Activating MyChart in three easy steps

What you’ll need:

1. Your email address
   - must match the email address in our system

2. Status as an established patient of HSHS
   - includes an HSHS hospital, HSHS Medical Group or Prairie Cardiovascular

3. MyChart Activation Code
   - instructions for obtaining or generating one are below

Click the logo below or type www.mychartportal.org/prairie into your browser. Select Sign Up Now to begin activation process.

COVID-19 (coronavirus) Notice:
If you are critically ill:
Call 911

If you are not critically ill but you have had a cough, shortness of breath, or fever AND:
Have been in close contact with a person diagnosed with COVID-19 (coronavirus) within 14 days of your symptoms starting
Or
Have been in close contact with a person who is currently being quarantined as a possible COVID-19 (coronavirus) patient
Then:
Contact your provider’s office for further guidance or call (217) 788-0706
Do NOT schedule a standard clinic appointment online
Do NOT present to your local clinic or hospital

Additional information can be found through the following links:
http://www.dph.ilinois.gov/
Step 1: Activation Code

Do you have an activation code?

I already have an activation code.
If you have received an activation code from your provider team, type it in the corresponding box (shown below), continue filling out the form and skip to page 5. You will not need the information on pages 3 and 4.

I still need an activation code.
Ignore the boxes below for now, and click on the blue Sign Up Online button on the right of the screen.

Having technical issues? Call the MyChart Help Desk at 866-312-5023 or email myhealthrecordhelp@hshs.org
Step 1: Activation Code

Requesting an activation code weblink.

If you don’t have an activation code, you can’t find it or you lost it, you can easily request one online.

You will need to supply your full name, mailing address, birthdate and phone number. Once completed, you can submit the form. You will receive an automatic response in your email, confirming your request. Next, you will receive an email with your activation code within a week.

If you would prefer your activation code via phone, please call your Prairie provider team at 217-788-0706.
Step 2: Setting Up Your Account

Check your email inbox for your activation code weblink.

The activation code will be sent from a no reply account and can sometimes hide in your spam folder. Search “Prairie” or “MyChart” if you are having trouble finding the email.

When you locate the email, it will have a link. To continue setting up your account, click this link. It will automatically populate your personal activation code.

From: noreply, No <noreply@hshs.org>
Sent: Friday, March 27, 2020 10:39 AM
To: PrairiePatient123@email.com
Subject: Signup information for MyChart

03/27/20

Thank you for signing up for our patient portal.

Please follow the link below to activate your Prairie MyChart account!

https://www.mychartportal.org/prairie/accesscheck.asp?InstAct=26%2Bm2l88cGbyuY5k5sN6udzKKFGP0nFwKvN0NuDOno%3D

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Step 2: Setting Up Your Account

Create Your Username and Password.

You will now establish a username and password to use each time you access MyChart on a desktop or mobile device. Once you’ve created these, be sure to store them safely.

You will be required to select a security question for login purposes, as well.

Choose Notification Preferences.

The next screen will allow you to enable notifications in your email or text messages. You will also review and accept privacy policies.
Step 3: Logging In

Visit www.mychartportal.org/prairie
Keep your username and password safe and handy. Click on SIGN IN.

You can now take advantage of the time-saving features MyChart has to offer:

- Manage your appointments
- Request prescription refills
- View your test results
- Participate in virtual visits
- Communicate with your provider team

Download the MyChart App for your mobile devices:

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