

# MyChartCentral

## What is MyChartCentral?

MyChartCentral is a web site that helps you organize your health information. It's a portal to all of your online charts, allowing you access without entering your username and password for each chart. With MyChartCentral, you don't need to remember a handful of passwords and visit multiple web sites looking for your medical data: You can find it all in one place.

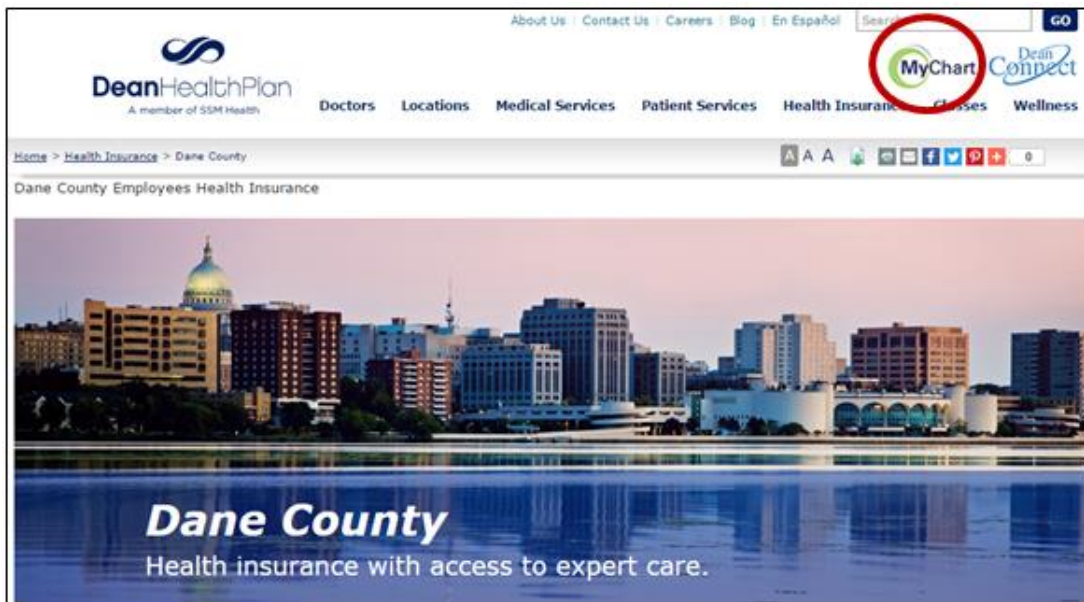
## What is Lucy?

Lucy is a feature of MyChartCentral that allows you to view, enter, and manage your personal health information. With Lucy, you can enter information about your health that you can send to your healthcare providers. You can also request copies of your medical record and review them. You can even upload medical documents.

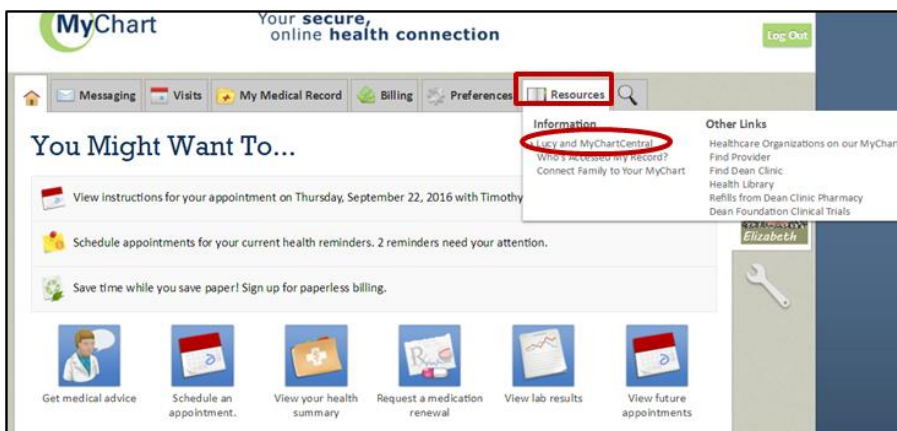
If you choose to enable Lucy, you'll see a link to it at your home screen, right next to your name in the upper right hand corner.

You can enable Lucy or change how it behaves from the **Profile** page.

1. Sign up for MyChart at [www.deancare.com/danecounty](http://www.deancare.com/danecounty). Click the **MyChart** icon to get started.



2. Enter a **Username** and **Password** for your new Dean Health Plan MyChart Account. Once you are logged in, click the **Resources** tab, then click the **Lucy and MyChartCentral** link.



3. Click both **checkboxes**, then click the **Link Me Up with Lucy and MyChartCentral** button.

Lucy and MyChartCentral can help you collect and permanently store your health information from places where you are seen for care, including the information you see here in MyChart. No need to log into multiple web sites, just Lucy and MyChartCentral. They're free, ad-free, and will never sell your data.

