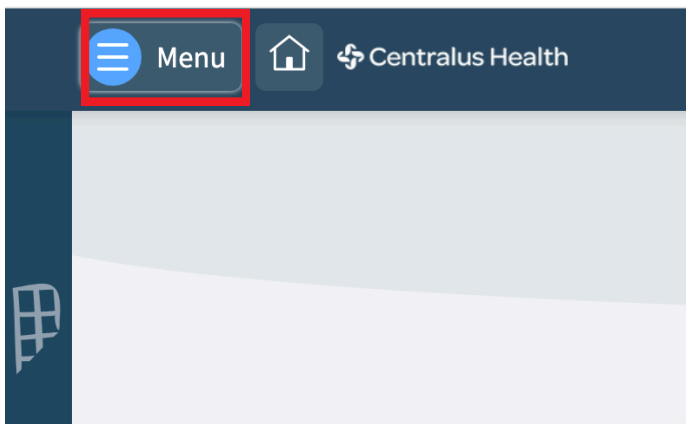









# How to Change Communication Preferences in MyChart

## Patient Users of MyChart

1.) Log in to MyChart. Click on “Communication Preferences” in the Account Settings section of the menu.



### Account Settings

-  Personal Information
-  Security Settings
-  Personalize
-  Change Your Shortcuts
-  Linked Apps and Devices
-  **Communication Preferences**
-  Back to the Home Page

2.) Choose email, text message, phone, or mail for each type of notifications. Select “save changes” to update your preferences.

General


Contact Information

Email  
janedoe@gmail.com

Mobile phone  
555-555-5555


[Review contact information](#)


Settings



Email


50 of 50 notifications turned on






Text message


38 of 38 notifications turned on






Phone


1 of 5 notifications turned on





Mail

6 of 9 notifications turned on



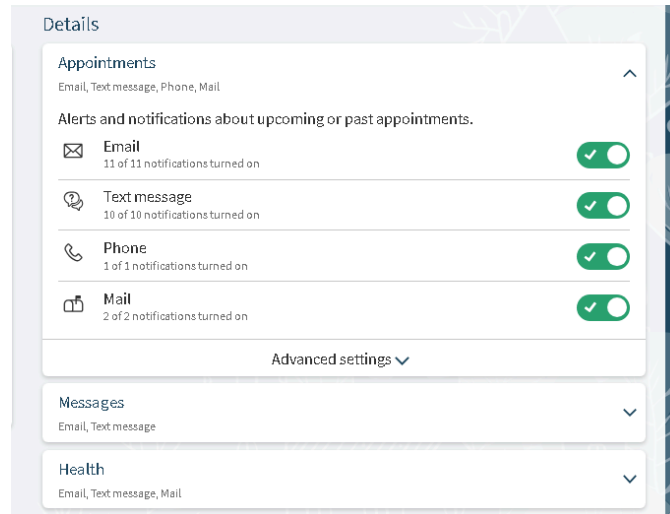
You are subscribed to receive text messages. [Manage your subscription](#)

Save changes

## How to Change Communication Preferences in MyChart

### Patient Users of MyChart

You can also customize your communication preferences for specific instances, including how you would like to receive appointment notifications, messages from your provider, test results, and more.

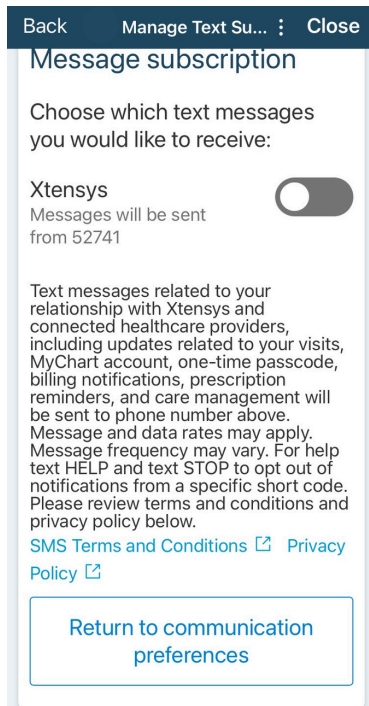


The screenshot shows the 'Details' section of a MyChart account. Under the 'Appointments' section, which includes 'Email, Text message, Phone, Mail', there are four rows of notification settings, each with a toggle switch:

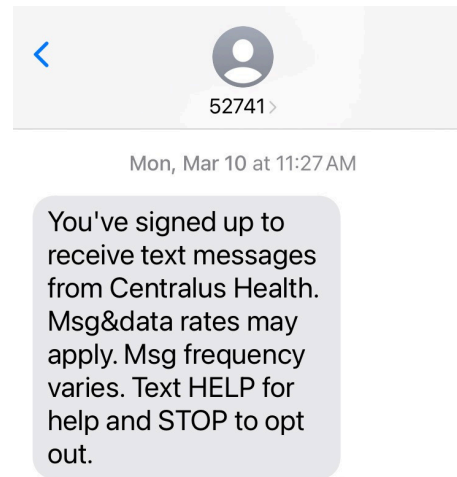
- Email:** 11 of 11 notifications turned on (toggle is on)
- Text message:** 10 of 10 notifications turned on (toggle is on)
- Phone:** 1 of 1 notifications turned on (toggle is on)
- Mail:** 2 of 2 notifications turned on (toggle is on)

Below these is an 'Advanced settings' link with a dropdown arrow. Further down are sections for 'Messages' (Email, Text message) and 'Health' (Email, Text message, Mail), each with a dropdown arrow.

When you opt in to text messages, you will notice the messages will come from “Xtensys” or “Centralus Health” from the short code number 52741. Don’t worry: both of these organizations are associated with Arnot Health and Cayuga Health. **Centralus Health** is the affiliation created out of a partnership between the two health systems. Meanwhile, **Xtensys** is our information technology partner.



The screenshot shows the 'Message subscription' screen in the MyChart mobile app. At the top are 'Back', 'Manage Text Su...', and 'Close' buttons. The title is 'Message subscription'. Below it, the text says 'Choose which text messages you would like to receive:'. There is a toggle switch for 'Xtensys' which is currently turned on. Below the toggle, it says 'Messages will be sent from 52741'. A paragraph of text explains that messages related to the relationship with Xtensys and connected healthcare providers will be sent to the phone number above. At the bottom, there are links for 'SMS Terms and Conditions' and 'Privacy Policy', and a button that says 'Return to communication preferences'.



The screenshot shows a text message received from the short code 52741. The header shows a back arrow, a profile icon, and the number '52741' with a right arrow. The timestamp is 'Mon, Mar 10 at 11:27 AM'. The message body says: 'You've signed up to receive text messages from Centralus Health. Msg&data rates may apply. Msg frequency varies. Text HELP for help and STOP to opt out.'

**NOTE: If you text STOP to opt out, MyChart will no longer send you **any** type of message via text. To personalize what messages you receive via text, please change your preferences within MyChart.**