



HAWAI'I PACIFIC HEALTH

MyChart

by Hawai'i Pacific Health

PATIENT USER GUIDE

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What is MyChart

MyChart is an online patient portal that provides you with access to your health care information and allows you to connect with your doctor around the clock in a way that's convenient for you.

With MyChart, you have 24/7 access to:

- Schedule appointments
- Email your doctor with questions
- View summaries of your doctor visits
- Get prescription refills and update medications
- View test results
- Download your medical records online
- Update allergy information
- Track appointments and immunizations
- Pay bills online
- Fill out forms in advance and save time during registration



Important Resources and Information

Visit MyChart at mychart.hawaiipacifichealth.org.

For questions or issues, please call our MyChart Customer Support line:

- Toll Free: 1-877-228-1894
- O'ahu: 808-535-7725
- Kaua'i: 808-246-1663

Sign up for a MyChart account

To sign up for MyChart, you must be at least 18 years of age. To get the process started, you'll first need a MyChart activation code. Below are a few ways to get this code:

1. Call your doctor's office. Our front desk is able to send you a text message or email that contains a secure link to activate your MyChart account.
2. Request an activation code online at <https://mychart.hawaiipacifichealth.org/signup>
3. Call our MyChart Customer Support line at 1-877-228-1894 and request an activation code.

Please note, an activation code received online or from our MyChart customer support link will expire 30 days after it's generated.

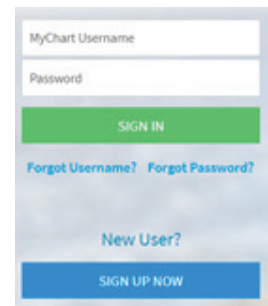
Once you receive your activation code, you can activate your account via the Internet or the mobile MyChart app.

To activate your account via the Internet:

1. Go to the MyChart site at mychart.hawaiipacifichealth.org
2. Click the Sign Up button on the right-hand side of the screen
3. Fill out the requested information and click Submit
4. After completing the process, you'll be provided your MyChart account

To activate your account via the MyChart mobile app:

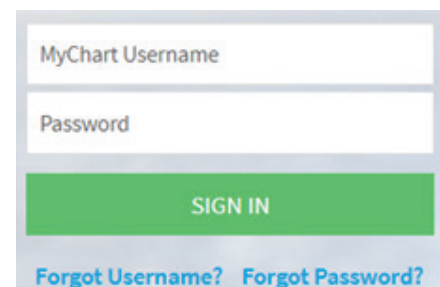
1. Refer to the following pages of this guide for instructions to install the MyChart app onto your mobile device
2. Once the app is installed, click the Sign Up Now button to start the activation process



The screenshot shows a login/sign-up form with the following elements: a text input field for 'MyChart Username', a text input field for 'Password', a green 'SIGN IN' button, a link for 'Forgot Username?', a link for 'Forgot Password?', a 'New User?' link, and a blue 'SIGN UP NOW' button.

Log into MyChart

1. In your web browser, enter mychart.hawaiipacifichealth.org to access the login page
2. Enter your MyChart username and password
3. Click Log In



The screenshot shows a login/sign-up form with the following elements: a text input field for 'MyChart Username', a text input field for 'Password', a green 'SIGN IN' button, a link for 'Forgot Username?', and a link for 'Forgot Password?'.

If you forget your MyChart username or password

1. In your web browser, enter mychart.hawaiiPacificHealth.org to access the login page
2. Click either the Forgot USER ID or PASSWORD links at the top of the screen
3. When prompted, please answer the security questions to verify your identity
4. Once complete, your username and password information will be sent to the email address on file

If you are still having trouble logging in, please feel free to call our MyChart Customer Support line at 535-7725 on O'ahu or toll free 1-877-228-1894 from the neighbor islands.



PAY BILLS ONLINE*

- See billing summary.
- Sign in or pay as guest.

[Pay bills as guest >](#)

[How to pay bills online >](#)

MyChart Home Page

After logging into MyChart, you'll be taken to the Home Page. This page is personalized for you and you can access a variety of MyChart services and features. Every time you log into MyChart, you will see your own Welcome! Page that has actions or reminders listed just for you.

MyChart Mobile App

Download the MyChart App

You're able to access MyChart wherever you go by downloading the MyChart mobile app. The app is compatible with both Android and iPhone platforms. To download and install the app:

1. Search for "MyChart from Epic" in the iTunes App or Google Play Stores on your mobile device
2. Click Install
3. Open the app on your mobile device
4. When asked to "Select Health care Provider," choose Hawai'i
5. Scroll down the list and click the Hawai'i Pacific Health logo
6. From there, you'll be able to begin using MyChart on your device



MyChart
Epic Systems Corporation

4.2 ★
28K reviews

5M+
Downloads

E
Everyone ⓘ

Install

Proxy Access

Request a MyChart account for others

MyChart allows approved individuals to have access to the medical records of family members. This includes parents of minors, legal guardians or adult children who have health decision-making authority for their parents.

To obtain authorized access, you must have your own MyChart account activated and complete the appropriate Proxy Access Form below.

Proxy Access for Children

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows. To request access, please complete the [Child Proxy Access Form](#) and return it to the doctor's office where the child receives care.

- When the child is 13 years of age or younger, a parent or legal guardian with proxy access has complete access to the child's medical record
- When the child is 14 through 17 years of age, proxy access will be limited to certain information and MyChart functions
- When the child becomes an adult at 18 years of age, a parent will no longer have proxy access.
- In the case of legal guardians, depending on the situation and capacity of the now 18 year old to manage their own health care, proxy access may be continued upon request and review.

Proxy Access for Adults

Adult patients 18 years of age and older generally monitor and manage their own MyChart accounts. However, if a patient is 18 years of age or older and wants or needs to have another adult to serve as their proxy representative, the patient can complete the [Adult Proxy Access Form](#) and return it to their doctor's office. The most common example of proxy access for adult patients is when older parents want their health care to be managed by their adult children.

