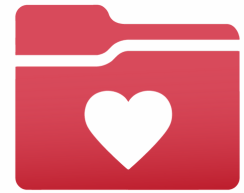


FAQ Sheet

MyChart



1. New Account Need

Q Do I need a new Salem Clinic account if I have had one for a long time?

A Yes.

2. Reason

Q Why do I need to sign up for a new account?

A On 9/17/25, Salem Clinic separated their electronic health record system from Salem Health. All Salem Clinic patients need a new MyChart account in order to schedule appointments, receive results and message with Salem Clinic.

3. Get Started

Q How do I sign up for a new Salem Clinic MyChart account?

A Option 1 - Visit salemclinic.epicmychart.com; select sign up icon; select sign up with your information

Option 2 - Call 503-399-2424; ask for a MyChart code to be emailed or texted to you; follow prompts in message

4. Missing Information

Q Why does my new MyChart account not have any of my past information?

A New accounts only have information for medical care that happened on, or after 9/17/25. Your Salem Health account is still accessible to you and contains all of your older records.

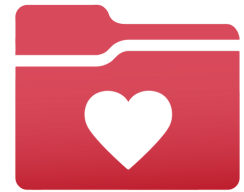
5. Linking

Q How can I link my accounts?

A Select the blue box in the upper left; under *Sharing*, select *Link My Accounts*; then select Salem Health.

Troubleshooting

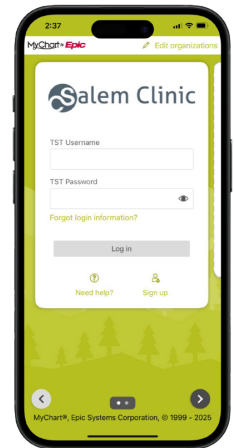
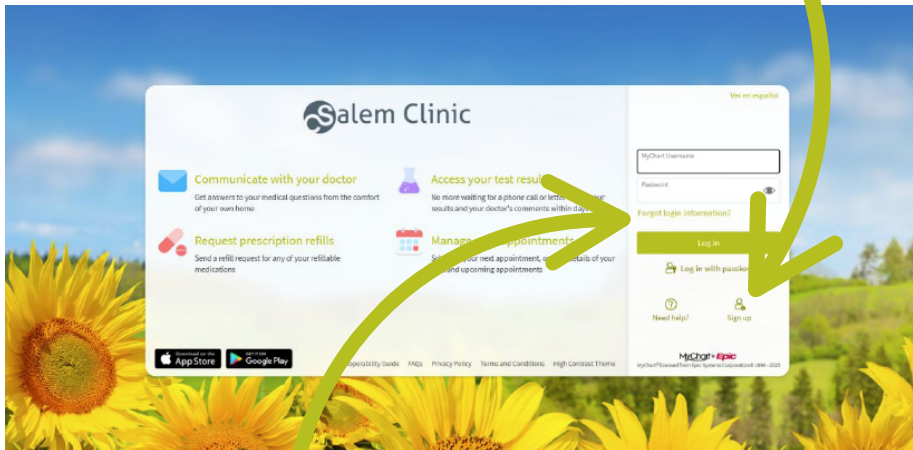
MyChart



My logins aren't working...

- ➔ You must sign up for a new account before you can log into it. If you have not yet signed up, please follow **sign up** instructions below.
- ➔ Make sure you are logging into the right account. If you are using the MyChart app; the login background color should be green. If you are using a desktop/laptop, the background of the login website should feature sunflowers.

