University of Virginia, Department of Radiology and Medical Imaging  
“MyVue” Frequently Asked Questions

Enrollment Questions

Q: What is MyVue?  
A: MyVue is your personal imaging portal, a way for you to securely view your radiology medical images from the UVA Health System.

Q: Is there a fee to use MyVue?  
A: MyVue is a free service for our patients.

Q: How do I sign up?  
A: Sign up is easy. Register for an account by logging into this webpage:  
http://patients.uvahealth.com/patients-visitors/manage-your-healthcare/myvue

You may also visit the Image Management office located inside the Radiology reception area on the first floor of the UVA hospital at 1215 Lee Street, Charlottesville, VA. You will need a valid email address to sign up.

Your Medical Records

Q: When can I see my images in MyVue?  
A: Images in MyVue are available seven days after the final report is available.

Q: Why are certain images not shared electronically via MyVue?  
A: In some instances your physician can choose not to release certain images to you.

Q: If some of my health information on MyVue is not correct, what should I do?  
A: Please call Health Information System (HIS) at 434.924.5136 to report the problem.

MyVue for My Family

Q: Can I send a message to my doctor through MyVue?  
A: You cannot send a message to your physician through MyVue. You can do this through your MyChart account and you can sign up for that access here: mychartUVA.com

Questions: Call MyVue Help at 434.924.8555 or email: clmyvue@hscmail.mcc.virginia.edu
My Vue for my Family, continued

Q: Can I view a family member’s MyVue account or have them view mine?
A: Each family member will have their own account and it will be tied to a unique email address. Access to family members images is not supported via proxy at this time.

After I have enrolled

Q: After I have enrolled, what is my login ID and how does it work?
A: You login ID is your email address. Your initial password will be emailed to this e-mail address. The system will require that you change your password on the first login.

Q: What happens if I forget my password or access code?
A: Please call MyVue Help at 434.924.8555 to have your password or account reset. You will receive an email with login links and a new password which you will need to change on your first login after the reset.

Q: How do I update my e-mail address?
A: Please call MyVue Help at 434.924.8555 to reset your email address.

Q: What do I do if I no longer want to have a MyVue account or leave UVA?
A: Please call MyVue Help at 434.924.8555 to disable your account. Your account will be disabled within 24 hours.

Technical Questions

Q: How secure is my MyVue account?
A: We take great care to ensure your health information is kept private and secure. Access to information is controlled through login ID's (your email address), and passwords. Each person controls their own password. Your account cannot be accessed without that password. Additionally, MyVue uses industry standard encryption to protect your health information.

Q: What is your privacy policy?
A: UVA Radiology and Medical Imaging abides by all HIPAA Privacy Rules. A copy of our Privacy Policy is located on this website.

Q: I was abruptly logged out of MyVue account, what happened?
A: Your session may have expired. Please try logging in again. If you are unable to log in, please call MyVue Help at 924.8555 to verify your account is still active or to reset your account.

Q: What computer/browser requirements are there for MyVue?
A: MyVue requires an HTML 5 compliant browser. We recommend Google Chrome.

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