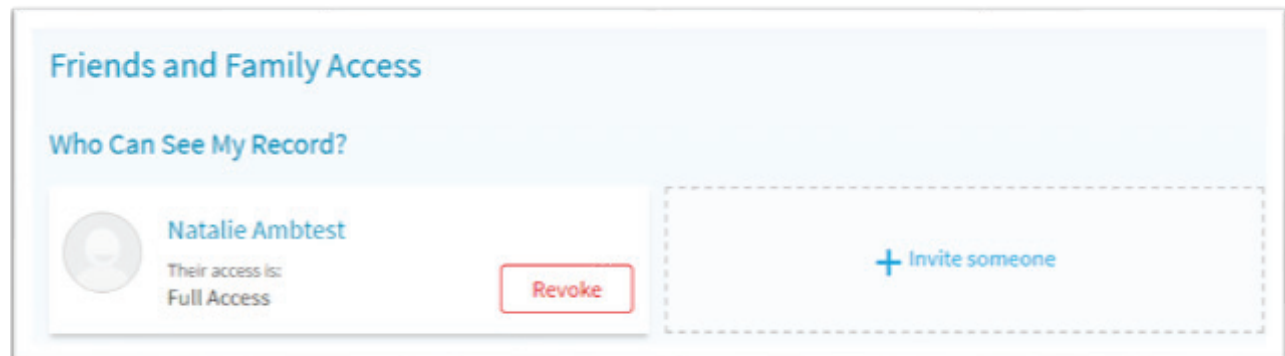
Access a family member's medical record

You will receive an email once your proxy request form has been processed and approved. From there, you'll be able to log into your personal MyChart account and view the account of the child or adult for whom you have proxy authorization.

As of May 23, 2021, adult patients will be able to log into their MyChart account and invite someone to be a proxy which will allow this person to have full access to the patient's MyChart. This person will have access to clinical information, along with messaging and scheduling features.

To invite someone to have access to your MyChart record:

1. Login to MyChart
2. Click on Your Menu
3. Click on Share My Record
4. Click on Friends and family access
5. Click on +Invite someone
6. Complete the invitation fields and send invite
7. Recipient will receive an invitation link in their email
8. The link will send recipient to MyChart where they will need to confirm the patient's date of birth and accept invitation



If you have given a family member or friend proxy access to your MyChart account, you may revoke their access at any time:

1. Login to MyChart
2. Click on Your Menu
3. Click on Share My Record
4. Click on Friends and family access
5. Under Who Can See My Record, click the Revoke button for the person you want to remove as proxy

Messaging

View messages from your doctor

You can read messages sent by your doctor or other clinic staff:

1. Click the Messages tab at the top of your screen or from Your Menu
2. Here, you'll be able to see an inbox with all messages from your doctor and their staff as well as messages you've sent them

Ask your doctor for medical advice

1. Click the Ask a Question link from Your Menu
2. Click the option that best suits your needs
 - a. The options New Medical Question, Request a Medication Refill, and Symptom Specific E-Visit will be sent to your doctor's clinic
 - b. The option Non-Medical Question is only for questions pertaining to billing, insurance, and non-medical concerns. This message will NOT be sent to your doctor

Click New Medical Question for simple medical questions that do not require an immediate response. You'll be asked to select a recipient from a drop-down list of doctor's you've seen. Type your message and click send when finished. You also have the option of uploading or attaching an image. You can attach up to 3 images. The allowed file types are BMP, JPEG, JPG, and PNG. The maximum file size is 2.50 MB for images.

You can also request Medication or Prescription Refills for medications you're currently taking.

E-Visits are another quick way to receive medical advice from your doctor. You'll be asked to select from a list of specific conditions and answer a few questions. Your responses will be sent to your doctor and they will get back to you as soon as possible.

Ask a Question

Please select the option that most closely matches your question.

Please call 911 if you have an emergency. For urgent medical questions please call your provider.

New Medical Question You have a simple medical question that doesn't require an immediate response.	Request a Medication Refill You would like to request a refill or renewal of a current medication.
Symptom-Specific E-Visit You would like to receive medical care online for a common problem by answering a few questions.	Non-Medical Question You have a question related to a bill, your insurance, or another non-medical concern. Note: these questions will not be sent to your healthcare providers.

Letters

You can also review letters your doctor's office has sent to you including health reminders, results from different tests as well as general letters.

1. Click on Letters under Communication in Your Menu
2. Select the letter to view it. You can also print a copy of your letter from your desktop for your records

View past or upcoming appointments

You can view past or future appointments by clicking the Visits tab at the top of your screen or from Your Menu.

Click an upcoming or future appointment and click Details to see information about the appointment. This will allow you to see information about the visit including:

- Date, time and location of the visit
- Any pre-visit instructions or questionnaires to fill out from your doctor
- Directions to the clinic

You may also eCheck-in to your appointment 3-days prior to save time. Doing this ahead of time lets the clinic know you will be keeping your appointment, confirms your contact and insurance information and updates your medication list and allergies all before you start your appointment.

1. Click the ECHECK-IN button next to the appointment
2. Follow the instructions on the different screens to complete the process

You can also click the Cancel and Reschedule Appointment buttons next to your appointment if you're not able to make it that day / time.