Yes, I allow you to send my health information to Lucy when I request a copy of my chart. We send your information securely and only when you request it. You must agree in order to make your own Lucy account.

Please securely copy my name, gender, date of birth, address, and email address to MyChartCentral so I don't have to type them again. If you decide not to create an account after all, MyChartCentral will not store any of your personal information. It will be deleted. If you don't check this box, you can still create your own MyChartCentral account, but you will need to type this information yourself when you sign up.

You should [review the privacy policy of Lucy and MyChartCentral](#) to learn how your data will be protected.

Clicking the button below will log you out of your health record here and take you to Lucy and MyChartCentral.

**Link Me Up with Lucy and MyChartCentral**

4. Click the **Create a New Account** button.

Welcome to MyChartCentral [Log In](#)

Please select one of the options below.

**New Account**  
If you've never been to MyChartCentral before, then you'll need a username and password to get started. Click the button below to create your new account. You'll be able to link with MyChart once you've established an account here at MyChartCentral.

**Create a New Account**

**Existing Account**  
If you already have an account with MyChartCentral, then you should click the button below to sign in to your account. You will be asked to enter your username and password. Once you are logged in, you can link with MyChart from the main page.

**Use an Existing Account**

5. Click the **Next Step** Button.

Welcome to MyChartCentral [Log In](#)

**1 Create a New Account: Terms and Conditions**

In the next few steps, we'll create your MyChartCentral and Lucy account. Before we do, it's important that you understand how and when we use personal information that you give us.

Epic will not use your personal health information, or sell it, or rent it, or disclose it in any way to anybody who wants to sell you something - we take your privacy very seriously. If you're ever concerned about how your information is collected, used, or stored, please [ask us](#) and we'll let you know.

By creating an account, you're agreeing that you've read and agree to both our [Terms of Service](#) and [Privacy Policy](#).

**Next Step**

6. Review and edit the **About You** information, then click the **Next Step** Button.

**2 Create a New Account: About You**

Your address and other information has been sent over from MyChart to fill in your information below. Click the "Edit Your Information" button to make any corrections. Changing this information may affect your ability to link with your chart at MyChart.

First name: Wilma Last name: Flinstone

Date of birth: 11/16/1963 Address-Line 1: 6550 Boulder Dr

Gender: Female Address-Line 2:

Phone: City: MADISON

Email: wflint@gmail.com State: Wisconsin

Zip code: 53718

Edit Your Information Previous Step **Next Step**

7. Type a **Username** and **Password**, type a **Security phrase**, then click the **Next Step** Button.

**3 Create a New Account: User Authentication and Security**

Choose a username and password that you will use to log into your account.

Username:

Password:

Confirm password:

**Username Requirements**

- At least 6 characters
- Does not contain: "()::;<>@[\\]
- No consecutive dots, or start/end with dots

Enter a security phrase below. MyChartCentral will always include this security phrase in any email that we send to you. If you receive an email that says it's from MyChartCentral but does not include your security phrase, you should ignore the email and should not click on any links in it.

Security phrase:

Previous Step **Next Step**

8. Select **Questions** and type corresponding **Answers** for each text field; click the **Next Step** button.

**4 Create a New Account: Security Questions**

Please choose three questions and provide answers for them. Your three questions must be unique.

Question:

Answer:

Question:

Answer:

Question:

Answer:

We use these questions to verify your identity when you log on from a public or shared computer.

Previous Step **Next Step**

9. Review your information; click the **Finish** Button.

The screenshot shows the 'Create a New Account: Confirmation' step in the MyChartCentral registration process. The page features the Epic MyChart Central logo in the top left and a 'Welcome to MyChartCentral' message with a 'Log In' link in the top right. A large blue circle with the number '5' is positioned to the left of the heading. Below the heading, a paragraph of text instructs the user to review their information. The user's details are listed as follows: Name: WilmaFlintstone, Email: wflint@gmail.com, Username: wflint, and Security phrase: MyChartCentral. At the bottom right, there are two buttons: 'Previous Step' and 'Finish', with the 'Finish' button highlighted by a red rectangular box.

10. Check your email for the MyChartCentral activation link .

The screenshot displays the 'Almost There ...' page of the MyChartCentral registration process. It includes the Epic MyChart Central logo and a 'Welcome to MyChartCentral' message with a 'Log In' link. The main content area contains the following text: 'Almost There ...', 'Your account has been created, but it still needs to be activated. Check your email account, elizabeth.dobson@deancare.com for an activation message, make sure the email contains your security phrase, MyChartCentral, and then follow the activation link to get started.', and 'Add noreply@mychartcentral.com to your email's safe-sender list.'

