The purpose of this guidance is to provide patients with step by step instructions on how to upload photos to My UNC Chart (browser version and mobile) in order to send to their provider for their virtual visit.

*Note: If you are seeing a new provider, please wait for your appointment with the new provider to show up in My UNC Chart before trying to upload and send photos to the provider. The provider must be set up to receive messages in My UNC Chart. If your provider does not show up as an option to send a photo to, please call UNC HealthLink at (888) 996-2767.

Uploading photos to My UNC Chart using a laptop or PC

1. Select **Messaging** at the top and then **Ask A Question** from the drop down menu.

2. Select **New Medical Question**.
3. Choose a recipient.

- Choose a Recipient
  - Asod, Dental Resident, DDS
  - Barnhouse, Kathleen Knesper, MD
  - Family Medicine, Physician, MD
  - Galloway, Dione Piggott, MD
  - Miller, Aaron Joel, MD
  - Weir, Samuel Stucker, MD
  - Wesley, Brigette Renee, DDS

4. Select the subject of your message.

- Select a Subject
  - Non-Urgent Medical Question
  - Test Results Question
  - Visit Follow-Up Question
  - Referral Request
  - Medication Question
Add your comments and click the **Attach An Image** button.

a. You can hover over the “i” to view the picture requirements.
Once you have clicked **Attach An Image** select the image to attach and click **Open**.

Once you see your attached image at the bottom you will click **Send**.
Uploading photos to My UNC Chart app using a smartphone (Android or iPhone)

1. Select the **Message** icon.

2. Select **Send A Message**.
Select Medical Advice.

Select a subject from the drop down list.
5. Click on **Attachments**.

6. Click **Attach an Image**.
Click on **Choose from Album** or **Use Camera** to take a new picture.

You will see the image you attached. You can select up to three images. Click **Back** when you have loaded your images to go back to the message.
Enter comments.

Enter comments here.

Click Send.

Once you are finished, click ‘Send’.

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This information is provided to help you access a tool that is currently offered in English only. If you ask a friend or family member to help you access or navigate My UNC Chart you may be providing them access to your private medical information. If you would prefer help by an employee of UNC Health, please let a staff member know during your visit.