How to Manage Communication Preferences
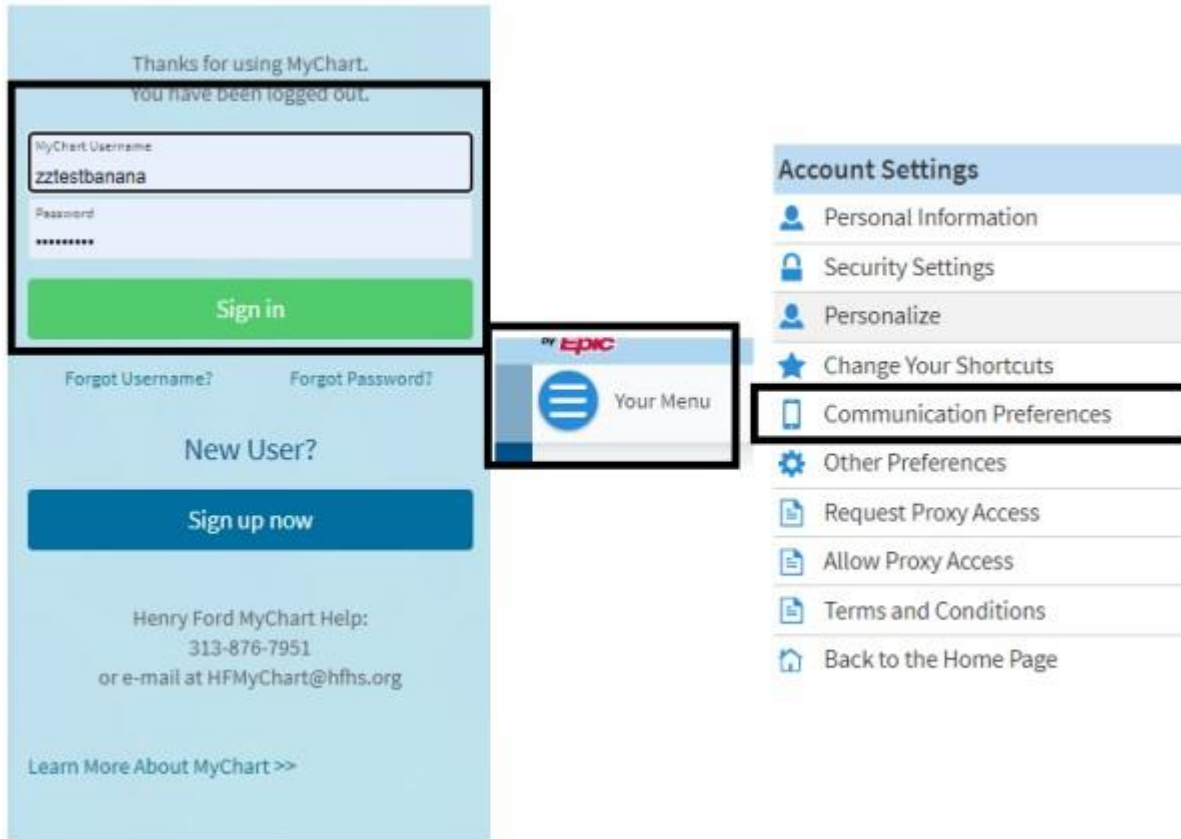
1. Log in to your Henry Ford MyChart Account via desktop or the MyChart App
2. On the top left, click on the 'Your Menu' hamburger button
3. Select Communication Preferences under 'Account Settings', which is towards the very bottom of the list


