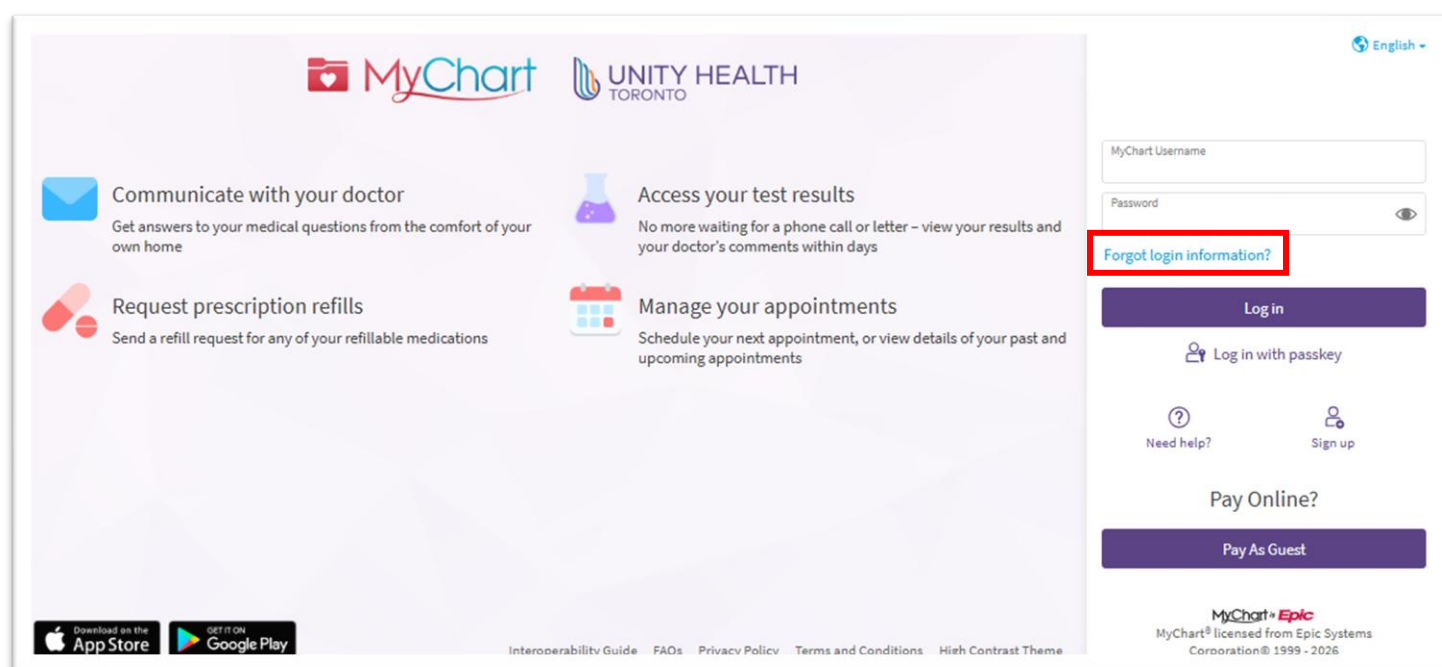


How to recover MyChart username and change password

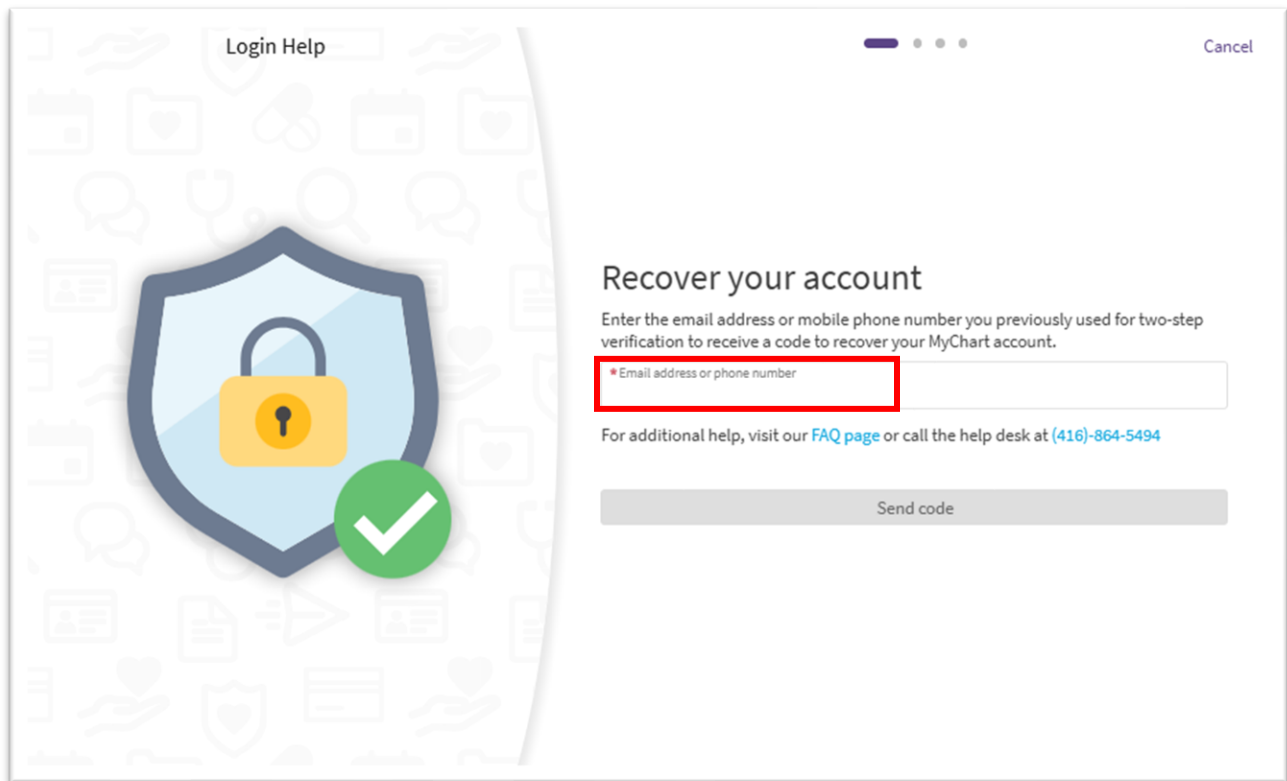
There may be an occasion when you need to recover your MyChart username or change your MyChart password.

How to recover your MyChart username or change your MyChart password?

When you open the MyChart login page, click the 'Forgot login information' link.

