code, your Health Card Number, and your date of birth. This is needed to complete your sign up for MyChart.

Creating a MyChart account for a patient aged 0-13 years old

The parent or legal guardian of the patient must first create a MyChart account for themselves following the steps above. Once the account has been created, the parent or guardian must then call MyChart Support at 1-833-789-3742 to request an account be created for the child (NOTE - they will need to provide the child's Health Card Number at that time).

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