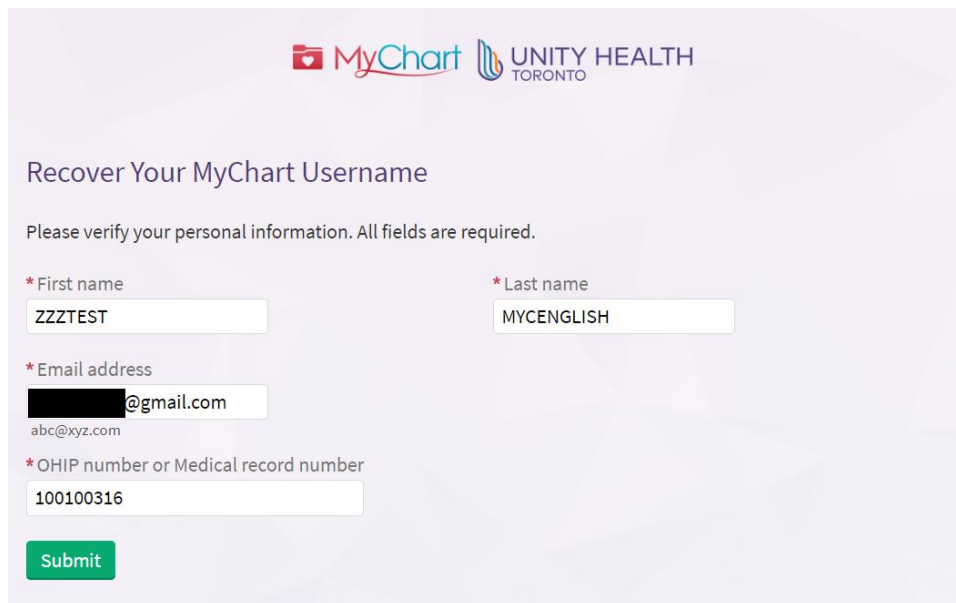
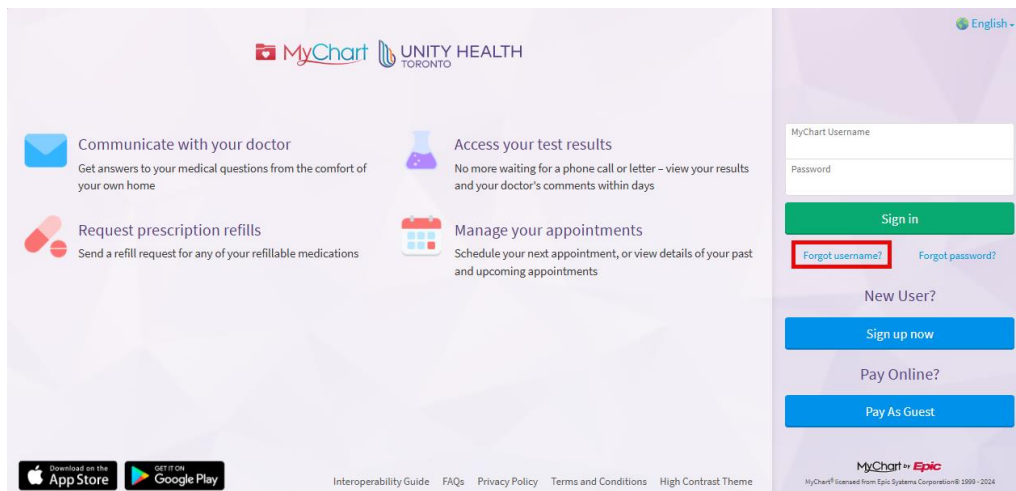


There may be an occasion when you need to reset your MyChart password.

## How to recover MyChart username?



The screenshot shows the 'Recover Your MyChart Username' form. The title is 'Recover Your MyChart Username'. Below the title is the instruction: 'Please verify your personal information. All fields are required.' The form contains four input fields: '\* First name' with the value 'ZZZTEST', '\* Last name' with the value 'MYCENGLISH', '\* Email address' with a masked email address ending in '@gmail.com' and a placeholder 'abc@xyz.com', and '\* OHIP number or Medical record number' with the value '100100316'. A green 'Submit' button is located at the bottom of the form.

## Recover Your MyChart Username

If the information you submitted matched a MyChart account in our records, your username has been sent to the email address on file.

[Home](#)

The recovered username will appear in the email. Click the link to log in to MyChart.

