



START WITH MYCHART

Personalize Your MyChart Account

To personalize your MyChart account with a photo, follow these steps:

- » In the left-hand menu under **Preferences**, click the **Personalize** menu item.
- » Click the **Edit** button under the photo circle.
- » To upload a photo, click the pencil icon next to the photo circle.
- » Browse to your photo on your computer and select it to open. You will now see the photo in MyChart, and once approved by Carilion Clinic, it will be linked to your medical records for your providers.

Photograph Requirements

In order to be included in your electronic medical record at Carilion Clinic, the photo must meet the following requirements:

- » The photo must be in color.
- » Your full face must be clearly visible and directly facing the camera with both eyes open.
- » Wear clothing that you normally wear on a daily basis. Hats, sunglasses, headphones, wireless hands-free devices or similar items are not acceptable.
- » If you normally wear a hearing device, glasses, sunglasses or other similar articles for medical reasons, you may wear them in the photo.
- » Group photos are not accepted.
- » The file size cannot exceed 5MB; file extension must be .jpg, .png, .tiff, or .bmp.

Tips for Taking a High-Quality Photograph

Your uploaded photo will be included in your electronic medical record. Follow these steps to ensure a high-quality image:

- » Clean the lens by wiping with a soft, clean cloth.
- » Turn off any camera effects or filters. These include black and white, sepia tones and inverted colors.
- » If you are able, go outside to have someone take the photo for you. If inside, make sure there is plenty of light.
- » Make sure you have a blank background behind you, such as a plain wall.
- » If taking the photo by yourself, use the camera's self-portrait feature, if available.
- » Keep your hand steady when taking the picture, and do not move your hand until the picture has appeared on the camera or device.

