Frequently Asked Questions About the New MyMSK Mobile App

This information answers frequently asked questions (FAQ) about the new MyMSK mobile app.

To see what the new app looks like, please watch the video The New MyMSK Mobile App.

Please visit www.mskcc.org/pe/app to watch this video.

What’s the difference between the old and new MyMSK apps?

We redesigned the app with a new look and feel to make it easier to use. We also improved some features. You can now add your MSK appointments to the calendar on your mobile device. You can get directions to your appointment using your favorite navigation tool, such as Google Maps, Apple Maps, or Waze. We’ll be adding more new features later in 2022.

Do I have to switch to the new app now?

Yes. The next time you open the app, you will see a prompt to update it. It will be from Google Play or the Apple App Store. After you update the app, you must enter your username and password to use the new app. You will see a new, blue MyMSK icon for the app.
What operating system do I need to use the new app?

If you have an iOS device (Apple iPhone or iPad), you need version 12.0 or higher.

If you have an Android device, you need version 6.0 or higher.

**If you have an older operating system, you will not be able to download the new MyMSK app.** You can still access the website version of the patient portal at my.mskcc.org, from your mobile device or computer.

How do I enroll in MyMSK?

You will need an enrollment ID and your medical record number (MRN) to create a MyMSK account. For more information, please select this link and follow the instructions. You can also follow the instructions below. Then you can create a MyMSK account at my.mskcc.org or on the MyMSK app.

**Before your first appointment:** We may have sent you an email with an enrollment ID. You can also ask for one by calling a patient care advisor at 833-920-3234.

**After your first appointment:** You need an enrollment ID and your medical record number (MRN) to enroll in MyMSK. You can find your MRN on your printed visit guide for an upcoming appointment or on an MSK billing statement. If you know your MRN, you can get an enrollment ID by calling the Help Desk at 800-248-0593. If you do not know your MRN, you can get your MRN and enrollment ID from the care coordinator at your doctor’s office.

How do I download the new app?

Please read our information about How to Download the New MyMSK Mobile App. You can also access it at www.mskcc.org/pe/app
I have an Android device. Why does it ask me to log in again?

MyMSK will ask you to log in again when your device is not using certain security features. If you do not use a screen lock, you must log in again to use some app features. We recommend you add a screen lock to protect your medical information. A screen lock will lock your device each time you turn it on or wake up the screen. To unlock it, you use a PIN, face recognition, pattern, password, or fingerprint.

To set up a screen lock on your device, go to “Settings” and tap “Security.” If you don’t see “Security” go to the technical support site of your device’s manufacturer for help. Tap “Screen lock” and pick the option you want to use. You can also select this link for more information.

What happens to all my information in the “old” MyMSK app?

It’s all still there! Your information will not change. All your appointments and medical information will be in the new app.

Where do I find what I need on the app?

The new MyMSK app makes it easier to find what you use the most. First, look on the navigation bar at the bottom. If you don’t see what you need, look in the “Menu” section in the bottom right corner.

I added an appointment to my device’s calendar app. Will my calendar update if I change or cancel the appointment?

No. Calendar apps, such as the iPhone or iPad Calendar and Google Calendar, will not update automatically if your appointment changes. There are 2 ways to make updates to your mobile device’s calendar if your appointment changes:
• You can update the appointment yourself in your device’s calendar.
• Delete the old appointment from your device’s calendar. Then add the updated appointment back to your calendar from the MyMSK app.

What happened to Wayfinding?

The MyMSK app will not let you use 22Miles Mobile Wayfinding for finding your way around MSK buildings. However, you can use a similar service, the MSK Compass app, at 2 of our sites: MSK Westchester and The David H. Koch Center for Cancer Care at Memorial Sloan Kettering. More information and download instructions for MSK Compass are at www.mskcc.org/locations/visiting-us/msk-compass

What if I need help with the new MyMSK app?

Please call the Help Desk at 800-248-0593 from Monday through Friday, 9 a.m. to 5 p.m. (Eastern time).

If you have any questions, contact a member of your healthcare team directly. If you're a patient at MSK and you need to reach a provider after 5:00 p.m., during the weekend, or on a holiday, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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