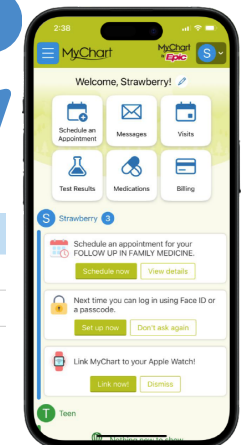
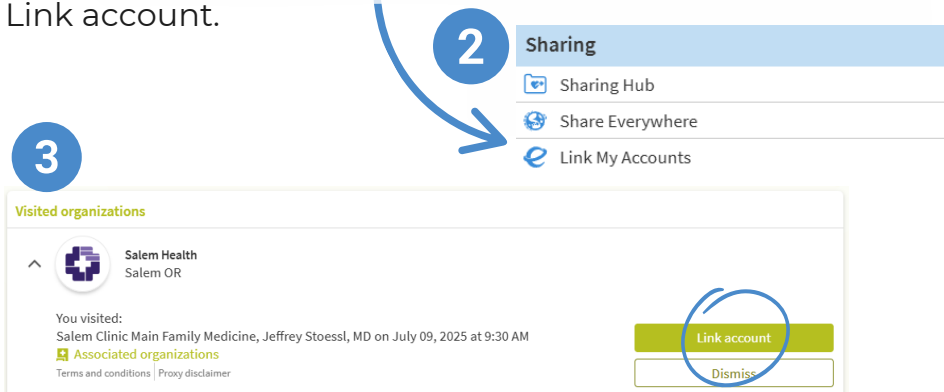
 Sign up



- ➔ Use **Forgot login information?** to reset your password or determine your username.
- ➔ If you need login assistance for your old Salem Health account, you will have to reach out to their help desk at 503-562-4278. Salem Clinic staff can only help with your new Salem Clinic MyChart account.

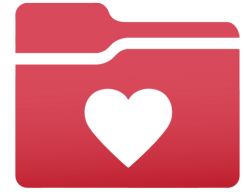
I can't see my old records...

- ➔ To access your old records through your new account, you will need to link the old and new accounts together. You can do this by selecting the **blue box** in the upper left corner, then select **Link My Accounts** from the menu. You will then be able to select Salem Health and Link account.