Hello Mycenglish,  
Your username is: **MYCHARTTEST** If you did not recently request a username reminder, please contact customer support by calling 416-864-5494.

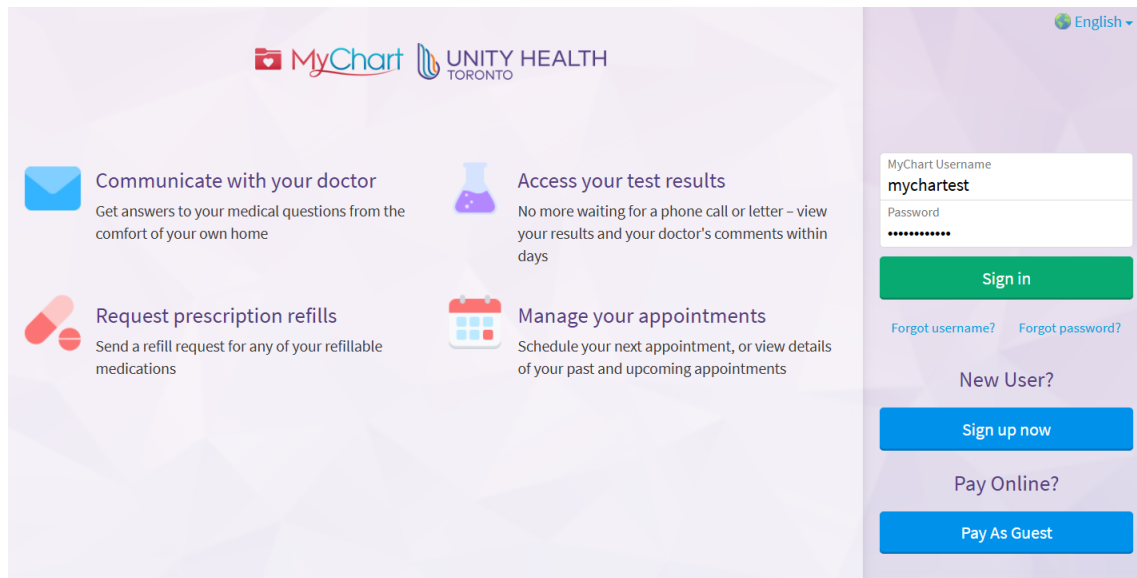


[Log in to MyChart](#)

Please call 416-864-5494 if you have any questions.

MyChart is available on the go!

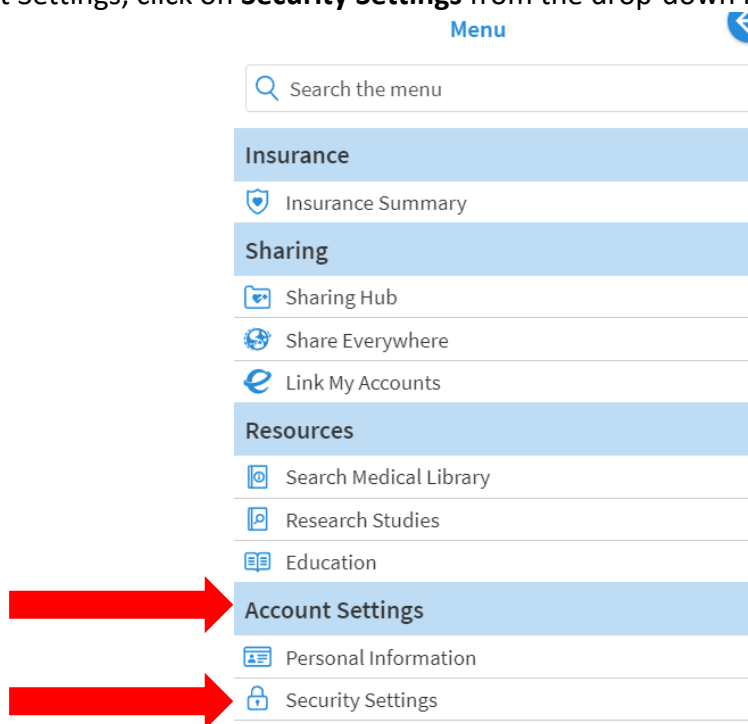
Enter your username and password.