DEC
20
Fri

Office Visit with John Smith, MD

🕒 Arrive by 7:50 AM HST

Starts at 8:00 AM HST

Internal Medicine - Straub Clinic Mililani

95-1249 Meheula Pkwy Ste 187

Mililani HI 96789-1791

808-625-6444



ECHECK-IN

DETAILS

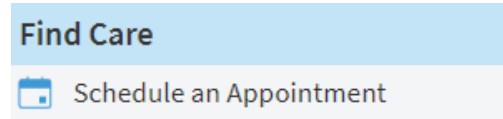
🗓️ Reschedule Appointment

✖️ Cancel Appointment

Request or schedule an appointment

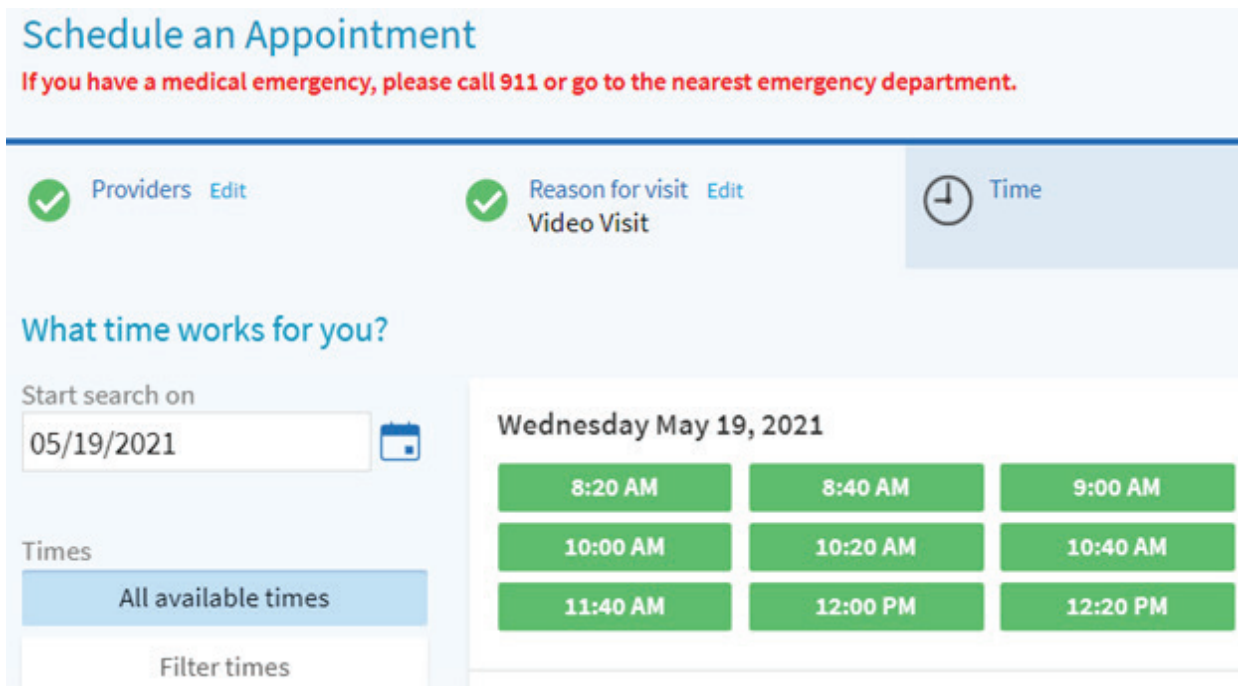
To request or schedule an appointment with your doctor:

1. Click on Schedule an Appointment under Find Care in Your Menu
2. You'll be able to select a specific provider you'd like to see or identify the type of appointment you'd like to be seen such as an office visit physically at the clinic or a video visit that you can conduct from the comfort of your home



Depending on the type of appointment you choose, you may be directed to request or schedule an appointment

- For appointment requests, you'll be asked to enter the provider you want to see, the reason for the visit, as well as preferred dates and times for your visit. After submitting your request, someone from the clinic will reach out to you to verify an appointment date and time that works best for you.
- When you schedule an appointment, you don't need to wait to hear back from your doctor's office. Instead, you'll be able to select a specific date and time you'd like to be seen and schedule your appointment right then and there.



View your test results

If you had a lab or imaging test done, you'll be able to view the results in MyChart as soon as they become available.

1. Click Test Results under My Record in Your Menu
2. Click a particular test to see more information. You'll be able to see the standard range for the result and any additional information the provider notated

Manage your medications

1. Click Medications under My Record in the Menu
2. You'll see a list of all current medications in your health record
3. Click the Request Refills button to request a refill
 - a. Click the medication(s) you'd like to request a refill for
 - b. Specify the pharmacy you would prefer your medications to be sent to so you are able to pick them up
4. Click the Learn more button to see more information about a particular medication
5. Click the Go to Manage My Pharmacies link to update the pharmacy you'd like your medications to be sent to

The screenshot shows the 'Medications' section of a MyChart account. At the top, there is a header 'Medications' with a printer icon. Below the header, a message reads: 'Please review your medications and verify that the list is up to date. Call 911 if you have an emergency.' A link 'Need to update your list of pharmacies? Go to Manage My Pharmacies.' is provided. A green 'Request refills' button is visible. The main content area displays a medication entry for 'Zantac 300 MG tablet'. The generic name is 'ranitidine' and there is a 'Learn more' link. The instructions are 'Take 1 tab by mouth at bedtime as needed for Dyspepsia. For stomach.' Below this, there are three columns: 'Prescription Details' (Prescribed April 14, 2021, Approved by Sandra K Noon, DO), 'Refill Details' (Quantity 30 tabs), and 'Pharmacy Details' (PRINT). At the bottom of the medication entry, there are 'Request refill' and 'Remove' buttons.

View a summary of your health

Click Health Summary under My Record in Your Menu. This will provide you with a summary of the following:

- Current health issues
- Medications
- Allergies
- Immunization
- Preventive care topics

Respond to questionnaires from your clinic

Your doctor's office may ask you to fill out questionnaires in MyChart so you won't have to do so in clinic. You can respond to these questionnaires in a few different ways:

1. For general questionnaires, click Questionnaires under My Record in Your Menu
2. For questionnaires for an upcoming appointment
 - a. Click on Visits
 - b. Select an upcoming appointment and click Details
 - c. Open the questionnaire by clicking it in the Questionnaires section of the appointment details
3. Your doctor may also send you a questionnaire in a MyChart message.
 - a. Click the Messages tab to view the message

Track health readings

Your doctor may ask that you record specific health readings such as glucose or blood pressure at home and send your results to them in MyChart on a regular basis. In such cases, you may be asked to use MyChart's Track My Health feature. This allows your physician to automatically receive your readings so they can monitor your progress.