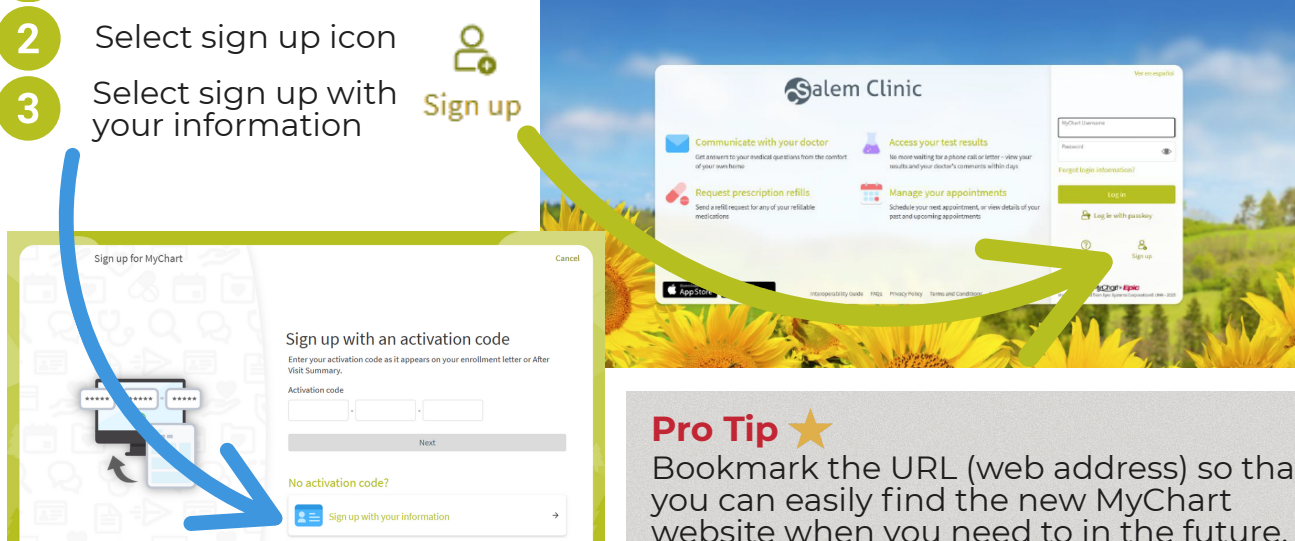
Sign up instructions

MyChart



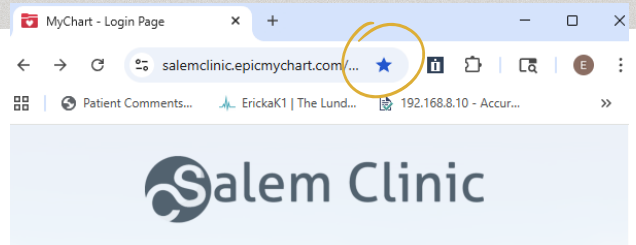
Option A No Activation Code - Desktop Computer

- 1 Visit saleclinic.epicmychart.com
- 2 Select sign up icon
- 3 Select sign up with your information



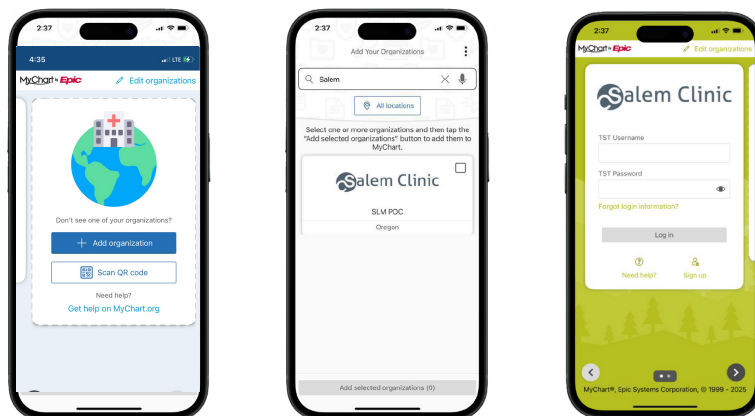
Pro Tip ★

Bookmark the URL (web address) so that you can easily find the new MyChart website when you need to in the future.



Option B No Activation Code - MyChart App

- 1 Select Add organization
- 2 Search for, select and add Salem Clinic
- 3 Select sign up icon
- 4 Select sign up with your information



Pro Tip ★

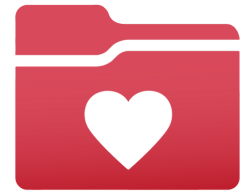
When you use MyChart on your phone or tablet, you can set it to open with your face, or a 4-digit code.

Option C Activation Code

- 1 Call or stop by to ask for an activation code
- 2 Follow prompts in the email or text message to sign up for a new account

Tips

[MyChart](#)



Desktop Computer

- ★ Bookmark the URL (web address) so that you can easily find the new MyChart website when you need to in the future - saalemclinic.epicmychart.com
- ★ You can get to the new MyChart login page from the Salem Clinic website - saalemclinic.org
- ★ If you forget your password, you can generate your own password reset from the login screen.

MyChart Login

Mobile App

- ★ When you use MyChart on your phone or tablet, you can set the app to open your account with your face id, or a 4-digit code, saving you time and the pain of remembering a username and password.
- ★ You don't need a new MyChart app for the new MyChart account; you just add Salem Clinic as an organization within your existing app.

General

- ★ Link to your Salem Health MyChart account for easy access to new and old records once logged in.
- ★ You can only message Salem Clinic providers through the new account. If you reply to messages from the Salem Health account, your message will not go through. You may receive a reply stating your provider is out of the office for the remainder of the year.
- ★ The user name field is not case sensitive.
- ★ Your user name must be 5-20 characters in length; this is shorter than previously allowed.
- ★ Your password must be at least 8 characters in length and include at least 1 number.

Proxy Access

Relationship Type	Type of access to MyChart	Transition Age
Parent - Child	Parent has full access	0-12
Parent - Teen Limited	Automatic at age 12 - limited access to only allergies, immunizations, growth charts, insurance	12-18
Parent – Teen Full	Full access extended by an end user	12-18