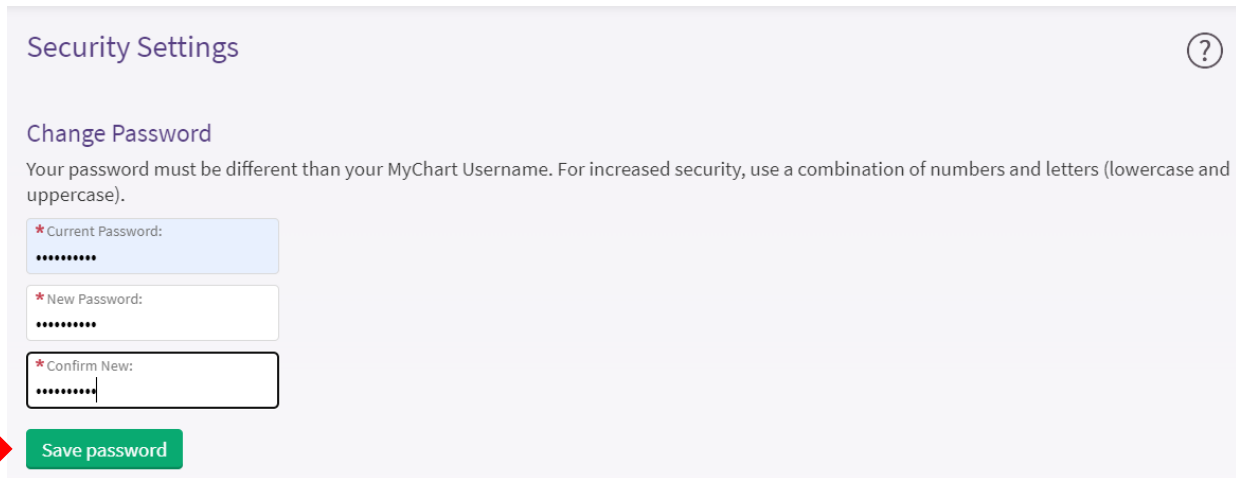
## Changing Your Password in MyChart

Patients can reset their MyChart password while logging into their MyChart account.

Under Account Settings, click on **Security Settings** from the drop-down list.



Enter your current password and new password and click **Save password**.



Security Settings ?

### Change Password

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

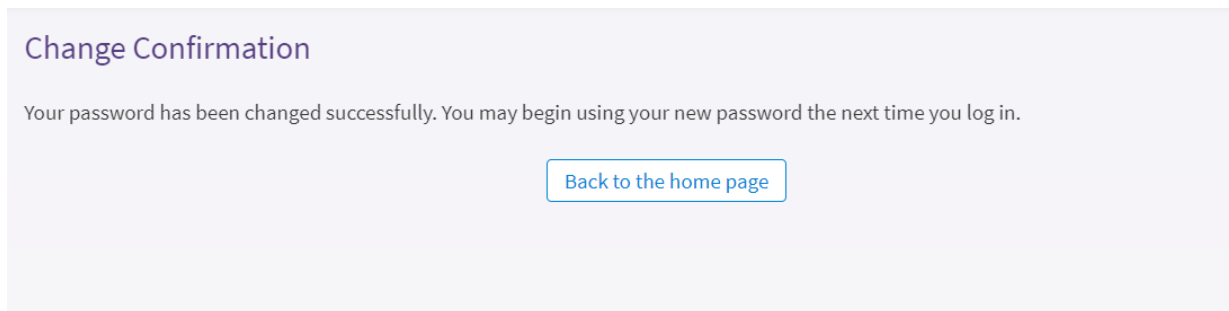
\* Current Password:  
●●●●●●

\* New Password:  
●●●●●●

\* Confirm New:  
●●●●●●

**Save password**

Your password has been changed. Please remember it the next time you log in to your MyChart account.



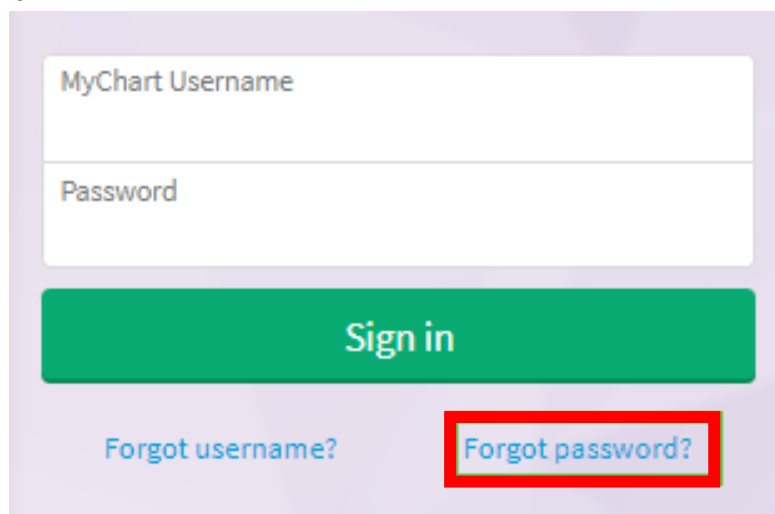
### Change Confirmation

Your password has been changed successfully. You may begin using your new password the next time you log in.