1. Click the Messages tab to view a message your physician sent you with information about Track My Health and a flowsheet to record your readings
 - a. Click the link in the message to activate Track My Health
2. To record your readings, click Track My Health under My Record in the Menu
3. Click the flowsheet's name and click Add New Data to enter today's readings
4. Enter your readings, date and time then click Continue
5. Click submit when complete

You can also view past results by clicking Track My Health under My Record in Your Menu. Click the specific flowsheet to view trended information of results.



Link My Accounts

You can use MyChart to view your health information from other organizations where you or your family have records. When you link your accounts from participating organizations, you may be able to see the following types of information right here in your MyChart account: health issues, medications, test results and more.

1. Click on Link My Accounts under the Sharing section of Your Menu
2. Search for a participating organization under Discover accounts to link
3. Select an organization and click on link account button
4. Login to your MyChart account for that organization and follow the prompts


Lucy and MyChart Central


Lucy and MyChart Central are features in MyChart that allow you to collect and store all your medical information. Lucy specifically allows you to add or upload external documents from other places you've received care. MyChart Central, on the other hand, links your HPH MyChart account with any other MyChart accounts you may have with other organizations.


Create a MyChart Central account


1. Log into MyChart
2. Click on Lucy under the Sharing section of Your Menu
3. To access Lucy, click the "Yes, I allow you to send my health information to Lucy when I request a copy of my chart" option
4. Click the "Link me Up with Lucy and MyChart Central" button
5. Follow the instructions on the different screens to set-up your account
6. After completing the required fields, you'll receive an email to activate your MyChart Central account
7. Click the link in the email to complete your MyChart Central account

Sharing

 Share My Record

 Share Everywhere

 Link My Accounts

 Lucy

Lucy and MyChartCentral



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.



Your MyChart Central Account

Once you've activated your MyChart Central account, you'll be able to link to MyChart accounts you may have at other health care organizations.

1. Click on Lucy under the Sharing section of Your Menu
2. Click on Link Me Up to Lucy and MyChart Central
3. Click the Add a New Health Care Organization button
4. Click the down arrow next to Organization to view accounts you have with other health care organizations. Click the name of the organization account you'd like to link to
5. Enter your MyChart user name and password for that organization and click Link This Chart

Accessing Lucy

Lucy is accessible via your MyChart account and can be used to upload documents and records.

1. Click on Lucy under the Sharing section of Your Menu
2. Click on Link Me Up to Lucy and MyChart Central
3. From there, you'll be able to update information in your Personal Health Record such as allergies and medications.
4. You'll also be able to add or upload documents from your personal computer. To do this, click the "Add a Document from My Computer" button

You can also control what your health care providers can and cannot see:

1. Within the Personal Health Record or Document section of Lucy, click the "What can my health care providers see" link
2. Click Share or Don't Share



My Personal Health Record

Options ▶

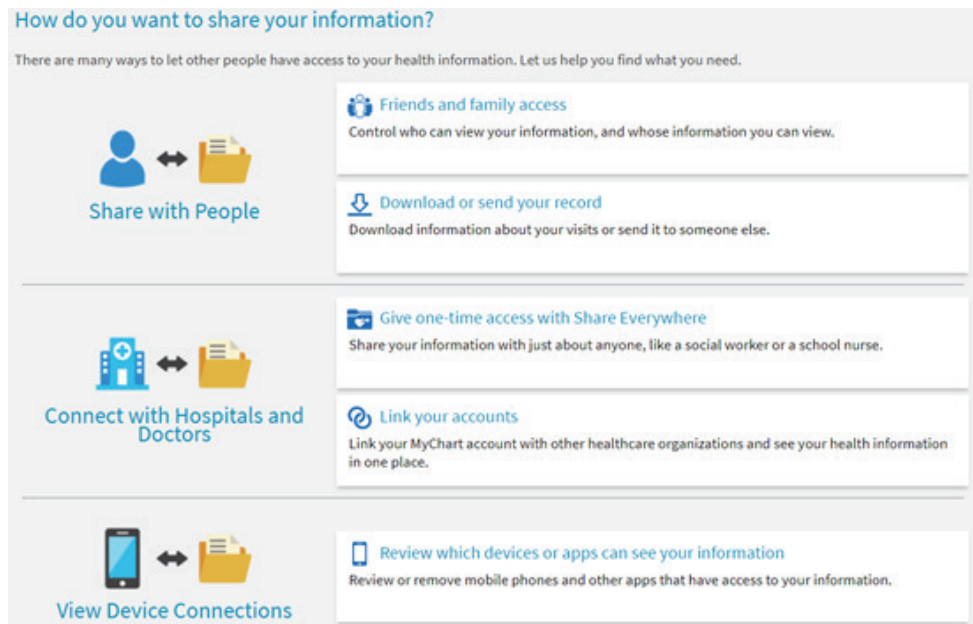
Lucy will help you to keep a personal health record that contains your allergies, medications, medical conditions, and other important information about your health. Data that you enter in your personal health record can be shared with clinicians who take care of you. [What can my healthcare providers see?](#)

Start Editing My Health Record

Share your record

To share your health records:

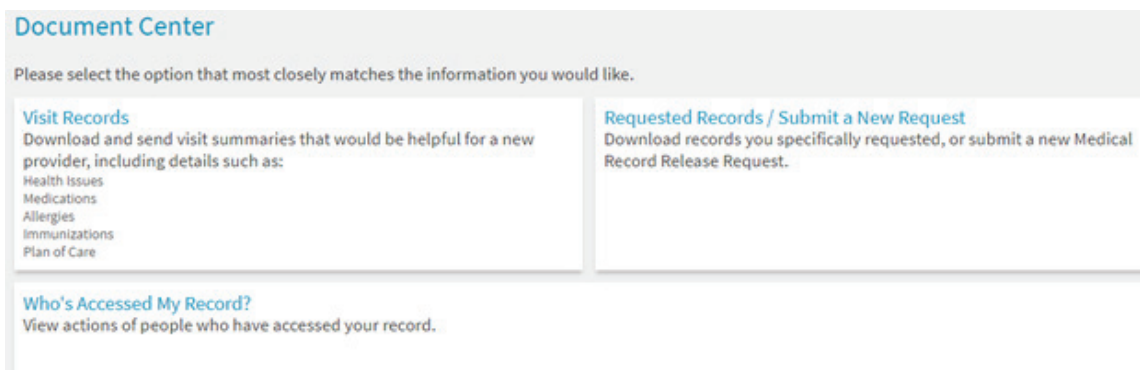
1. Log into your MyChart account
2. Click on the Share My Record link in Your Menu
3. Choose one of the options on the right side of the screen and follow the directions on the screen



View, download and send visit records

To view or download your health records:

1. Click on the Document Center link under My Record in Your Menu
2. Click the Visit Records link. From there, you'll be able to filter visit records for single visits, by date range or all visits.
 - a. Click the View button to see the information or click the Download button to save the information on your computer
 - b. When downloading your records, you will be asked to protect the file with a password

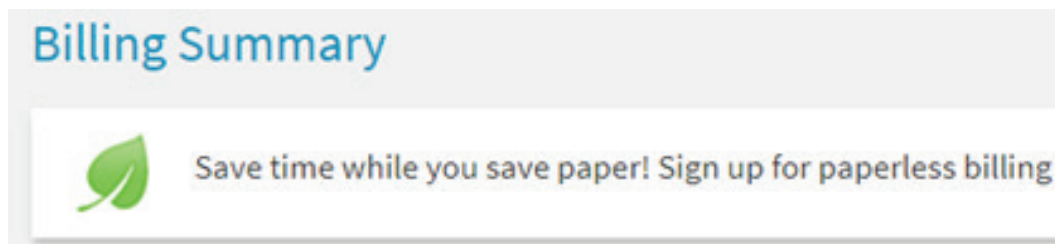


Billing and Insurance

Set-up paperless billing

You're able to pay your bills in MyChart. To set-up paperless billing so you don't receive statements in the mail:

1. Click on Billing Summary under Billing in Your Menu
2. Click the "Save time while you save paper! Sign up for paperless billing" icon at the top
3. Follow the directions on the screen and click Sign Me Up



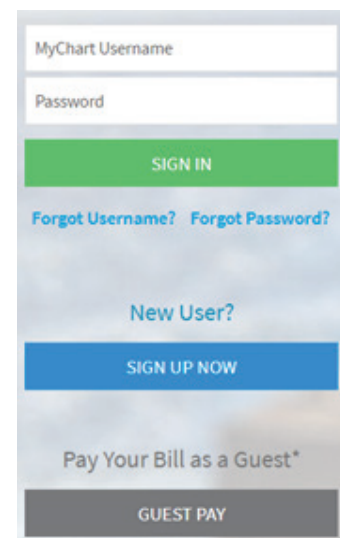
Making payments with online bill pay

1. Click on Billing Summary under Billing in Your Menu
2. The Billing Summary page will display all your current bills at Hawai'i Pacific Health
3. Click the Pay Now button next to each account of bill to make a payment
4. Follow the instructions on the screens to select a payment amount and method then submit

Pay as a guest

You can also pay your bills without logging into MyChart or if you don't have a MyChart account all together. To do this, you will need a guarantor account number to access your information.

1. Go to the MyChart log in page mychart.hawaiipacifichealth.org
2. Click the Guest Pay button on the right-hand side of the screen
3. Follow the instructions on the screen to access your account and pay your bill



Review and update your insurance information

1. Click on Insurance Summary under Insurance in Your Menu
2. Here you'll be able to update, remove and add new insurance coverages
3. You'll also have the option of uploading images of your insurance card as well

Personalize MyChart

1. Click the Profile box in the top right corner
2. Click Change your Shortcuts to customize the four tabs in the menu bar at the top of each page
3. Click Personalize under Account Settings in Your Menu to add a nickname, add or change your photo, or change your color scheme




To add a photo to your account:

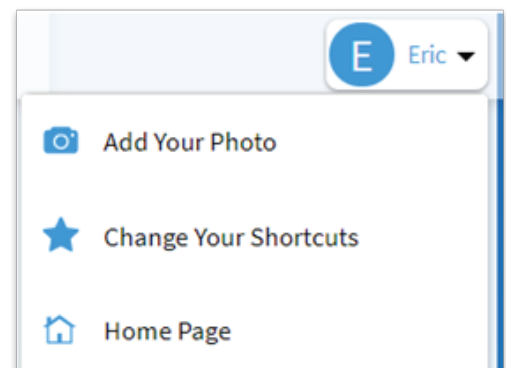
1. Click the Profile box in the top right corner
2. Click Add Your Photo to upload your photo to your account. If you have already added your photo, you may click Change Your Photo to update your picture.

Criteria for acceptable photos:

- Only the patient should be in the photo
- Patient photo should be of the complete face, taken from the front, from the top of the head down to the shoulders (no sunglasses or hats)
- Photo should be clear without the use of filters (i.e. Snapchat)

Account Settings

-  Personal Information
-  Security Settings
-  Personalize



Update your personal information

1. Click on Personal Information under Account Settings in Your Menu
2. Click Edit to update your contact information, emergency contacts and other details about you including preferred first name, gender identity, sexual orientation, ethnicity, language, race, and religion

Change your MyChart password

1. Click on Security Settings under Account Settings in Your Menu
2. Enter your current password and your new password
3. Click Save Password

Security Settings

Change Password

Your password must be different than your M (uppercase).