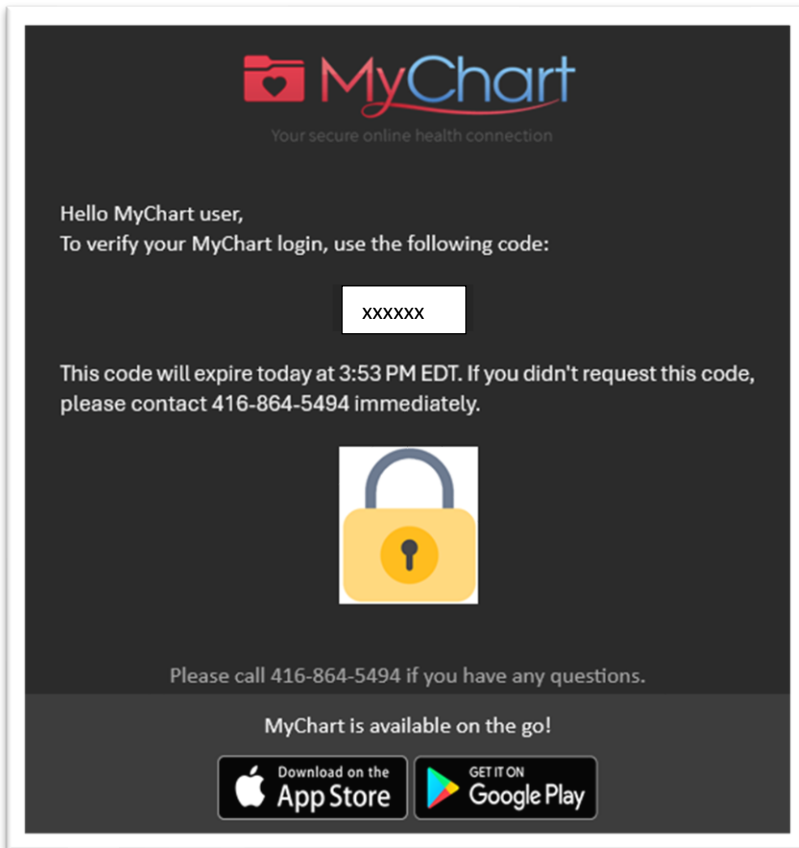


You will be prompted to enter your email address or phone number that is on your Unity Health record and that you may have used previously for two-step verification.

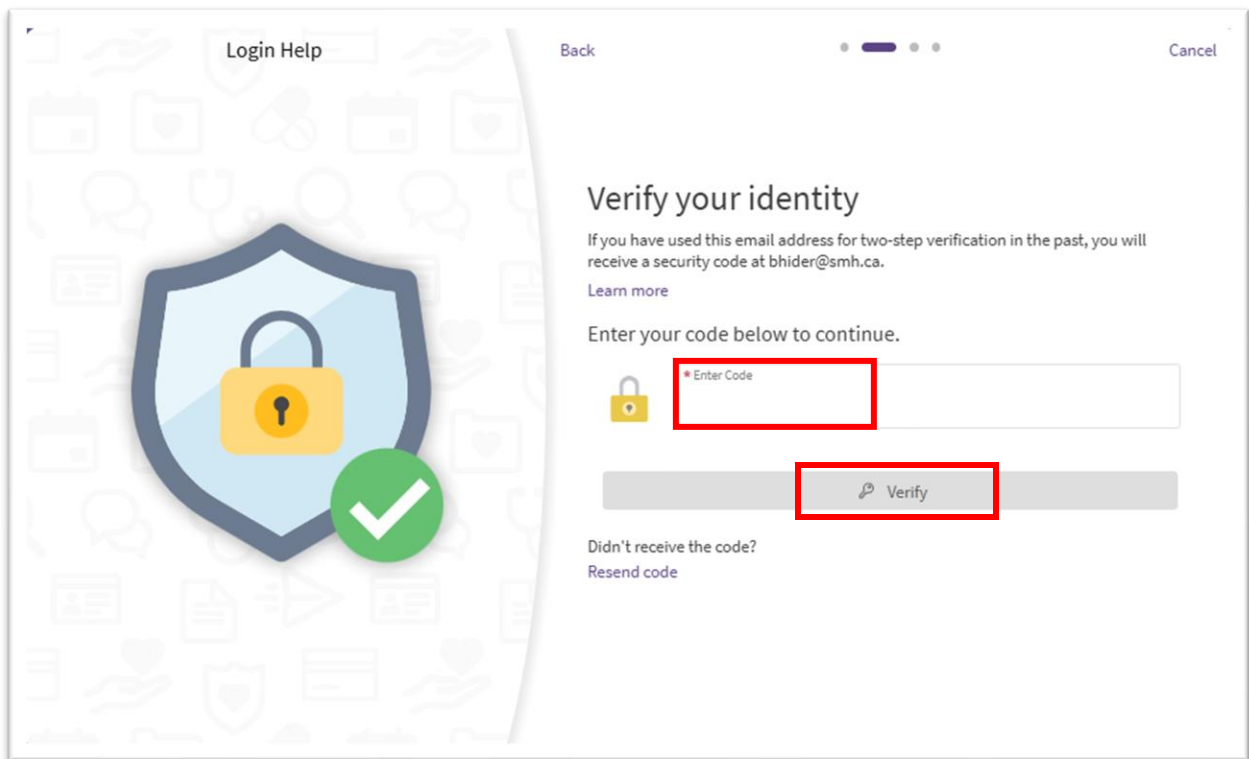


If the email address or phone number was previously verified, then you will receive a verification code on the email address or phone number entered.

