

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'.



MyChart
Central East Ontario

Having difficulties logging in or seeing your health record?
MyChart support is free.
Phone: 1-833-789-3742

Please call the MyChart Central East Region support if you:
Cannot log in to your account.
Forgot your password or username.
Are missing any part of your health record.

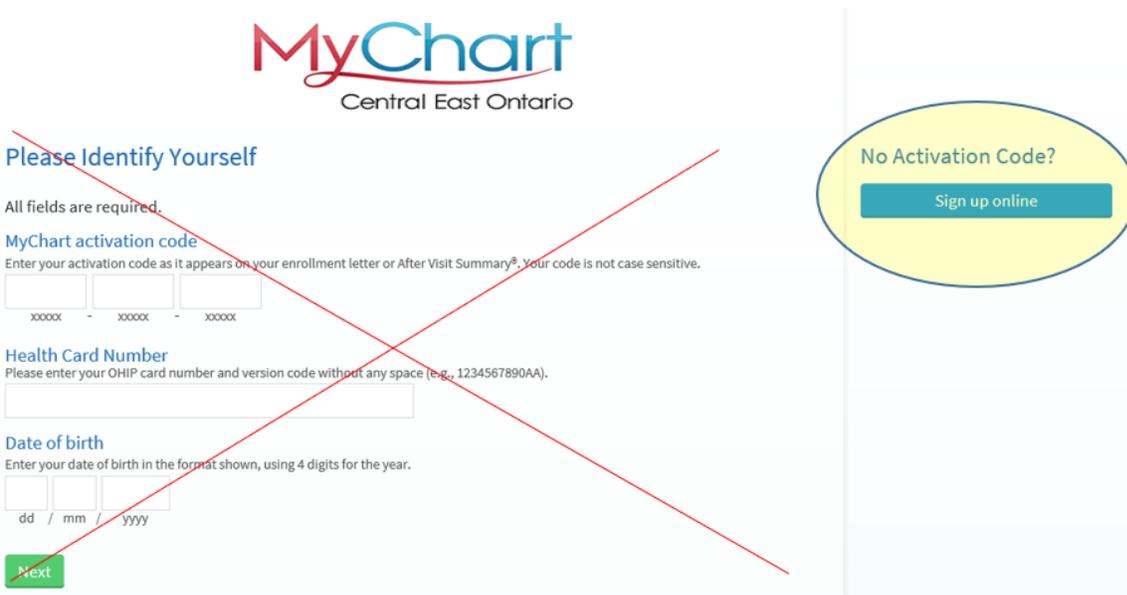
MyChart Username
Password
Sign in
Forgot username? Forgot password?

New User?
Sign up now

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3. This page will appear. Click on 'Sign up online' under 'No Activation Code'. Please do not enter any other information.



MyChart
Central East Ontario

Please Identify Yourself

All fields are required.

MyChart activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary®. Your code is not case sensitive.
XXXXX - XXXXX - XXXXX

Health Card Number
Please enter your OHIP card number and version code without any space (e.g., 1234567890AA).

Date of birth
Enter your date of birth in the format shown, using 4 digits for the year.
dd / mm / yyyy

Next

No Activation Code?
Sign up online

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.



Request an Activation Code

We need you to fill in the form below to process your request for a MyChart account. This information must match the information on your Ontario Health Insurance (OHIP) card. It may take up to 1 week for your request to be processed. If your information does not match, we may call to verify your information. After your request has been processed, we will send you a text, email or letter with your activation code and how to use it to activate your MyChart account. Please call 1-833-789-3742 if you have any questions about this.

* Indicates a required field

Name

Address

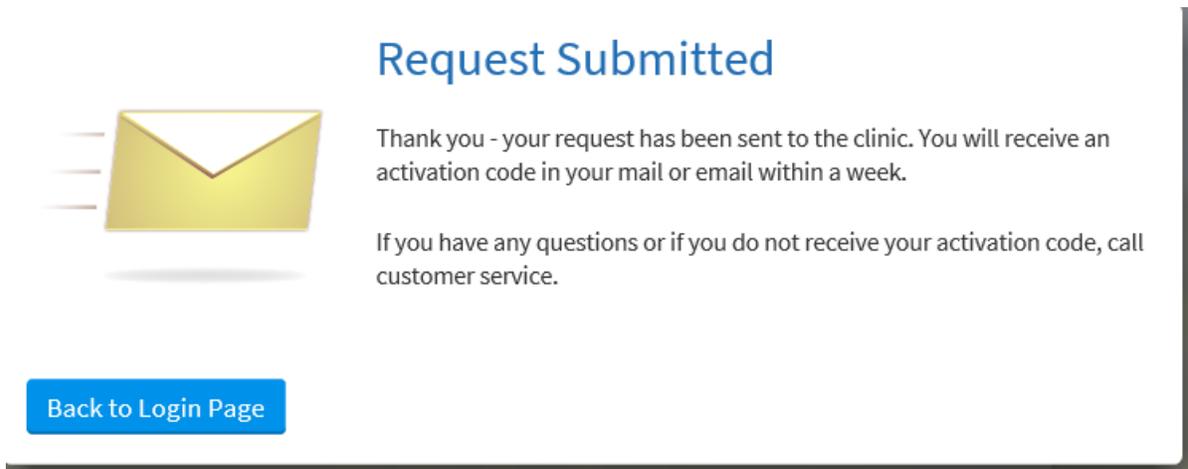
* Address information is required.

Canada

Other Information

* Legal Sex

5. After completing this form, you will see a new page confirming you have requested an Activation Code.



The image shows a confirmation page titled "Request Submitted" in blue text. To the left is a yellow envelope icon with three horizontal lines on its left side. Below the icon is a blue button with the text "Back to Login Page". To the right of the icon, the text reads: "Thank you - your request has been sent to the clinic. You will receive an activation code in your mail or email within a week." Below this, it says: "If you have any questions or if you do not receive your activation code, call customer service."

6. After you receive an Activation Code, go to the sign-up page at: <https://mychart.ourepic.ca>
7. Click on 'sign up now' under 'New User'.



The image shows the MyChart Central East Ontario sign-up page. At the top center is the MyChart logo with "Central East Ontario" underneath. On the left, there is a section titled "Having difficulties logging in or seeing your health record?" with contact information for MyChart support. Below that is a section titled "Please call the MyChart Central East Region support if you:" with a list of issues. On the right, there is a login form with fields for "MyChart Username" and "Password", a green "Sign in" button, and links for "Forgot username?" and "Forgot password?". Below the login form is a "New User?" section with a blue "Sign up now" button, which is circled in yellow. At the bottom left are the App Store and Google Play logos. At the bottom right is the MyChart by Epic logo and copyright information.

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.

MyChart
Central East Ontario

Please Identify Yourself

All fields are required.

MyChart activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary®. Your code is not case sensitive.

xxxxx - xxxxx - xxxxx

Health Card Number
Please enter your OHIP card number and version code without any space (e.g., 1234567890AA).

Date of birth
Enter your date of birth in the format shown, using 4 digits for the year.

dd / mm / yyyy

Next

No Activation Code?

Sign up online

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).

Last reviewed: March 2022