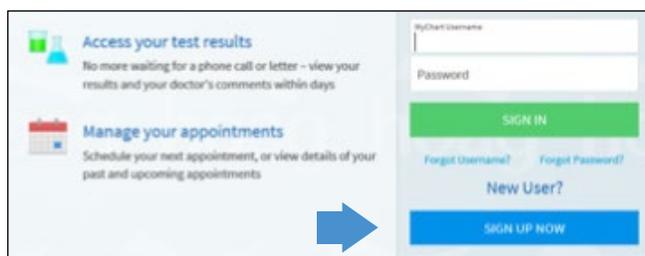


# How to Create a Hoag Connect MyChart Account

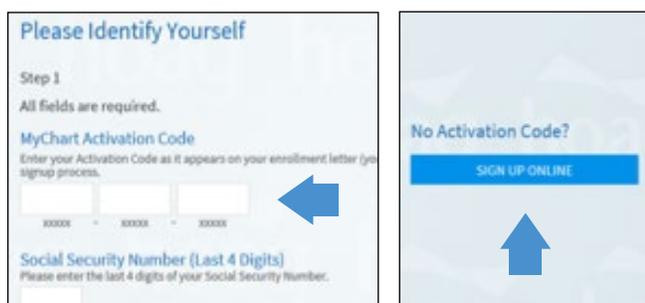
Sign up for Hoag Connect MyChart® in a few simple steps on your computer or mobile device.

## Computer/Desktop Instructions



If you received an email message from “Donotreplymychart@hoag.org” with a link to sign up, click on that link, which will direct you to [www.hoagconnect.org](http://www.hoagconnect.org) with a pre-populated activation code.

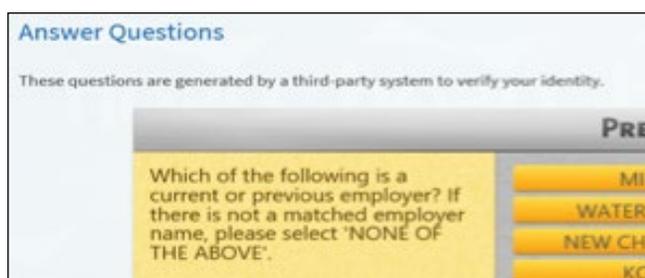
If you did not receive an email link, visit [www.hoagconnect.org](http://www.hoagconnect.org) and click on the blue “Sign Up Now” button.



If you received a 15-digit activation code, please enter it under “Step 1.” Upon completion, you will receive confirmation of your account set-up.

*Please note, your Date of Birth and Social Security Number (SSN) must match what is in Hoag’s records. If you do not have/have not provided a SSN, it may be entered as “0000” or “0001.” If unsuccessful, please create an account without an Activation Code.*

**If you do not have an Activation Code**, click “Sign Up Online.” Fill in the requested information, which will be validated from a third-party identity vendor.



Answer the series of questions from the third-party identity vendor to confirm your identity (sample shown here; questions will be related to your personal history). Once your identity has been confirmed, follow the prompt to have a code sent to your email for final verification. Enter the code to continue. If upon completion, you receive an error message, please email [Member.Services@hoag.org](mailto:Member.Services@hoag.org) to request an Activation Code. You will be emailed a code within 1-3 business days to activate your account.



Two-Step verification – Continue or turn off this additional security measure.





## Set up a Username and Password.

Hello JOSEPH  
Please choose a Username & Password

Step 2 of 3  
All fields are required.  
Please choose your MyChart Username and password.

**MyChart Username**  
Create a MyChart Username. It cannot be changed, so think of one that is secure and easy to remember.

testuser  
Username may consist of a-z, 0-9, and \_ or @

**Password**  
Create a password. Your password must be different than your MyChart Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

\*\*\*\*\*  
Eight characters or more; case sensitive

Retype Password  
\*\*\*\*\*

**NEXT**



## Confirm your Notification Preferences.

Step 3 of 3

**Enable E-mail Notifications?**  
When new information is available (such as test results or messages), we will send a notification message to your internet e-mail address.

Yes  No

**E-mail Address**  
Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

test@me.com  
Example: chris@company.com

**Retype E-mail Address**

test@me.com

**Enable Text Message Notifications?**  
When new information is available (such as test results or messages), we will send a text (SMS) notification message to your mobile phone.

Yes  No



## Link to your Hoag Hospital Account.

- Medical and Family History
- Health Reports
- Document Center
- Billing**
  - Billing Summary
  - Financial Assistance
- Insurance**
  - Insurance Summary
  - Coverage Details
  - Claims
  - Referrals
- Sharing**
  - Share My Record
  - Share Everywhere
  - Link My Accounts
  - Lucy
- Resources

Bring Your Health Information Together

Discover Linked Accounts

You can now use MyChart to view your health information from other organizations.

Discover accounts to link

Search by organization name, city, or state

Organizations in your area

- Cottage Health SANTA BARBARA CA
- Molina Healthcare LONG BEACH CA

You can now link your Hoag Hospital and Hoag Connect MyChart accounts by selecting:

**Menu > Link Accounts >** and search/select **“Hoag Hospital\*.”**

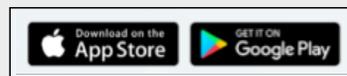
*\*If Hoag Hospital is not listed, please click “Providence Oregon and California.” Hoag Hospital will be listed under that organization as a sub-account.*

## Device Instructions

From your device (smartphone, tablet, etc.), open or download the MyChart app.



Follow the same prompts as outlined above to create your account either with an Activation Code or without an Activation Code.



For additional support, please contact our Member Services Team at [Member.Services@hoag.org](mailto:Member.Services@hoag.org) or call 949-688-2772.

Please note that call wait times may be longer than usual during this transition to our new electronic health record. We appreciate your patience.