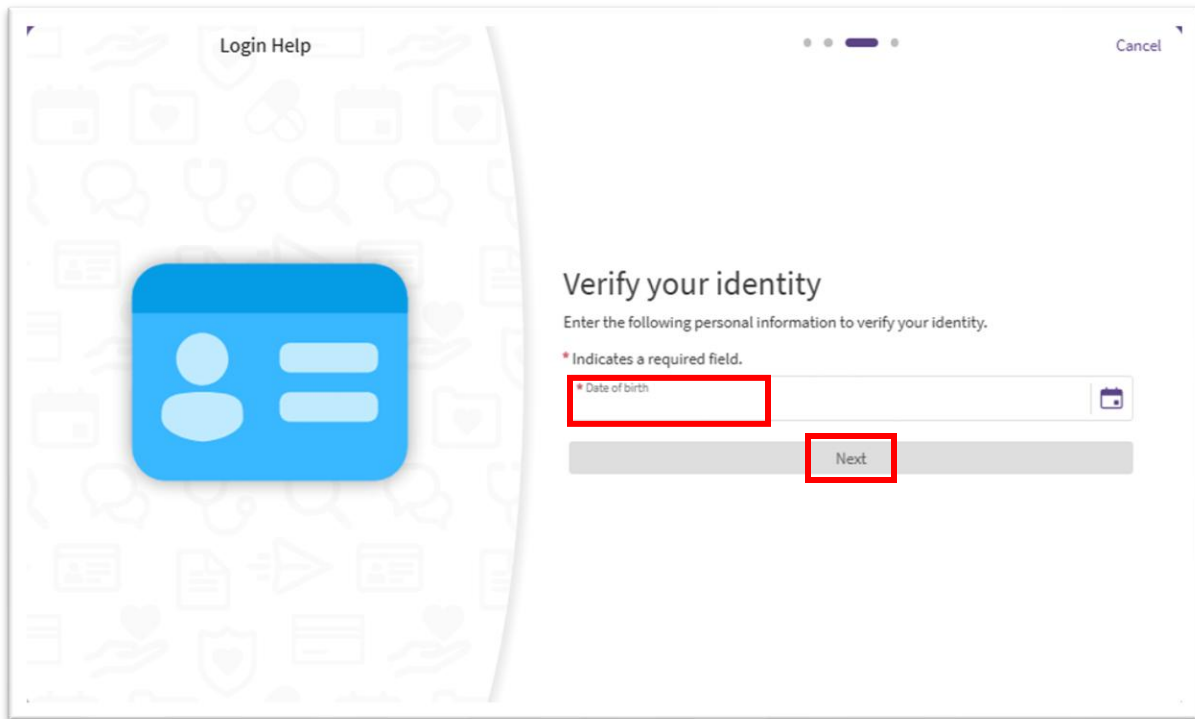
If the email address or phone number entered was not verified contact information, then you would not receive the verification code, and you will need to contact the MyChart Support team for assistance.