Current Password:

New Password:

Confirm New:

Save password



You can conduct video visits with your doctor on your mobile device or computer. A video visit is similar to an in-person visit and allows you to discuss your health care needs with your provider from the comfort of your own home. The process is easy and secure. A MyChart account is not required for this visit but is highly encouraged. If you do not have a MyChart account, you can sign up using one of the three ways described below.

1. Call our MyChart Customer Support line at 1-877-228-1894 and request an activation code.
2. Request an activation code online at <https://mychart.hawaiipacifichealth.org/signup>
3. Call your doctor's office. Our front desk are able to send you a text message or email that contains a secure link to activate your MyChart account. The activation link expires after 30 minutes.

Video visit requirements

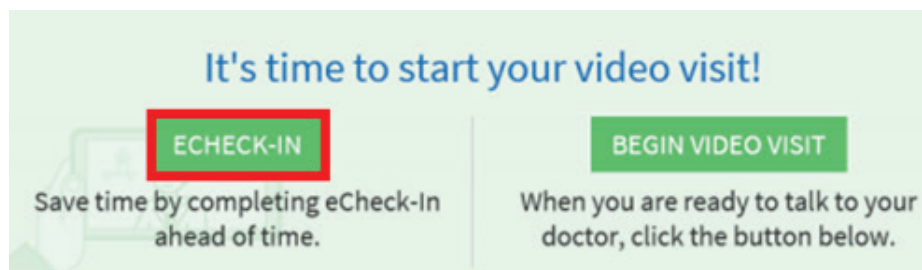
To complete a video visit with your doctor, you'll need the following:

1. A computer or mobile device with audio and video capabilities
2. One of the supported browsers on your computer or mobile device
 - a. Microsoft Edge
 - b. Google Chrome
 - c. FireFox
 - d. Safari
3. A strong Internet or WiFi connection
4. If you're using a mobile device, please ensure it has a battery life of at least 50% at the beginning of the video visit

Video visits using MyChart

To start your video visit, you will be asked to complete our eCheck-in process. This can be done 3-days prior to your appointment.

1. Log into MyChart
2. Click the **VISITS** tab
3. Find your video visit and click the **eCheck-In** button
4. Follow the instructions on the different screens to complete the process.
5. Once you click eCheck-In, you will be asked a series of health questions, complete a hardware check of your computer or mobile device and complete a patient consent.
6. When complete, you'll see a screen that says "eCheck-In Complete"

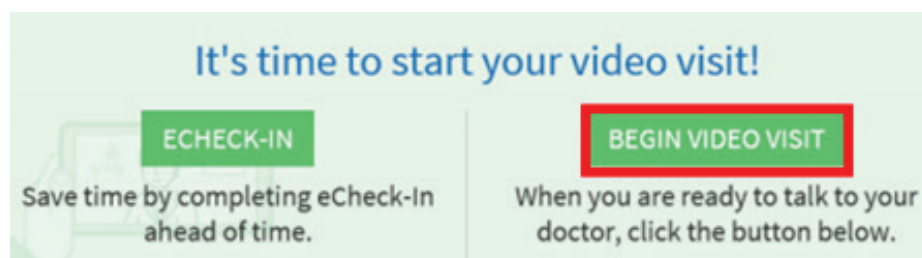


You may receive a phone call from your doctor's office on the day of your visit to verify your medical history and to ensure you're able to connect to the video. Otherwise, you may join your video visit up to 30 minutes before your appointment.

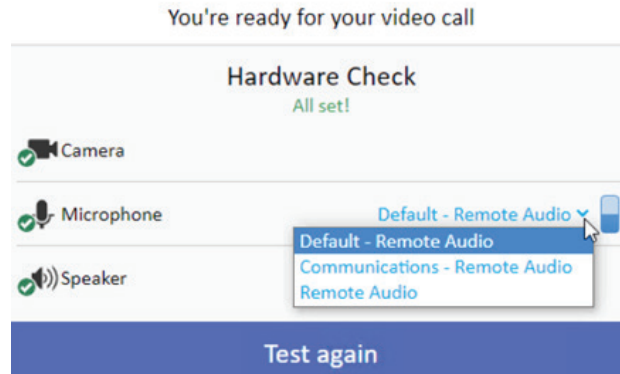
To join your video visit:

1. Log into MyChart
2. Click the **VISITS** tab
3. Click on your appointment then click **Begin visit** when you are ready to join
4. You'll then see a Hardware Test screen that'll check your device to ensure your camera, microphone and speaker.
 - a. If prompted, click Allow to grant access to your microphone, camera or speaker
 - b. If you have multiple audio or camera options, click the down arrow next to Default to select which one you'd like to use
5. You will then be placed into a virtual waiting room until your physician joins the visit

For any questions or concerns, you may contact your doctor's office or reach out to our MyChart Customer Support line at 1-877-228-1894.



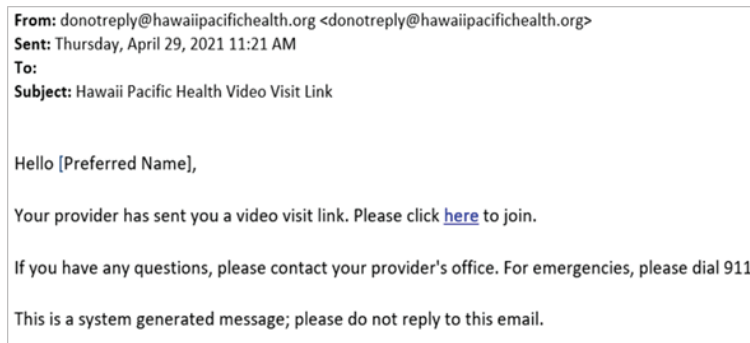
Hardware Test: Success



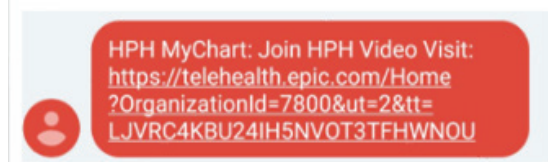
Video visits without using MyChart

If you do not have a MyChart account or are unable to connect to your visit using MyChart as described above, do not worry. We'll be able to send you a secure email or text message so you can begin your visit. The email and text message will look similar to the screenshots below. Once received, you'll be able to click the link in either the email or text message to begin your video visit.

