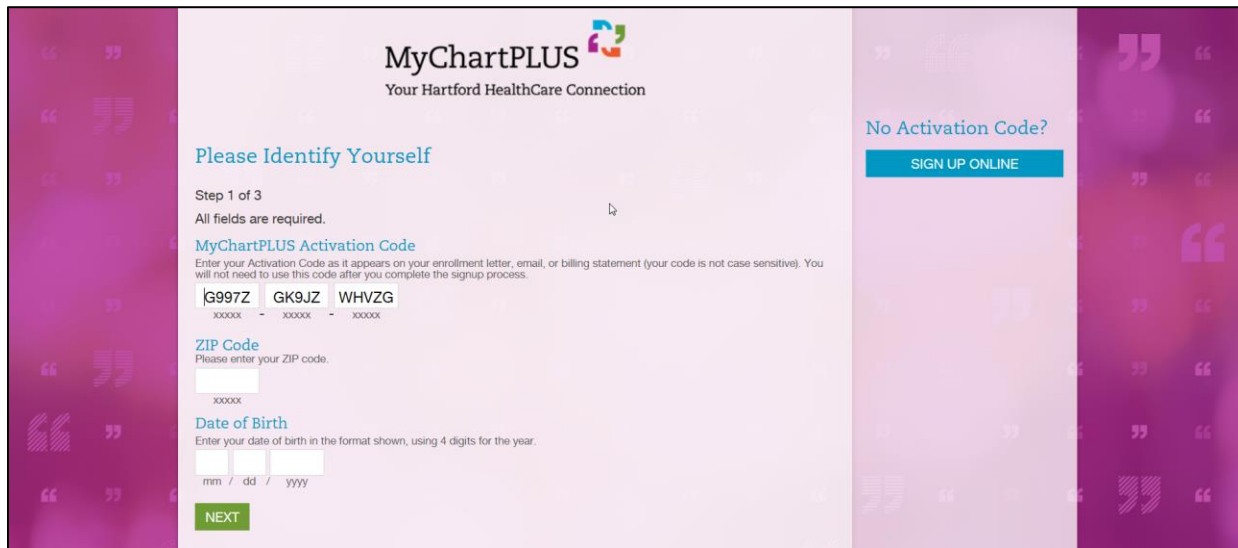


## FAQ's for Instant Activation

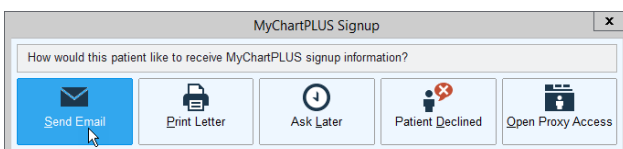
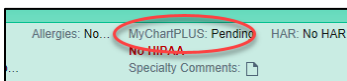
Instant Activation offers patients who wish to create a MyChartPLUS account an opportunity to activate a MyChartPLUS account instantly. An email will be sent to the patient, and within this email there is a hyperlink that will take them directly to the MyChartPLUS sign up page. The patient will validate their identity by answering questions, and create their own MyChartPLUS Username and password.

**IMPORTANT:** As long as the patient clicks on the hyperlink within the email in 60 mins or less from when it was sent, they will not need to enter an activation code. Should the patient click on the hyperlink after 60 minutes, an activation code will pre-populate into the MyChartPLUS sign up page. This code will remain active for 45 days, and is only needed for the first time sign up to MyChartPLUS. This is what the MyChartPLUS sign up page looks like should the patient **click after the 60 minutes**.