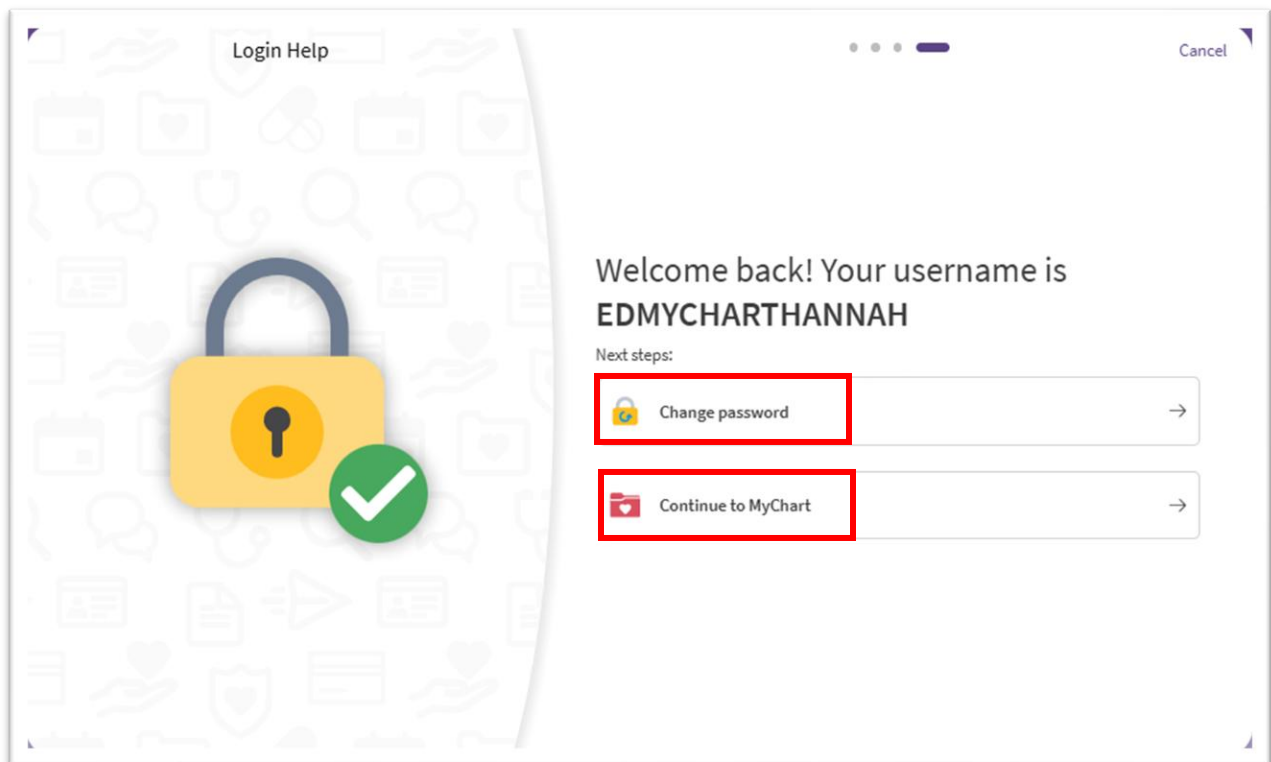
Next, enter the code number in the pop-up window that comes up. Then click **Verify**.