Video Visit Link Sent Via Email



Video Visit Link Sent via Text Message



Troubleshooting tips and tricks

You may need to update the settings on the device you'll be using for your video visit to ensure everything goes smoothly. Please see below for some instructions on how to do the following for different computer and mobile devices:


- Disabling pop-up blockers – so you can launch your video visit
- Enabling your device's camera and microphone – so we can see and hear you

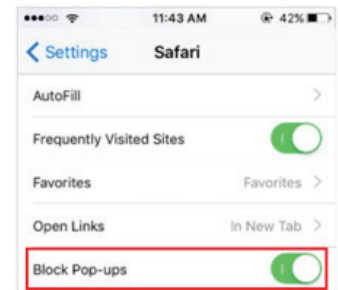
If you still encounter issues, please do not hesitate to call your doctor's office or our MyChart Customer Support line at 1-877-228-1894.




Apple mobile devices (iPad / iPhone)

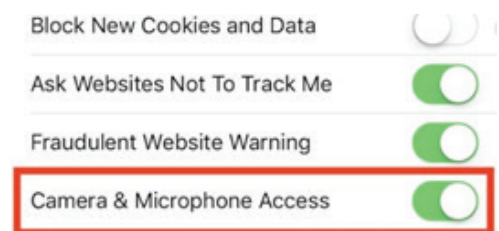
Disabling Pop-Up Blockers

1. Click the **Settings** icon 
2. Scroll down and click **Safari**
3. Scroll down and locate the **General** section
4. Slide the **Block Pop-ups** dot to the left (white) to disable pop-up blocking



Enabling Your Device's Camera and Microphone


1. Click the **Settings** icon 
2. Scroll down and click **Safari**
3. Scroll down and locate the **Privacy & Security** section
4. Slide the **Camera & Microphone Access** dot to the right (green) to enable this setting

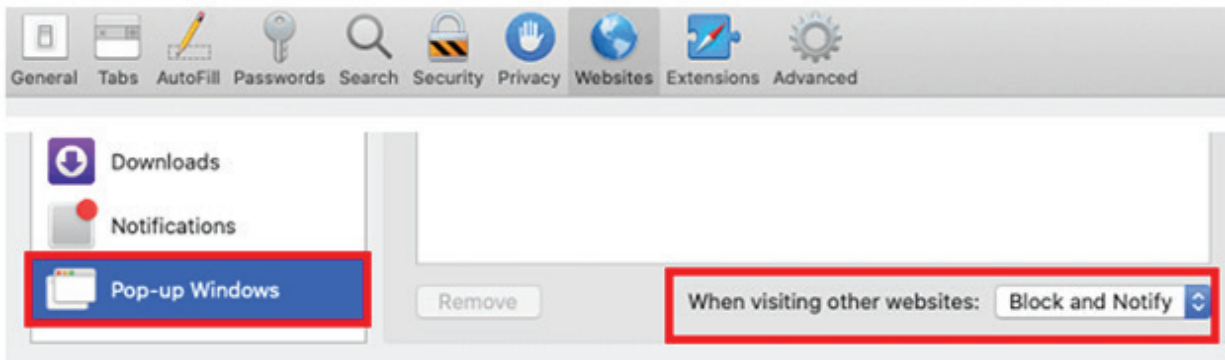


Video Visits


Apple computers

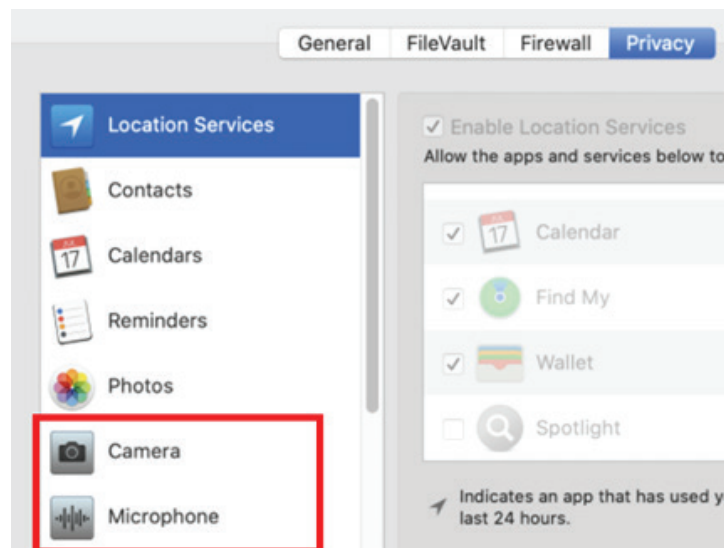
Disabling Pop-Up Blockers

1. Click on the the **Safari** icon to open the Internet browser 
2. Click the **Safari** menu > **Preferences** > **Websites**
3. Click **Pop-up Windows**
4. Click the **When visiting other websites** drop-down menu > **Allow**




Enabling Your Device's Camera and Microphone

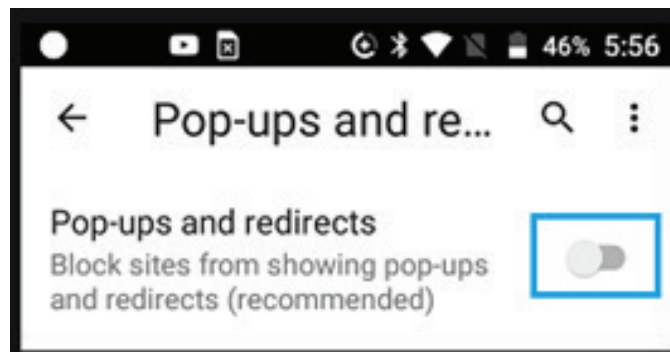
1. Click the **Apple** menu 
2. Click **System Preferences** > **Security & Privacy**
3. Click the **Privacy** tab
4. Click the **lock icon** on the lower-left to enable yourself to make changes to your device's settings
5. Click the **Camera** and **Microphone** icons on the left sidebar and click the checkbox next to the Internet browser that you'll be using for the video visit