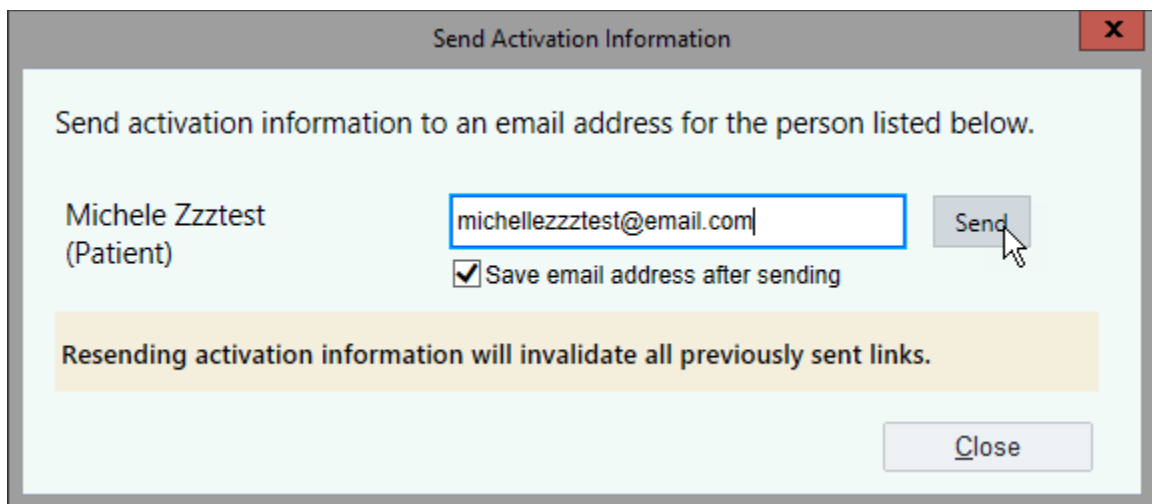
## How do I send an Instant Activation E-mail?

When scheduling an appointment, checking in a patient, or checking out the patient an email will automatically be sent to the patient for Instant Activation if they do not have a HHC MyChartPLUS account. Should you want to send the email to the patient you can double click on the MyChartPlus status located in the Patient Header. By selecting Send Email, you are sending the patient an Instant Activation e-mail.



## What E-mail Address Will the Instant Activation E-mail Be Sent To?

The default email address the patient has stored within Hartford Healthcare instance of Epic is where the instant activation email will be sent. When scheduling an appointment, check in the patient, checking out the patient or when sending the email, confirm with the patient that you have the correct email address prior to sending.



Send Activation Information

Send activation information to an email address for the person listed below.

Michele Zzztest  
(Patient)

michellezzztest@email.com

Send

Save email address after sending

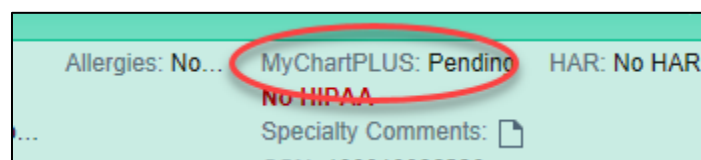
Resending activation information will invalidate all previously sent links.

Close

## What Should I Do if the Patient Did Not Receive the Instant Activation E-mail?

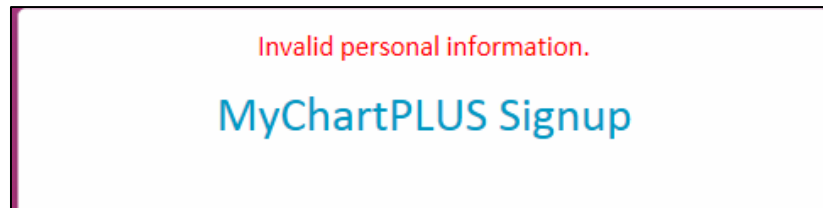
Confirm with the patient their current e-mail address stored in Epic is correct. If you need to resend the patient the Instant Activation e-mail, you can do this by clicking on MyChartPLUS in the patient header.

Note: If the patient already has a HHC MyChartPLUS account the Instant Activation Email to sign up will not be triggered from making an appointment, checking in the patient, or checking out the patient.



## What happens if a Patient is Unable to Create a MyChartPLUS Account When Validating Their Identity?

At the top of the MyChartPLUS signup page, the patient will see Invalid personal information in red. This typically happens when a patient has the incorrect birthdate or has moved, and their address is not correct in HHC's instance of Epic. Verify the patient's date of birth and address is correct. Once this has been updated in EPIC, ask the patient to use the email you sent previously.



## How Should a Patient Choose a MyChartPLUS Username and Password?

The username must be between 6 and 20 characters long. Once selected, the username cannot be changed. The password must have a minimum number of 8 characters and a maximum number of 20 characters, be different than their username, and is case sensitive. Please keep in mind that only the patient will know their username and password.

## What Should I Do if the Patient's Activation Code Does Not Work?

For the patient's security, activation codes expire after 45 days and are no longer valid after the first time they are used. You can re-send the patient a new activation code or have the patient e-mail [MyChartPLUSsupport@hhchealth.org](mailto:MyChartPLUSsupport@hhchealth.org) or call 860-972-4993 to talk to MyChartPLUS support staff Monday through Friday between the hours of 8:00 AM to 4:30 PM (excluding holidays).