[Back to the home page](#)

Resetting your password when you have forgotten it.

Click on Forget Password



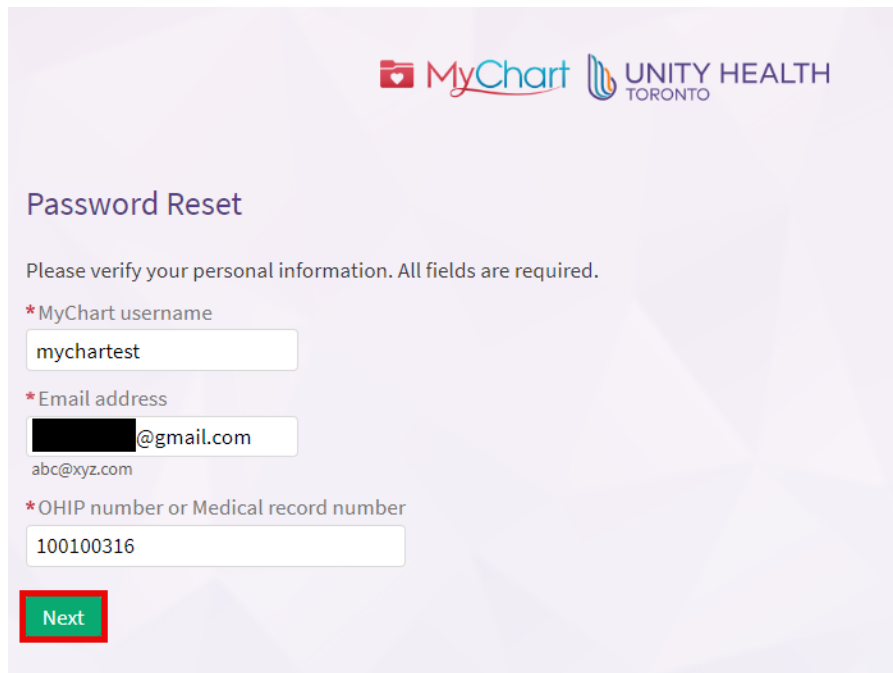
MyChart Username

Password

**Sign in**

[Forgot username?](#) [Forgot password?](#)

Enter MyChart **username, email address, OHIP, or medical record number**, and click **Next**.



The screenshot shows the MyChart Password Reset page for Unity Health Toronto. At the top, there are logos for MyChart and Unity Health Toronto. The main heading is "Password Reset". Below it, a message says "Please verify your personal information. All fields are required." There are three required fields, each marked with an asterisk: "MyChart username" with the value "mychartest", "Email address" with a masked email address "@gmail.com" and "abc@xyz.com" below it, and "OHIP number or Medical record number" with the value "100100316". A green "Next" button is highlighted with a red border at the bottom left.

Enter the code you received by email and click **Verify**.

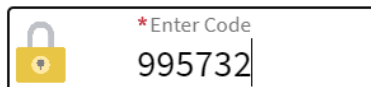
## Verify Your Identity

\* Indicates a required field.

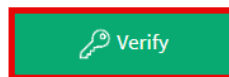
We've sent a security code to ha\*\*\*\*h@gmail.com.

[Learn more](#)

Enter your code below to continue.



The input field contains a yellow padlock icon on the left, followed by the text "\* Enter Code" and the security code "995732".



A green button with a white magnifying glass icon and the text "Verify". The button is highlighted with a red border.

Didn't receive the code?

[Resend code](#)

Enter your new password and click **Next**.



## Create a New Password

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.

\* Password  
\*\*\*\*\*

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

You should be able to log in with your new password and access your MyChart account.

## Contact Us

If you have any questions, please contact the Unity Health MyChart Support Team.

Email: [mychartsupport@unityhealth.to](mailto:mychartsupport@unityhealth.to)

Phone: 416-864-5494