

How to update your MyChart COMMUNICATION PREFERENCES



MyChart
by Hawai'i Pacific Health

**HAWAII
PACIFIC
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CREATING A HEALTHIER HAWAII

Within your MyChart® by Hawai'i Pacific Health account, you can adjust your communication preferences to choose how and when you receive notifications. This helps you avoid getting too many messages and receive updates – such as text messages, voice calls or push notifications – in the way that works best for you.

What Do Communication Preferences Do?

Your preferences control what notifications you receive and how you receive them, including appointment reminders and test result updates. MyChart allows you to make broad changes – like turning off all voice calls – or more detailed adjustments, such as selecting the type of notification you receive for an appointment confirmation.

How to tell if a notification is on or off:

ON: White dot to the right, green background, checkmark.



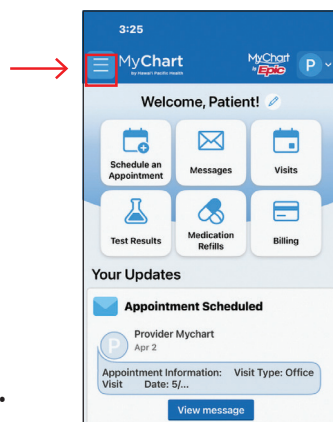
OFF: White dot to the left, gray background.



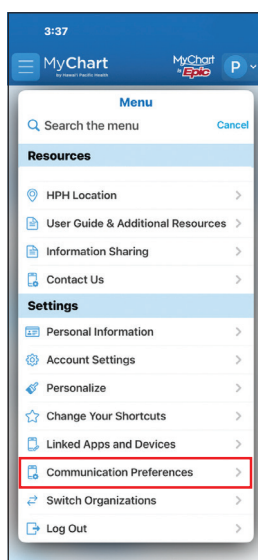
Updating your MyChart communication preferences:

1. Log into your MyChart® by Hawai'i Pacific Health account on your computer or smartphone.

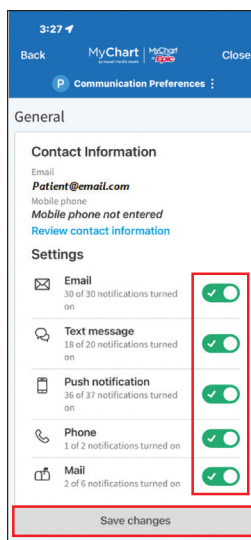
2. Open the **Menu** by clicking on the three horizontal lines or the Menu button.



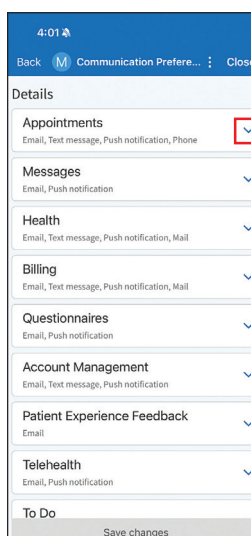
3. Scroll to the **Settings** area and select **Communication Preferences**.



4. Under **General**, toggle each general notification type ON or OFF. **Save changes**.

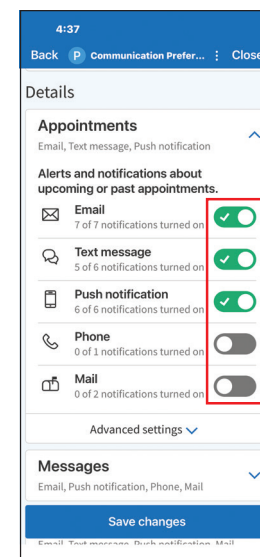


5. Open the **Details** section for more specific notification types by tapping the downward arrow.



6. Within each section under **Details**, turn specific notifications ON or OFF.

For example, if you turn off **Phone** in the **Appointments** section, you will stop receiving phone calls about appointments only.



7. Use **Advanced settings** within each detailed section for fine-tuning individual notifications. Then tap **Save changes**.

