

The message is designed to get you to click on a link. That link may allow scammers to steal your MyChart password, personal information, or other sensitive information.

What Should You Do?

DO NOT click links in unexpected MyChart emails or text messages.

DO NOT reply to the message.

DO NOT provide your password or verification code.

DO NOT click “Unsubscribe” in a suspicious message.

If you are concerned about your MyChart account, contact your doctor's office directly or open MyChart using the official website or app you normally use.

If a message tells you to move to your computer to “verify,” “fix,” or “unlock” your account, stop and verify it first.

Remember: **STOP — DON'T CLICK — CHECK FIRST**

Scammers want you to act quickly before you have time to think. A legitimate medical provider will not ask you to give your password or security code through an unexpected text or email.

When in doubt, don't click. Contact your doctor's office directly.

If you believe you have been the victim of this scam, the Pennsylvania Attorney General's Bureau of Consumer Protection can be reached at 1-800-441-2555.

A few seconds of caution can protect your health information, your identity, and your money.

Source: Pennsylvania Office of Attorney General, August 28, 2026