How to Opt-in/Opt-out of Alerts and Notifications via MyChart

1. Log in to MyChart Account
2. On the top left, click on the ‘Your Menu’ hamburger button
3. Select Communication Preferences under ‘Account Settings’, which is towards the very bottom of the list
4. One can also type Communication Preferences in the search bar at the top under ‘Your Menu’
5. Under Communication Preferences, Alerts/Notification preferences can be managed under the ‘Appointment’ dropdown

6. Preference for E-mail, Text, Call, and Mail can be modified in this section
7. Patients can also opt out of all text notifications on MyChart by clicking on ‘opting out of all text notifications’; this would disable them from receiving any text messages from the entire health system.

How to Opt-in / Opt-out of Appointment Alerts and Notifications via SMS Message

1. Reply **STOP** to the SMS reminder to opt out of all SMS alerts and notifications listed under Communication Preferences. This will **only stop SMS** appointment reminders; voice will continue. To opt out of voice, they would have to modify MyChart preference and unclick on the phone icon.

2. To opt back in, text **UNSTOP** to the same message or the number (1-855-510-1490) to which the patient had previously replied STOP to. In addition to resubscribing via text, patient will also have to update **MyChart preferences** to receive text notifications.