Android mobile devices

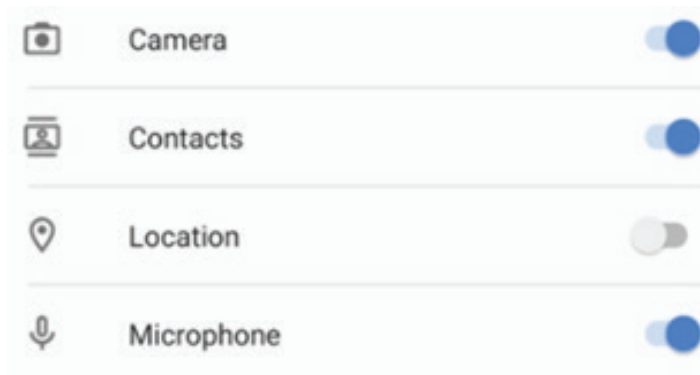
Disabling Pop-Up Blockers

1. Click the **Google Chrome** icon to open the Internet browser 
2. Click **More** icon on the top right corner (icon with 3 vertical dots)
3. Click **Settings > Site settings > Pop-ups and redirects**
4. Slide the **Pop-ups and redirects** dot to the left (white) to disable pop-up blocking



Enabling Your Device's Camera and Microphone


1. Click the **Settings** icon 
2. Click **Apps & notifications > App info**
3. Click the internet browser you'll be using for the video visit (i.e. Google Chrome)
4. Click **Permissions**
5. Slide the dot next to Camera and Microphone to the right to ensure both features are enabled



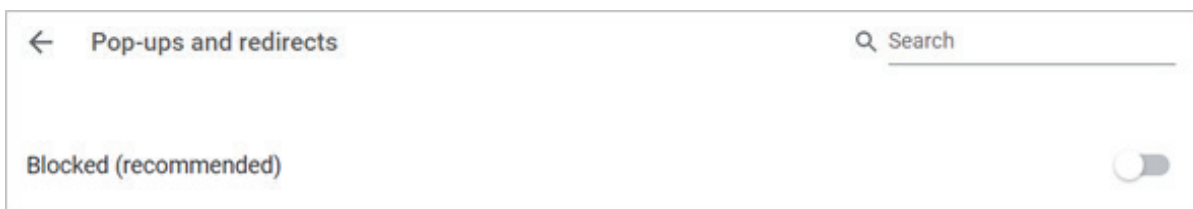
Video Visits

Windows computers


Disabling Pop-Up Blockers

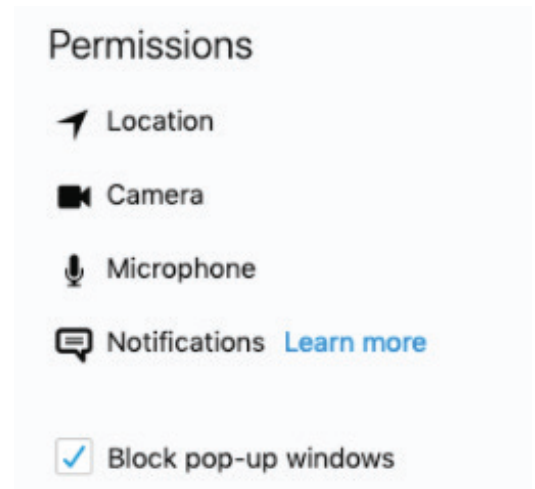
If you are using Google Chrome as your Internet browser: 

1. Click the **Google Chrome** icon to open the Internet browser
2. Click **More** icon on the top right corner (icon with 3 vertical dots)
3. Click **Settings > Site settings > Pop-ups and redirects**
4. Slide the **Pop-ups and redirects** dot to the left (white) to disable pop-up blocking




If you are using FireFox as your Internet browser:

1. Click the **FireFox** icon to open the Internet browser 
2. Click the **Menu** icon on the top right corner (icon with 3 vertical bars)
3. Click **Options > Privacy and Security**
4. Under **Permissions**, uncheck **Block pop-up** windows to disable the pop-up blocker





Video Visits

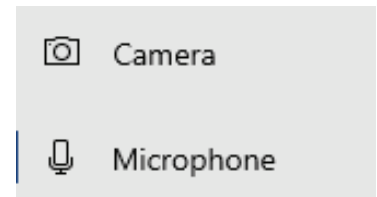
If you are using Microsoft Edge as your Internet browser:

1. Click the **Microsoft Edge** icon to open the Internet browser 
2. Click **More** icon on the top right corner (icon with 3 horizontal dots)
3. Click **Settings > Cookies and site permissions > Pop-ups and redirects**
4. Slide the **Pop-ups and redirects** dot to the left to disable pop-up blocking



Enabling Your Device's Camera and Microphone

1. Click the **Start** menu 
2. Click the **Settings** icon 
3. Click **Privacy**, scroll down and locate **App permissions** section on the left
4. Click the **Camera** and **Microphone** sections and ensure the all settings are turned on (dot is to the right of the scroll bar and colored blue. If it's off, click the dot to turn it on)



Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.



Learn More

MyChart

by Hawai'i Pacific Health

Frequently Asked Questions (FAQs)

Click the link below for a list of Frequently Asked Questions

<https://mychart.hawaiipacifichealth.org/Authentication/Login?mode=stdfile&option=faq>

MyChart Support

For questions or issues, please call our MyChart Customer Support line:

- O'ahu: 808-535-7725
- Kaua'i: 808-246-1663
- Toll Free: 1-877-228-1894

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