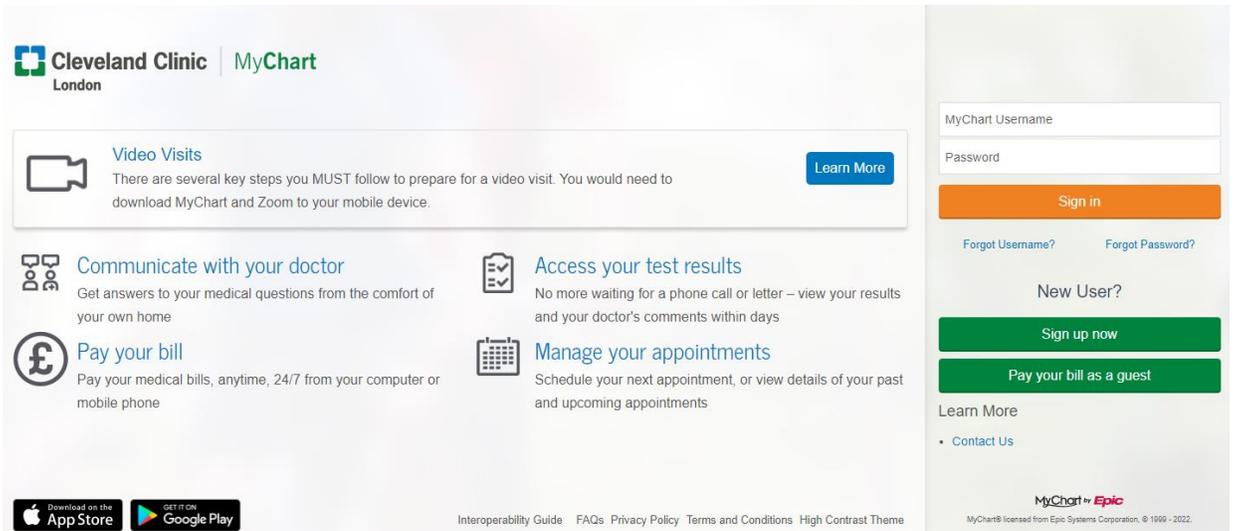


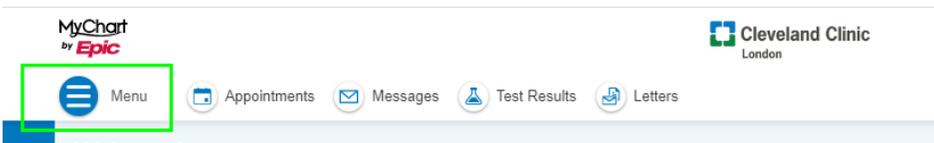
Changing MyChart Notification Preferences

You can update your Communication Preferences directly in MyChart by following these simple steps.

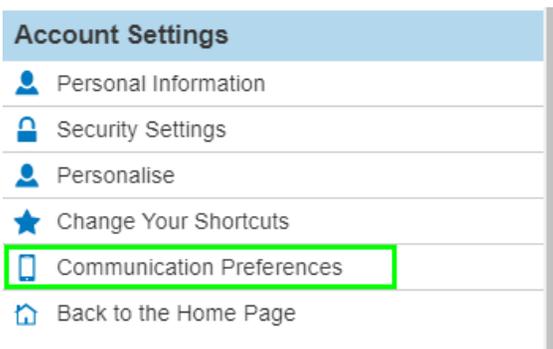
1. Login to MyChart



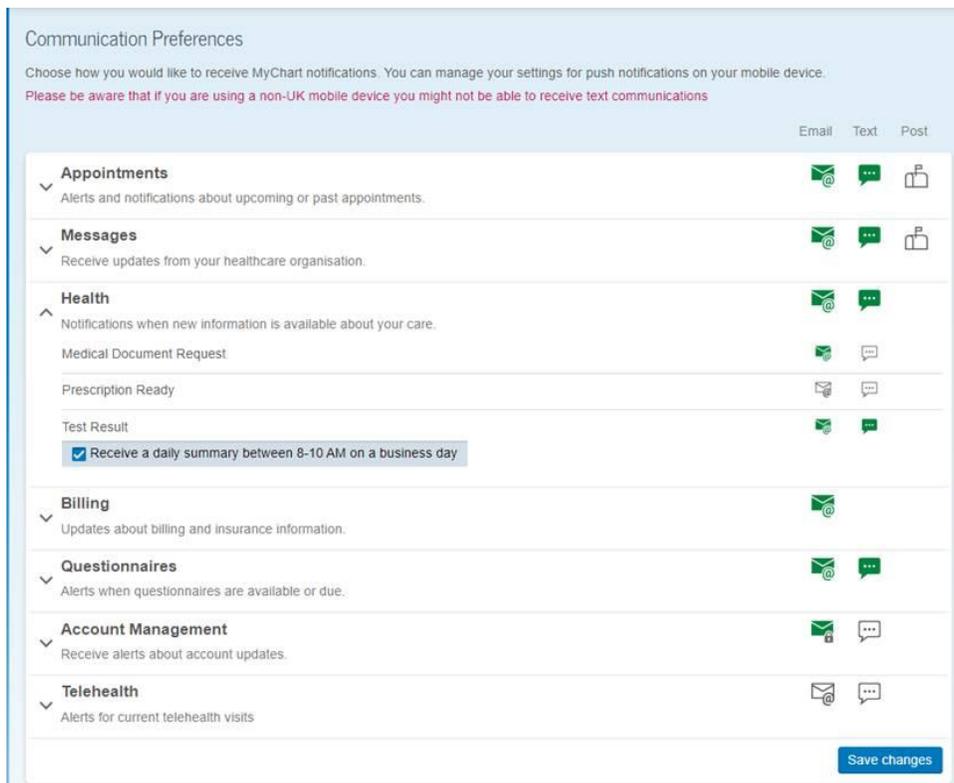
2. Click on the Menu



3. Under Account Settings, select Communications Preferences



4. In this section, you will be able to select your preferences by clicking on the icons. These sections are broken down by the different types of alerts you can opt to receive. Please note we do not support SMS to international phones.
 - a. If the Email or Text icon is coloured green, that means that you will receive communications and notifications.
 - b. If the Email or Text icon is not coloured green, that means that the you will not receive communications and notifications.



Communication Preferences

Choose how you would like to receive MyChart notifications. You can manage your settings for push notifications on your mobile device.
Please be aware that if you are using a non-UK mobile device you might not be able to receive text communications

Email Text Post

Category	Description	Email	Text	Post
Appointments	Alerts and notifications about upcoming or past appointments.	Green	Green	White
Messages	Receive updates from your healthcare organisation.	Green	Green	White
Health	Notifications when new information is available about your care.	Green	Green	White
Medical Document Request		Green	White	White
Prescription Ready		White	White	White
Test Result	<input checked="" type="checkbox"/> Receive a daily summary between 8-10 AM on a business day	Green	Green	White
Billing	Updates about billing and insurance information.	Green	White	White
Questionnaires	Alerts when questionnaires are available or due.	Green	Green	White
Account Management	Receive alerts about account updates.	Green	White	White
Telehealth	Alerts for current telehealth visits	White	White	White

Save changes

If you have any questions or would like support with changing your communication preferences in MyChart, please reach out to our MyChart Helpdesk at +44 (0)20 3423 7008 or send us an email to mychartsupport@ccf.org

