

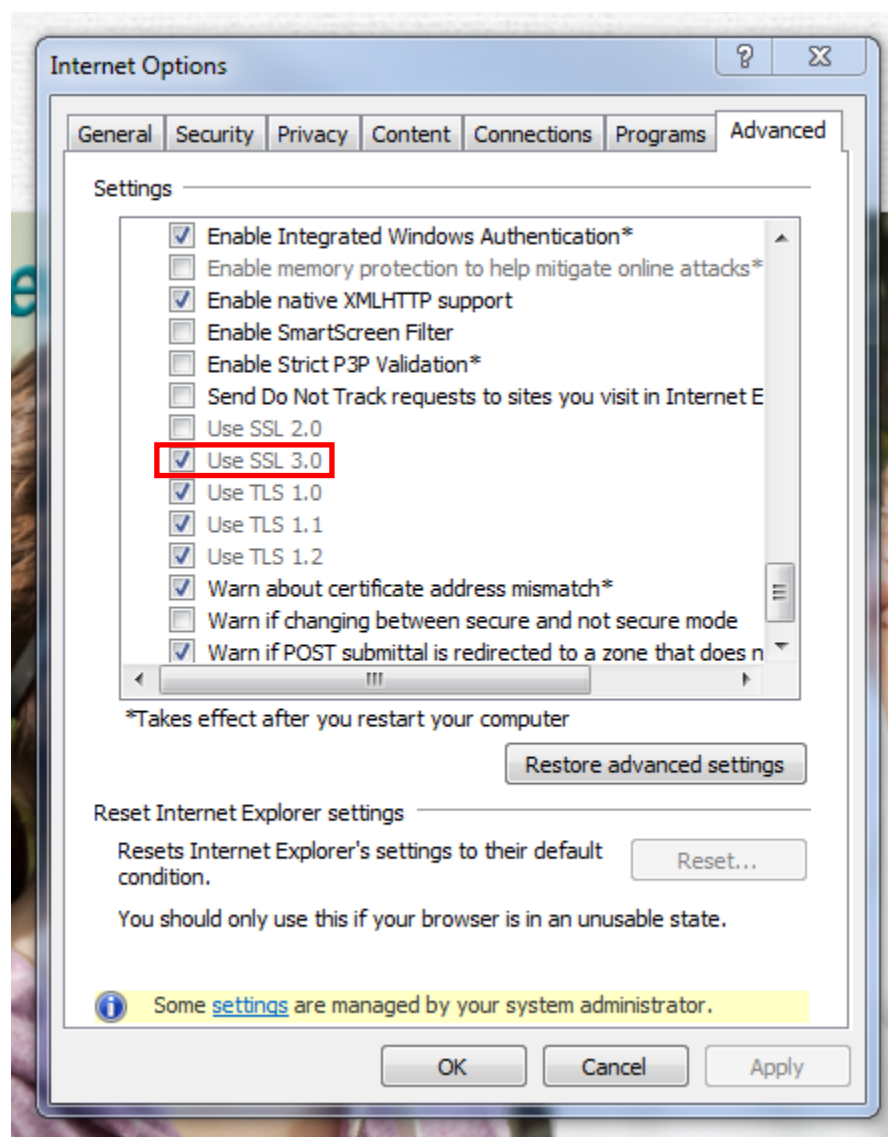
Login Issues

Users that have computers with Windows 10 may experience login issues with Conemaugh MyChart. Please follow the instructions below to resolve.