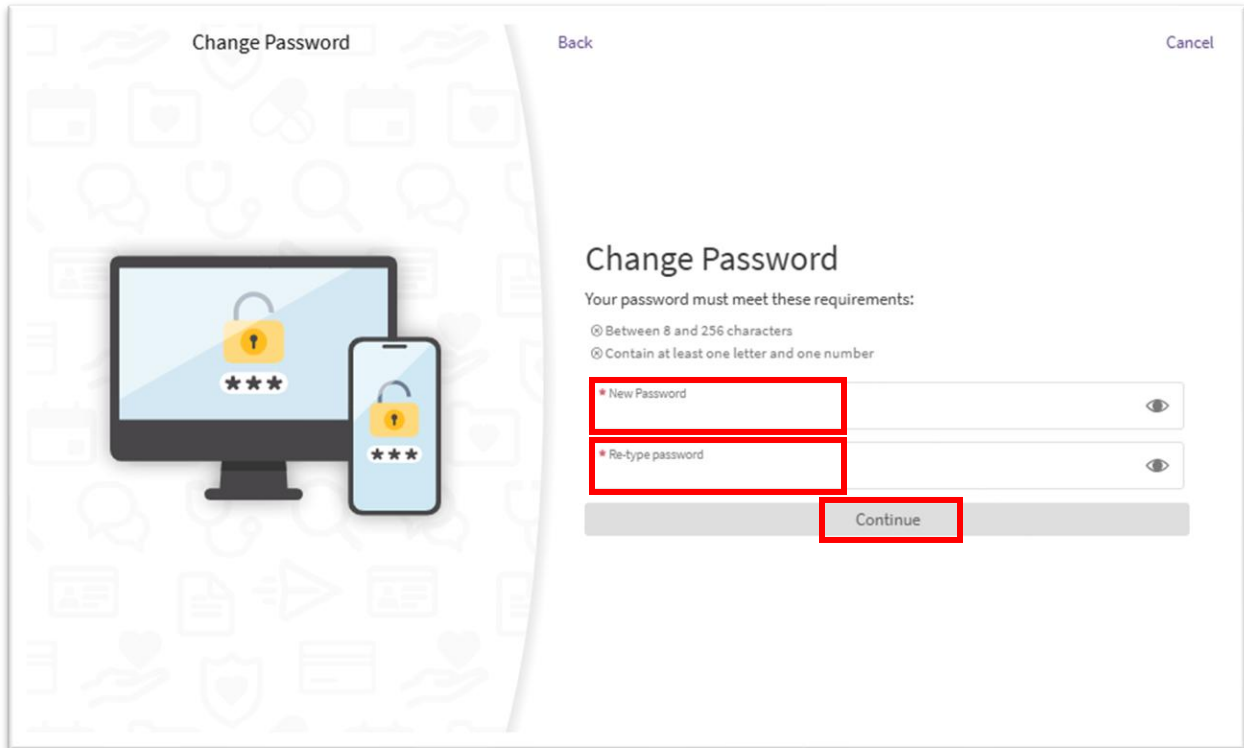
Next, enter your date of birth and click **Next**.



A new pop-up window will show your username. You can then click the Continue to MyChart option if you remember your password. You can also use the option to change your password.



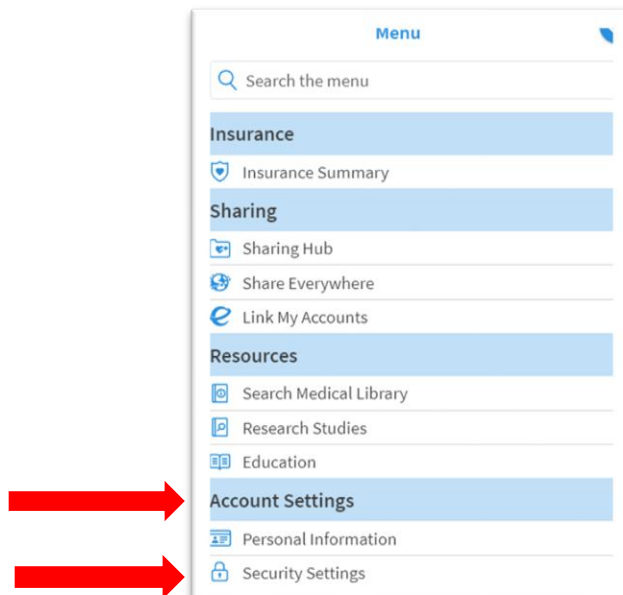
Choosing the option to change your password, will ask you to enter a new password and then re-enter it one more time. Then click **Continue**.



Changing Your Password in MyChart

You can also reset your MyChart password after logging into your 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](#)

Contact Us

If you have any issues using this MyChart feature, please get in touch with the Unity Health MyChart Support team.

Email: mychartsupport@unityhealth.to

Phone: 416-864-5494