4. You can also type Communication Preferences in the search bar at the top under 'Your Menu'

5. Preferences will help you select communication methods that are best for you. The 'General' section (left box in image below) allows you to review and edit your contact information and control communication channels. The 'Details' section (right box in the image below) allows you to customize by message category and type.
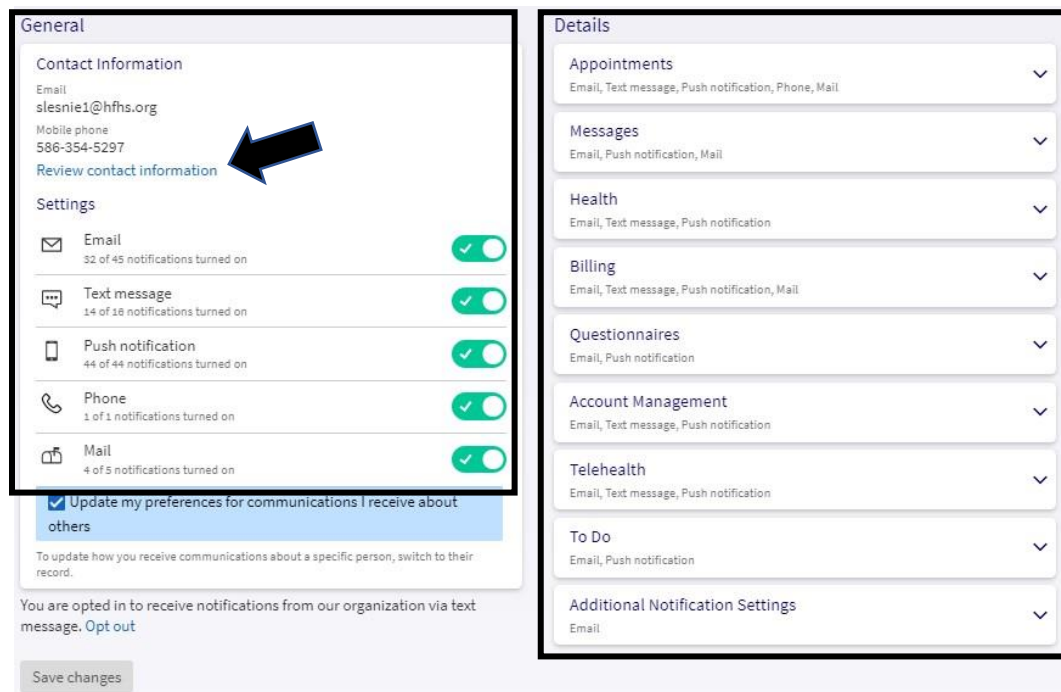

6. For example, if you deselect "Email" in the Settings section then all email correspondence that can be turned off, will be turned off (as shown in the image below, some types of email notifications cannot be disabled and the setting will tell you that).
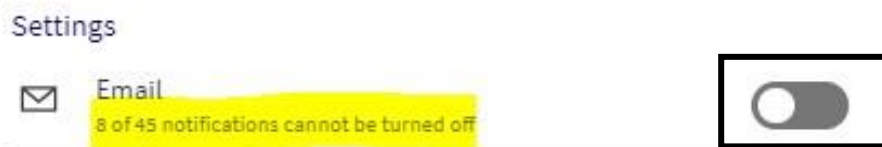

Some settings will display a lock in the selector button (shown below). These settings cannot be altered by the user.

7. The dropdown menus in the Details section will help drill into individual preferences. The 'Appointments' section shown below will allow you to manage notifications related to your appointments and other types of message types.
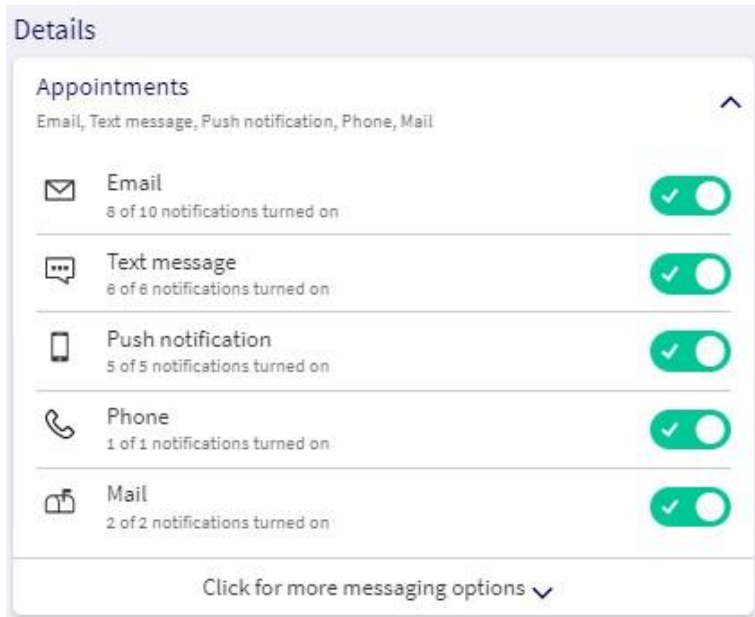

