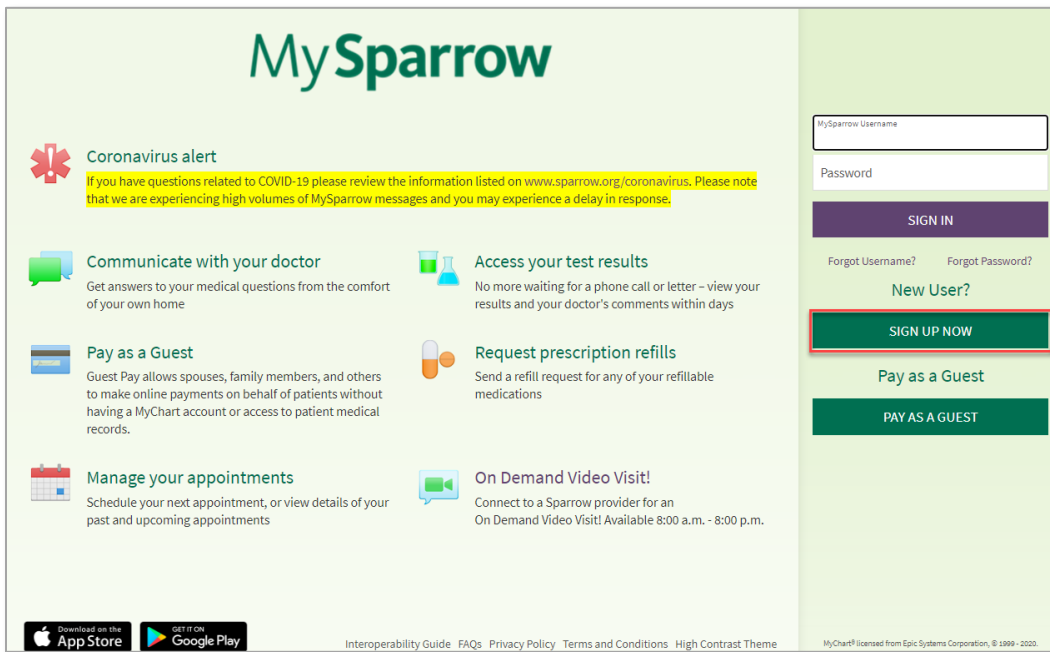


# MySparrow Activation Tips & Tricks

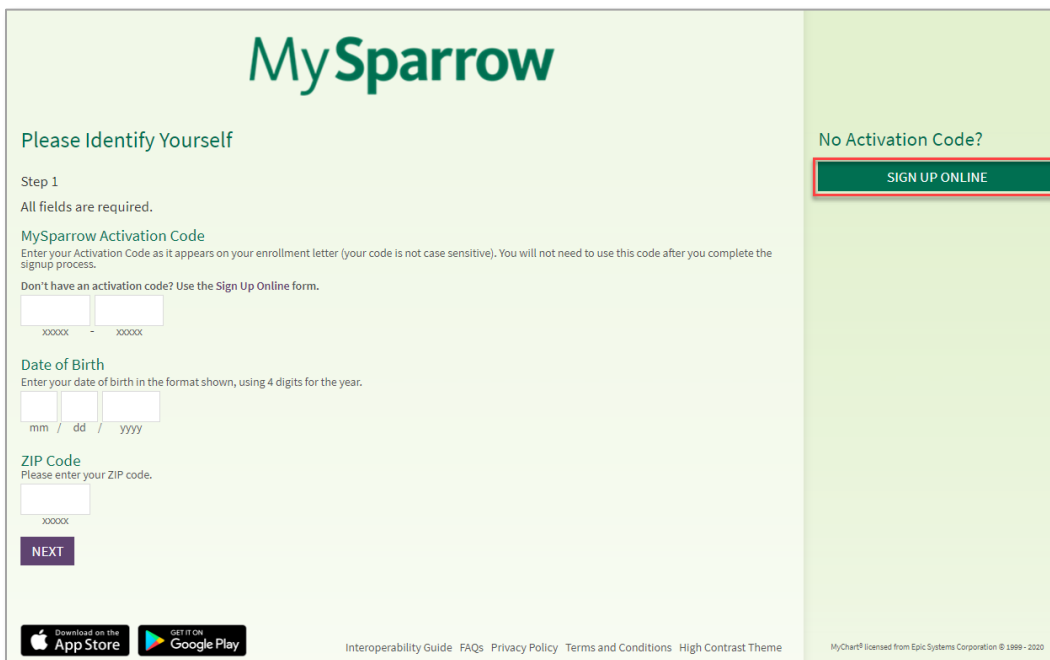
## How Do I Sign Up?

