



KIDNEY SPECIALISTS OF MINNESOTA

MYCHART FREQUENTLY ASKED QUESTIONS

1. Where do I log in for KSM MyChart?

1. Go to <https://mychart.acumenmd.com>.
2. Enter your MyChart username and password, then click **Sign In**.
3. If you don't have an account yet, click **Sign Up Now** to create one using your activation code.

2. How do I sign up or activate my MyChart account?

You can receive an activation code in several ways:

- At your visit (printed or emailed).
- By email a few days before your appointment, if your email is on file.
- By asking KSM staff to register you during check-in.

Then:

1. Visit <https://mychart.acumenmd.com>.
2. Click **Sign Up Now**.
3. Enter your **activation code** and **date of birth**.
4. Create a **username** and **password**.
5. Verify your account using your **email address**.
6. Add your email to receive notifications when new information is available.

3. I forgot my password or username. What should I do?

- On the login page, click **Forgot Login Information?**
- Follow the prompts to recover your account.
- If you are locked out after multiple failed attempts, contact KSM for help.

4. How do I grant someone access to my MyChart (proxy access)?

Proxy access allows a trusted person (family member or caregiver) to view your MyChart.

To set this up, contact KSM directly. A PHI authorization form must be completed to protect your privacy.

5. I have two or more MyChart accounts. Can I link them together?

Yes. You can link multiple MyChart accounts so all your health information appears in one place, this feature is called Happy Together. Availability depends on which version of Epic your healthcare organizations use. If both organizations support Happy Together, you can link your accounts by navigating to "Link My Accounts" in MyChart.

1. In the MyChart app or website, look for **Switch Organization** or **Link My Accounts**.
2. Follow the steps to connect them so you can see all your information in one place.

SCAN ME



Scan the QR code
to login to MyChart

FOR QUESTIONS OR ISSUES? CONTACT OUR CLINIC AT **763-544-0696**



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6. I changed my email or phone number. What should I do?

You can update your contact information anytime in MyChart:

1. Click the **menu icon** on the left.
2. Scroll down to **Settings** and select **Personal Information**.
3. Click **Edit**, update your information, and then click **Save Changes**.

Tip: Updated contact information helps you receive reminders and security codes.

You can also call KSM to update your information.

7. I haven't been receiving my two-factor authentication code.

What should I do?

- Verify that your email is correct.
 - Click the menu icon on the left, scroll down to **Settings**, click **Personal Information > Edit Contact Information**
- If using email, check your spam/junk folder.
- If codes still aren't arriving, contact KSM for assistance.

8. How do I view my lab results?

You can see lab results as soon as they're released by your provider:

1. Go to **Health > Test Results**.
2. Click on the test name to view your results, standard ranges, and any provider comments.

To get email alerts for new results:

Go to **Profile > Communications > Health** section, and enable test result notifications.

9. How do I schedule, cancel, or view my appointments?

- **View:** Go to Visits > Appointments and Visits to see past and upcoming visits.
- **Schedule:** Contact KSM's scheduling line at **763-561-7337**
- **Request to Cancel:** Select your upcoming visit in MyChart, click Cancel, include a reason, and submit. KSM staff will contact you if the visit needs to be rescheduled.

10. How can I message my care team or request a refill?

For non-urgent questions:

1. Go to **Messaging > Ask a Question > New Medical Question**.
2. Select your provider and type your message.

For refills:

1. Go to **Health > Medications > Request Refills**.
2. Choose your medication and submit your request.

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