

# Connect to Northwestern Medicine With MyNM



MyNM is the Northwestern Medicine online patient portal. You can find it at [nm.org/mynm](https://nm.org/mynm) or through the MyNM® app.

**MyNM makes it easy to manage your health care.**

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## You can use it to:

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Access your medical records	Pay your bill
Communicate with your care team	And more
Schedule an appointment	

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You must be a Northwestern Medicine patient to sign up for MyNM. That means you must have had at least one of the following:

- An office visit with a Northwestern Medicine physician or advanced practice provider
- An outpatient appointment at a Northwestern Medicine hospital
- An inpatient stay at a Northwestern Medicine hospital

If you are not yet a Northwestern Medicine patient and want to make an appointment, call our Patient Services Center at 312.695.1920 (TTY: 711) or visit [nm.org](https://nm.org).

You may also wish to set up a MyNM account on behalf of, or as a proxy for, someone else, including a minor child. If you have questions about this, please see the frequently asked questions link at [nm.org/mynm](https://nm.org/mynm).

### **An important note about sending messages in MyNM**

If you send a message through MyNM, **allow at least 2 business days for a reply.**

- **Do not send urgent messages through MyNM.**
- If you need immediate help from a member of your care team, please call their office.
- If you have a life-threatening illness or injury, call 911 or go to the nearest emergency department.

Scan this QR code or visit [nm.org/mynm](https://nm.org/mynm) to watch a video to learn more about sending messages in MyNM:



## You have several ways you can sign up for MyNM.

### Option 1:

Follow instructions in an email or text message invitation to enroll in MyNM. Invitations expire after 24 hours. You may receive an invitation when you:

- Schedule an appointment in an ambulatory or hospital outpatient location
- Check in for a hospital diagnostic appointment
- Complete certain lab tests at Northwestern Medicine
- Have COVID-19 test results ready for viewing

### Option 2:

Use the access code on your After Visit Summary paperwork before you leave the office or when you are discharged from the hospital.

### Option 3:

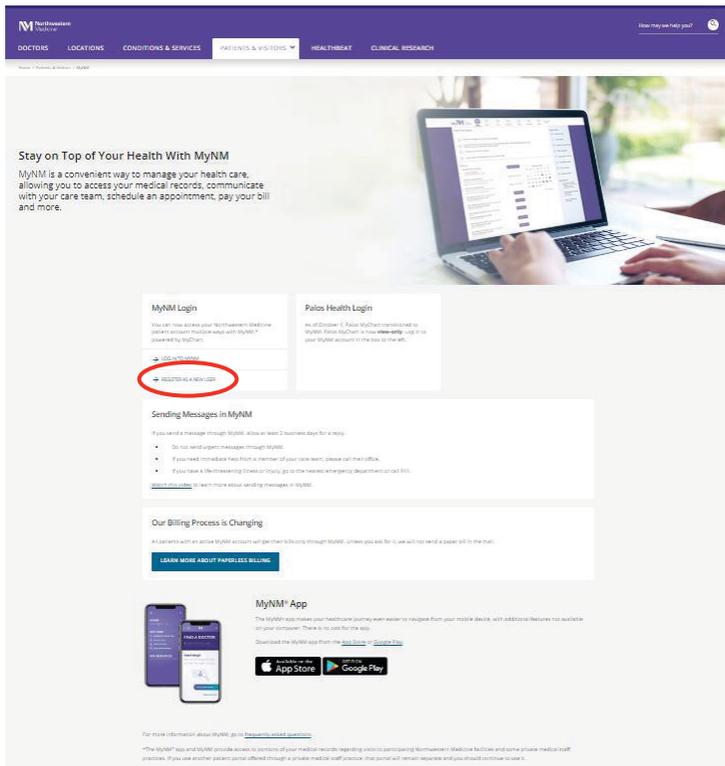
Get an access code by scanning this QR code:



### Option 4:

Set up your MyNM account online.

1. Go to [nm.org/mynm](https://nm.org/mynm) or follow the link in your invitation. Click on **Register as a New User**.



2. Enter your information. If you do not have an activation code, select **Sign Up Online**.

The screenshot shows the MyM registration page. The 'Please Identify Yourself' section is highlighted with a purple border. It contains the following fields and instructions:

- MyNM activation code:** Enter your activation code as it appears on your enrollment letter or After Visit Summary®. Your code is not case sensitive. (Format: XXXXX - XXXXX - XXXXX)
- Date of birth:** Enter your date of birth in the format shown, using 4 digits for the year. (Format: mm / dd / yyyy)
- ZIP code:** Please enter your ZIP code. (Format: XXXXX)

There is a 'Next' button at the bottom of this section. To the right, there is a 'No Activation Code?' section with a 'Sign Up Online' button, and a 'Palos Health Patients' section with a 'Log In to Palos MyChart' button. The footer includes 'MyChart by Epic' and 'MyChart® Powered From Epic Systems Corporation © 1999 - 2023'.

3. Enter your information.

The screenshot shows the MyM registration page. The 'Sign up for MyNM' section is highlighted with a purple border. It contains the following information:

- Sign up for MyNM:** Follow these steps to sign up for a MyNM account.
  - Enter your personal information.
  - Verify your contact information.
  - Choose a username and password.
- Contact information:** If you have any questions, please contact us at 855.457.6966, TTY: 711.
- Proxy access:** Proxy access gives someone else access to a patient's MyNM record. For more information, visit the [Proxy Access website](#).

\* Indicates a required field

**Name:** First name, Middle name, Last name (all required)

**Address:** Country (United States of America), Street Address, City, State, ZIP (all required)

4. To complete your sign-up, choose Send to my email. Find the email in your inbox and follow the directions.

The screenshot shows the MyM registration page. The 'Verify Contact Information' section is highlighted with a purple border. It contains the following information:

- Verify Contact Information:** You will now be required to enter a one-time use security code to verify your contact information before the sign-up process can be completed. [Learn more](#)
- Buttons:** 'Send to my email' (with an envelope icon) and 'Back'

The footer includes 'MyChart by Epic' and 'MyChart® Powered From Epic Systems Corporation © 1999 - 2023'.

### Option 5:

Download the MyNM app.

With the MyNM® app, you can manage your health care from a mobile device. The app has some features that MyNM on your computer does not have. You can download the MyNM app on your smartphone or tablet. There is no cost to download or use it.

To download the app on your mobile device, choose one of these options:

- Visit [nm.org/mynm](https://nm.org/mynm) on your device.
- Search **MyNM** in the App Store for Apple devices (such as an iPhone) or Google Play for Android devices.



If you do not have a MyNM account, follow the instructions in the app to set it up.

If you have questions about MyNM, please see the frequently asked questions link at [nm.org/mynm](https://nm.org/mynm) or contact the MyNM Help Desk at 855.457.6966 (TTY: 711).

*\* Message and data rates may apply. See the Northwestern Medicine Digital Terms of Use and Digital Privacy Policy at [nm.org/patients-and-visitors/patient-rights-policies](https://nm.org/patients-and-visitors/patient-rights-policies).*