Cleveland Clinic

MyChart®
Your Interactive Health Record
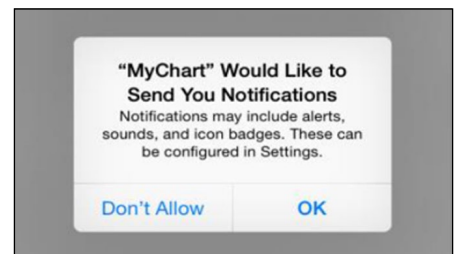
Managing MyChart Mobile App Push Notifications

MyChart Mobile App users may opt to receive push notifications on their mobile device when there is new information to view in MyChart, including new inbox messages and new results. These notifications will not contain any personal health information. Tapping the notifications when they appear on your device will open the MyChart App, and you will be able to view the new information after securely logging in.
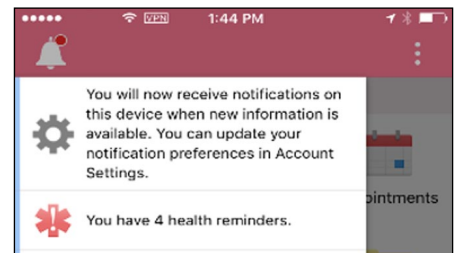
Notifications on Apple® Devices (iOS)

The following one-time notification will appear when you log in to the Mobile App.

- To turn on push notifications, select **OK**.
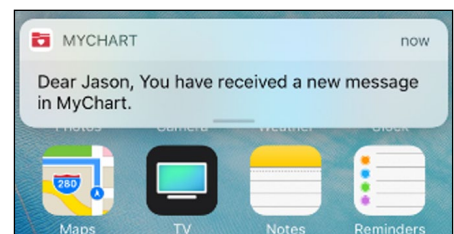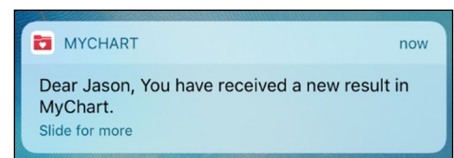- To decline push notifications, select **Don't Allow**.

If you select **OK** and opt to turn on push notifications, the following notification will display within the Mobile App.

Push notifications will display when you have a new message or a new result in My**Chart**:

- When your device is locked:

- When your device is unlocked:

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Managing My**Chart**
Mobile App Push
Notifications

You may opt to turn push notifications on or off at any time.

- Log in to the My**Chart** App.
- Select the three dot icon in the upper right-hand corner.
- Select **Account Settings**.
- Adjust Notifications as needed.

Additionally, push notification settings can be adjusted in your mobile device Settings.

- Select **Settings**.
- Select **MyChart**.
- Select **Notifications** and adjust as needed.

Notifications on Android™ Devices

Android devices automatically activate push notifications for mobile apps, and push notification functionality is now turned on for My**Chart**.

The My**Chart** App icon will appear in the upper left hand corner of your device's home screen when new push notifications are available.

To view the notification, press the icon and slide down.

You may opt to turn push notifications on or off at any time.

- Log in to the My**Chart** App
- Select the **three dot icon** in the upper right-hand corner.
- Select **Account Settings**.
- Adjust Notifications as needed.

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