8. By clicking the "Click for more messaging options" button at the bottom of the dropdown menu, you can access more specific settings about individual notifications related to the dropdown menu you have open.
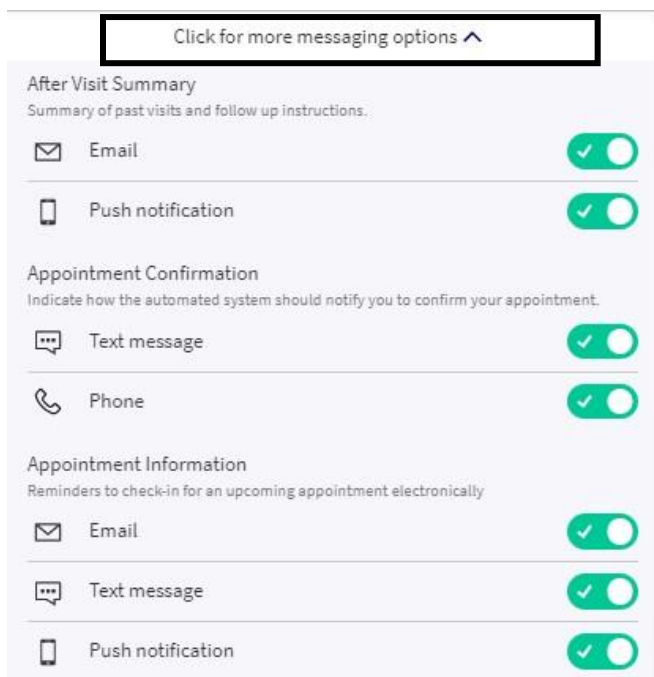
9. Within the General settings section there is a box that allows you to update the preferences for other members linked to your MyChart. To modify preferences for a specific person, you will still have to switch to their account.
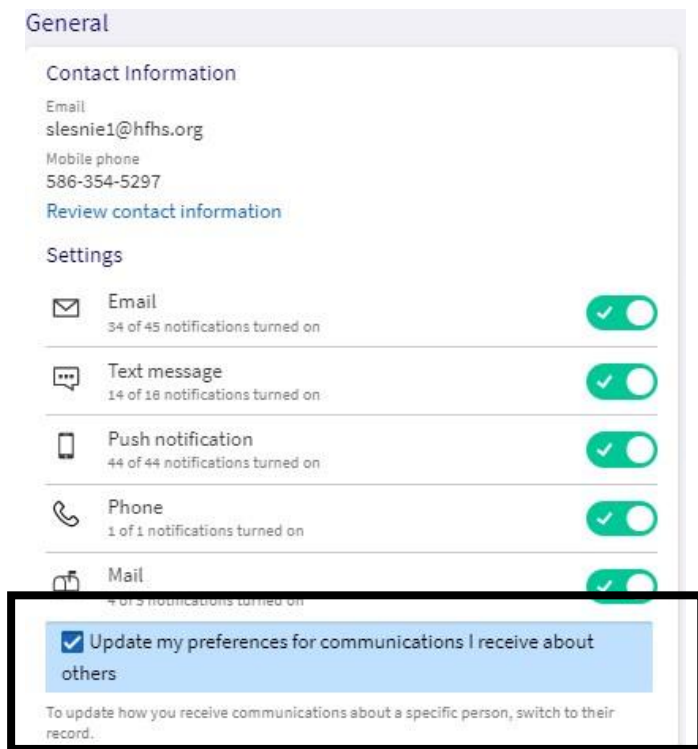
10. You can also opt out of all text notifications by clicking on "Opt out" just below the General settings section.
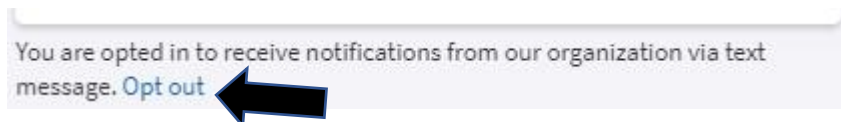
11. Remember to save changes by clicking on 'Save Changes' button in the bottom left of the communication preferences page.