1. Navigate to:

Control Panel>Network and Internet>Internet Options>Advanced>Security section

***Make sure "Use SSL 3.0" is selected**



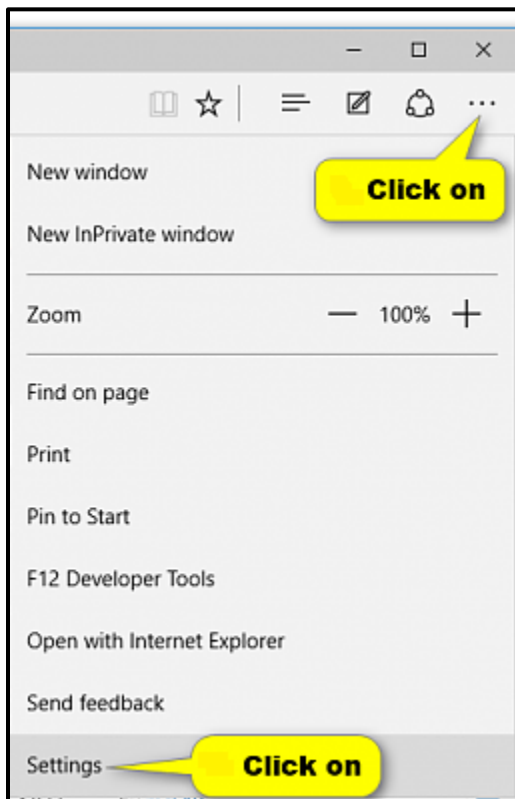
If you are unable to find the Control Panel, close all activities on your computer. Select the Windows 10 Start Menu icon near the bottom left of your computer screen and then use the search option to navigate to the "Control Panel."

2. Users that have computers with Windows 10 may also be unable to log-in once their password has been reset/changed or if multiple MyChart users are logging into the computer with a single Windows credentials and alternating between multiple MyChart user accounts. Please follow the instructions below to resolve.

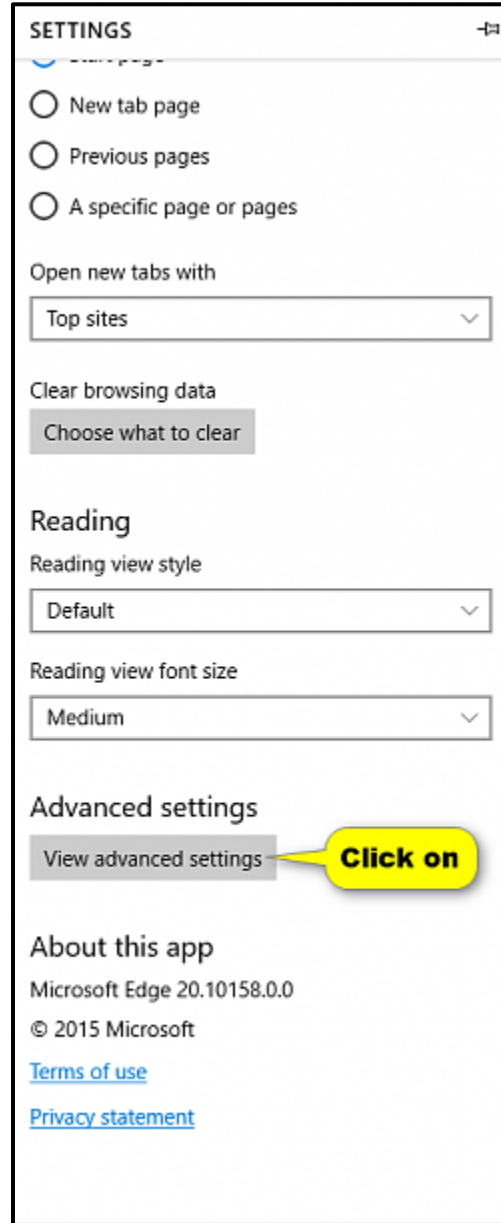
Deleting/Changing Saved Passwords in Microsoft Edge

Step 1: Open Microsoft Edge. Click on the **More Actions** button (three dot icon on the top right corner).

Step 2: Click on **Settings**.



Step 3: Under **Advanced settings**, click on **View advanced settings**.



Step 4: Under **Privacy and Settings**, click on **Manage my saved passwords**.



Step 5: Click on the **X** for any listed website that you would want to delete saved passwords for or update the password information by clicking on the specific website and making any changes to your username and password. Click **Save**.



OR