11. Click the link in your email to activate your MyChartCentral account.

The screenshot shows an email from NoReply@MyChartCentral.com to Wilma Flintstone. The subject is 'Account Activation'. The email body contains the following text: 'Your security phrase: MyChartCentral', 'Dear Wilma', 'Congratulations - you've created your MyChartCentral account. Before you can begin using it, you will need to activate it by clicking on the link below. If you cannot click the link, simply copy it and paste it into your browser's address bar.', a blue hyperlink: <https://www.mychartcentral.com/ActivateAccount.aspx?login=edobso&token=6b70dc36-d434-4f89-a56a-3cded27cabec>, 'This link is only active for one day. If you do not activate your account by then, your temporary account will be deleted and you will need to sign up again.', and 'Thank you, MyChartCentral'.

12. Type the **Username** and **Password** you created for MyChartCentral; click **Log In** button.

Epic MyChart central

Username: wflint

Password: .....

This is a public or shared computer.

This is a private computer.

Log In

Forgot your username?

Forgot your password?

What's this?

Congratulations! Your account is now activated.  
Log in to link up your MyChart account.

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13. Answer the security questions you created; click the **Continue** button.

Epic MyChart central

You are logging in from a public computer. For security purposes, please take a moment to provide the answers for two of your security questions.

Hide my answers while I type

What year did you graduate from high school?

In what city were you born?

Continue Cancel

14. To link MyChartCentral to previous MyChart accounts, click the **Add a New Healthcare Organization** button.

Epic MyChart central

Welcome, Wilma

wflint.957@direct.mychartcentral.com

Lucy | MyChartCentral | Profile | Log Out

Add a New Healthcare Organization

Link a New Chart

Organization: [dropdown]

Username: wflint

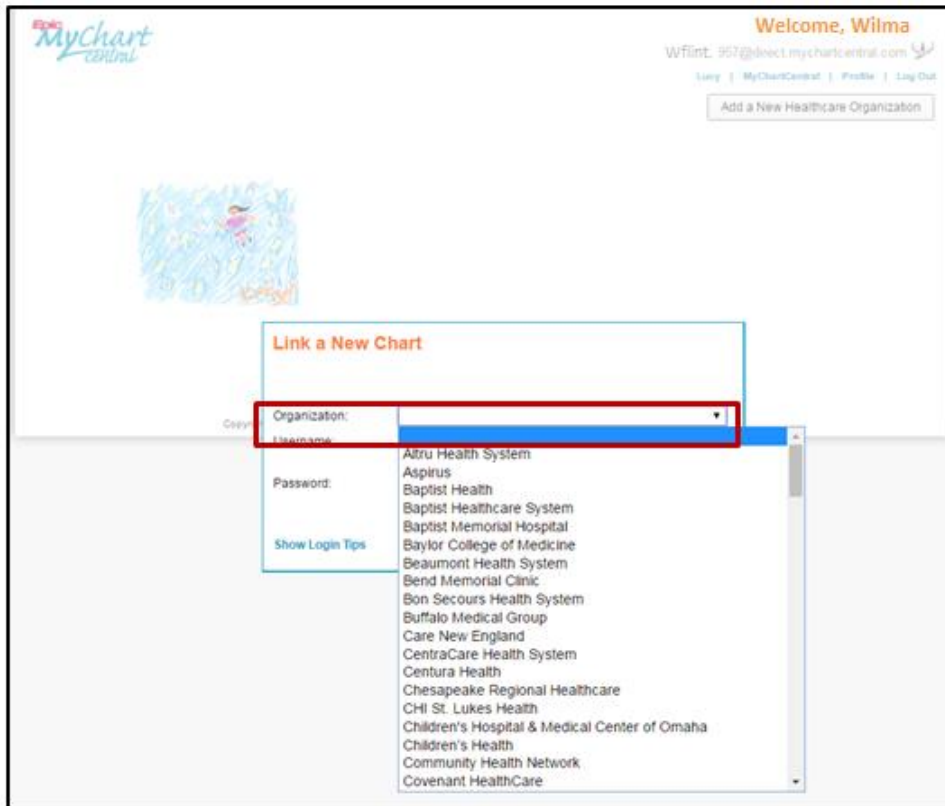
Password: .....

Show Login Tips

Link This Chart Cancel

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15. Select your previous healthcare organization to link with your current MyChart account; be sure to enter your **Username** and **Password for that specific online chart**; click the **Link this Chart** button. You'll see the new chart appear next to your other linked charts.



16. The **Lucy** feature allows you to keep your own record of health information and save it outside of MyChartCentral. Simply click the **Lucy!** picture to get started.

