



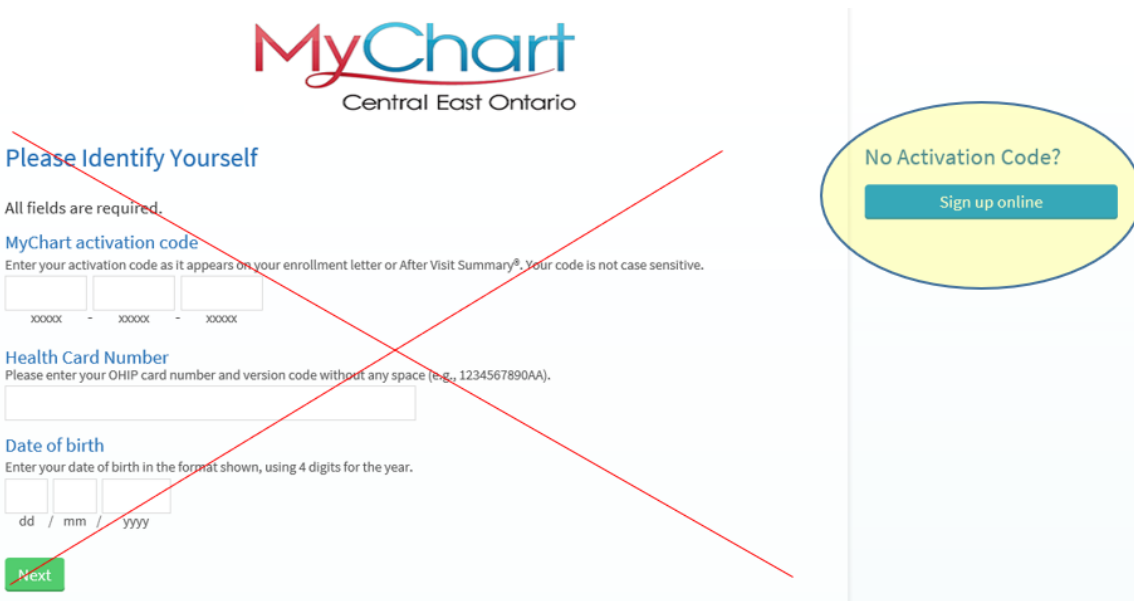
## How to Sign Up for the New MyChart

This handout offers you information on how to sign up for the new MyChart when you do not have an appointment at Lakeridge Health.


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'.



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



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

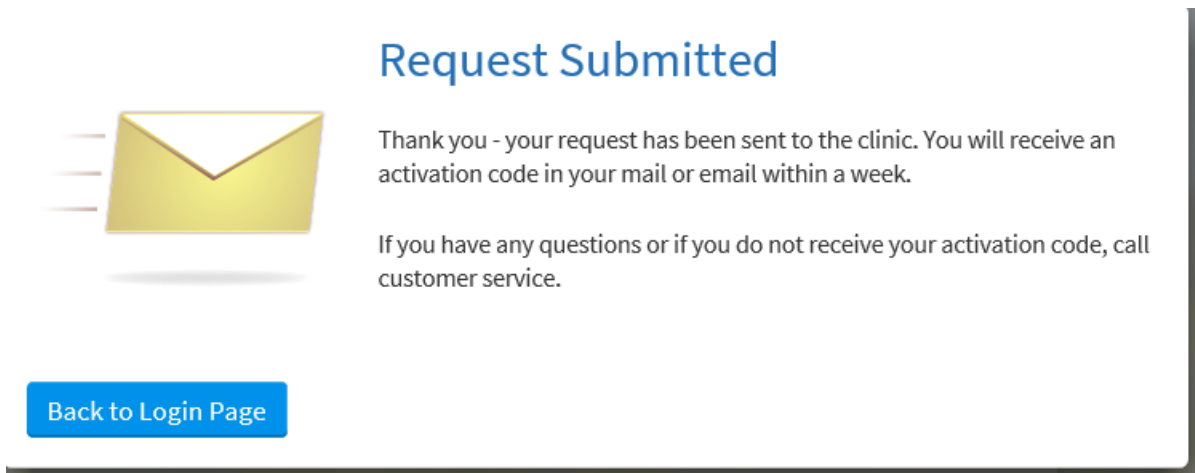
\* Address information is required.

\* Country

#### 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

Last reviewed: December 2021