



The first time you open MyCHOP, you will need to create your MyCHOP Username and Password.

Click on: New User? Sign Up Now link.

You will need to identify yourself.

Enter the 15-character Access Code from your welcome letter in the boxes provided. If you do not have your letter, contact your CHOP Care Network pediatrician's office or email: ehhealth@email.chop.edu.

Enter your date of birth (not your child's).

Enter your ZIP code.

Click on: Next



Create your username, which cannot be changed. Choose something easy to remember and secure.

Create a password. Your password must be different from your MyCHOP username and be a minimum of eight characters.

Security tip: Use a combination of numbers and letters in your password, mixing upper and lower case.

Click on: Next

Select a security question and answer.

This will be used if you forget your username and/or password.



The screenshot shows the 'E-mail Notifications' sign-in page, which is the third step of a three-step process. It features a header with the MyCHOP logo and hospital name. The main content area is titled 'E-mail Notifications' and includes a sub-header 'Step 3 of 3'. There are two input fields: 'E-mail Address' with the example 'example@example.com' and a note that the address is for alerts only, and 'Retype E-mail Address' with the same example and a small 'X' icon. A red asterisk note below the second field says '* Please retype your e-mail address.' A 'Sign In' button is located at the bottom of the form.

Enter your email address to be alerted to new messages or lab results.

Your email will be used for messages, instructing you log into MyCHOP to view new information. No medical details will be sent via email.

Click on: Sign In

The screenshot shows the 'Terms and Conditions' page, which is the first step of a three-step process. It features a header with the MyCHOP logo and hospital name. The main content area is titled 'Terms and Conditions' and includes a sub-header 'MyCHOP Terms and Conditions'. There is a section titled 'Consent to Participate' with a paragraph of text explaining the terms of use. Below the text is a checkbox labeled 'Please do not show this page next time'. At the bottom of the form are two buttons: 'Accept' and 'Decline'.

Once signed in, you will automatically be directed to the "Terms and Conditions" page. Please review the MyCHOP Terms and Conditions, and click "Accept".

If you do not want to see the terms and conditions each time you log in, click the "Please do not show this page next time" box.

Click on: Accept



MyCHOP Log-in Issues

I lost my activation code.

You will need to contact your child's CHOP Care Network office and have it send you a new one, or you can send an email to: ehealth@email.chop.edu.

Recover Your MyCHOP Username

Please verify your personal information.

First Name

Last Name

Date of Birth / /

ZIP Code

E-mail Address

I forgot my username.

Click on the "Forgot MyCHOP username" on the home page, which opens the recovery screen.

Once the information is submitted, your username will be sent to the email address you have provided.

The subject of the message will be: Login ID Recovery.

Password Reset

Please verify your personal information.

MyCHOP Username

Date of Birth / /

ZIP Code

E-mail Address

I forgot my password.

Click on the "Forgot my Password" link on the home page.

Enter your information and click Next. You will be asked your password reset question.

Enter the answer to the question, and you will be given the opportunity to reset your password.

Answer your security question below.

Where were you born?

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



MyCHOP Other Issues

I can't see charts for my other children.

You need to be set up as the proxy for each of your children. Opening a MyCHOP account does not provide access to all members of your household. Each child has his or her own MyCHOP account, and you need to be set up as a proxy for each. Contact your child's CHOP Care Network office for assistance. (The proxy means the person who has the password and can access information in MyCHOP.)

What information is available to view?

For children 12 years old and younger, you will have access to:

My Medical Record

- Health summary
- Test results
- Medications
- Allergies
- Immunizations
- Growth charts

Appointments

- Upcoming appointments
- Past appointments
- Request an appointment

For children 13 – 18 years old, you will have access to:

My Medical Record

- Health summary
- Test results
- Allergies
- Immunizations
- Growth Charts

Appointments

- Request an appointment
- Upcoming appointments

I don't see all the lab results.

Not all lab results are visible in MyCHOP. Some results are automatically released four days after the result is final, and these results are visible. Some labs are not released, so these results are not visible.

Please call your pediatrician's office or send a MyCHOP message with any questions or concerns.

How do I get help?

You may find the answer to your question on the website under the FAQs (frequently asked questions). You can contact your pediatrician's office by phone or MyCHOP message by sending an email to: ehealth@email.chop.edu. You can expect a response within three to five business days.