Login Assistance for **MyMountSinai**

Obtaining MyMountSinai Access

If you have recently received an activation code that you would like to use, you can use that code to create your MyMountSinai account by **clicking here**.

Logging into MyMountSinai

- If you would like to recover your username or password, you can **click here**.
- Please note that your MyMountSinai password must include:
  - A minimum of 8 characters or a maximum of 20 characters
  - At least one uppercase letter and one lowercase letter
  - At least one special character (such as !, #, $, %, etc.)
  - At least one numerical character (1, 2, 3, etc.)
- For your safety, three incorrect password attempts will lock your account. Please contact our MyMountSinai support line via phone call at 1-855-343-3470.

FAQ and Tips for Video Visits and Telehealth

Question: How can I download the MyMountSinai app on my mobile device?

Answer: You can navigate to the **MyMountSinai overview webpage** and download the right version for your device. You can also follow the direct links below.

- **Download the MyMountSinai App for Apple Devices**
- **Download the MyMountSinai App for Android Devices**

Question: Can a proxy (i.e., parent or guardian) and a patient both join the same video visit from different devices?

Answer: Yes

Question: How can I avoid poor audio or video quality during my Video Visit?

Answer: First, try to use a stable Wi-Fi instead of a cellular data connection.
Second, turn off the Bluetooth setting on your device.
Third, you can reboot your device, which involves turning off your mobile device and then turning it back on.

Question: How late can I e-check in for my Video Visit appointment?

Answer: Patients can e-check in up to 3 hours after their scheduled video visit time.

Question: Who can I contact if I am still having technical issues with MyMountSinai?

Answer: Patients can contact the MyMountSinai support line via phone call at 1-855-343-3470 or via email **MyChartSupport@mountsinai.org**.

Click here to access the FAQ and Troubleshooting Guide for CLEAR at Mount Sinai Health System

Mount Sinai