Welcome to MyChart Messaging at NYC Health + Hospitals!

Follow the steps below to send a message to your doctor’s office at NYC Health + Hospitals.

Using your **COMPUTER:**
1. Log into the main MyChart page at [https://epicmychart.nychhc.org/](https://epicmychart.nychhc.org/)
2. Click on **Messages** on the top menu. This will take you the Message Center in MyChart.

3. Click on Send a Message, Read and Acknowledge our MyChart messaging disclaimer by clicking Accept, then Compose your message to us!

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Welcome to MyChart Messaging at NYC Health + Hospitals!

Follow the steps below to send a message to your doctor’s office at NYC Health + Hospitals.

Using your SMARTPHONE or MOBILE DEVICE:
1. Open the MyChart App on your phone. Log in using your Username and Password.
2. On the main page, click the Messages icon.

3: Click on Send a Message, and Compose your message to us!
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MyChart ‘Message Center’ Guide

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<th>Button</th>
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<tr>
<td>Send a message</td>
<td>Click on the “Send a message” to start a message with your clinic team.</td>
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<td>Conversations</td>
<td><strong>Conversation</strong>: View a conversation thread between you and your care team.</td>
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<td>Bookmarked</td>
<td><strong>Bookmarked</strong>: To bookmark an important message, click into the message and click the “Bookmark” link at the top.</td>
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<td>Appointment</td>
<td><strong>Appointment</strong>: Click here for appointments, scheduling and cancellation messages.</td>
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<td><strong>Automated Messages</strong>: Click here to view reminders and updates.</td>
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<td>Trash</td>
<td><strong>Trash</strong>: Click here for older messages. To remove any messages from the Trash, click into and click the link to “Restore” link.</td>
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**REMEMBER!** When writing your message to us:

- “Medical Question” messages will be sent to your clinical care team. (*medical questions*)
- “Billing Inquiry” messages will be sent to our billing team. (*non-medical questions*)

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**Add an Attachment to your MyChart Message!**

To attach a file or image to your MyChart message, click the **Paperclip** button and choose the images off of your computer.