1. In your Internet browser, go to <https://mychart.sparrow.org>.
2. Click on the **Sign Up Now** button on the right side of the screen.



The screenshot shows the MySparrow homepage. On the right side, there is a sign-in section with a 'MySparrow Username' field, a 'Password' field, and a 'SIGN IN' button. Below these are links for 'Forgot Username?' and 'Forgot Password?'. A 'New User?' section contains a 'SIGN UP NOW' button (highlighted with a red box) and a 'Pay as a Guest' button. The main content area on the left features several service tiles: 'Communicate with your doctor', 'Access your test results', 'Pay as a Guest', 'Request prescription refills', 'Manage your appointments', and 'On Demand Video Visit!'. A 'Coronavirus alert' banner is at the top left. The footer includes app store download links and legal notices.

3. Click on the **Sign Up Online** button on the right side of the screen.



The screenshot shows the 'Please Identify Yourself' sign-up page. On the right side, there is a 'No Activation Code?' section with a 'SIGN UP ONLINE' button (highlighted with a red box). The main content area on the left is titled 'Please Identify Yourself' and includes 'Step 1' instructions. It contains a 'MySparrow Activation Code' field, a 'Date of Birth' field (mm / dd / yyyy), and a 'ZIP Code' field. A 'NEXT' button is at the bottom of the form. The footer is identical to the previous screenshot.

4. Fill out all the required fields on the screen, complete the CAPTCHA, and click **Submit**.
5. Create a MySparrow username.
  - Your username needs to be at least 5 characters long, but not more than 20.
  - Your username cannot be changed, so think of one that is secure and easy to remember.
  - Your username is not case-sensitive.

Please choose your MySparrow Username and password.

**MySparrow Username**  
Create a MySparrow Username. It cannot be changed, so think of one that is secure and easy to remember.

Username may consist of a-z, 0-9, and . \_ or @

6. Create a MySparrow password and select **Next**.
- Your password must be different than your MySparrow username.
  - Your password needs to be at least 6 characters long, but not more than 20.
  - Your password must contain at least one letter and at least one number.
  - **Your password IS case sensitive.**
  - You can change your password at any time.

**Password**  
Create a password. Your password must be different than your MySparrow Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Eight characters or more; case sensitive

**Retype Password**

**NEXT**

7. Enter your e-mail address. You will receive an e-mail notification from **donotreply@sparrow.org** when new information is available in your MySparrow account. Please add this email to your address book or safe sender list so your notices aren't marked as junk mail.

Step 3 of 3

**Enable E-mail Notifications?**  
When new information is available (such as test results or messages), we will send a notification message to your Internet e-mail address.

**E-mail Address**  
Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

Example: chris@company.com

**Retype E-mail Address**

▶ Please enter your e-mail address.

**SIGN IN**

8. Click **Sign In**. You will be taken to the MySparrow Terms and Conditions, which you need to review and accept before you can access your information on MySparrow.

**Downloading the MySparrow App**

You can securely access your health information and communicate with your doctor's office using the MySparrow app (available for both iOS and Android devices). Go to your App Store and search for "MyChart." Download the free app, choose Sparrow as your health system, and login using your MySparrow username and password.

**Need Help?**

For 24-hour assistance with MySparrow, please call the Sparrow Help Desk at 517-364-4357. Remember, MySparrow is NOT to be used for urgent needs. For medical emergencies, dial **911**.