



Two-Step Verification



Our security teams work around the clock to secure and protect your personal health care records in MyChart. Two-step verification, is now required for all MyChart accounts.

What is two-step verification?

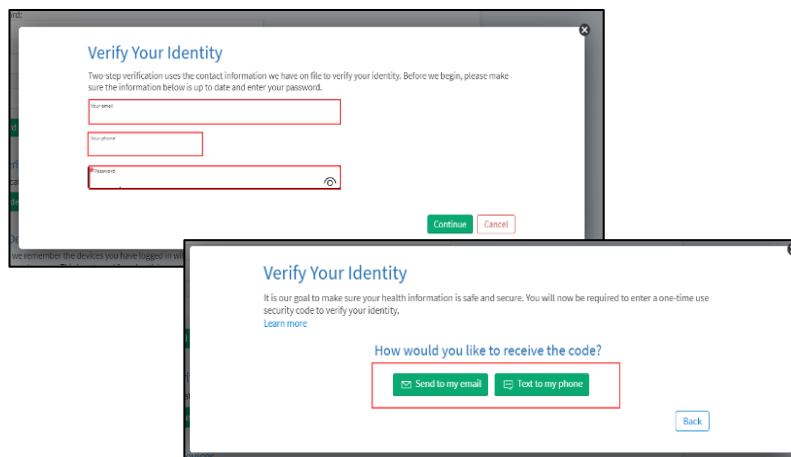
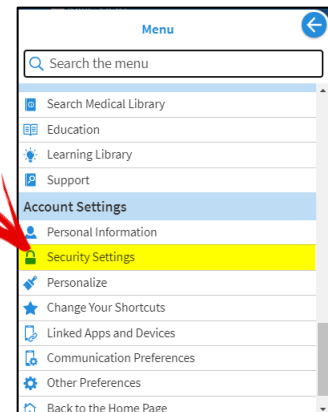
Two-step verification adds an extra layer of security to online accounts. By sending a unique code to an account holder's email address or cellphone when they log into an online account, two-step verification helps stop hackers who might otherwise be able to guess passwords.

You may already know about two-step verification because banks use this to protect online banking accounts. Similarly, this extra layer of security is used to protect online health information.

How do I set up my two-step verification?

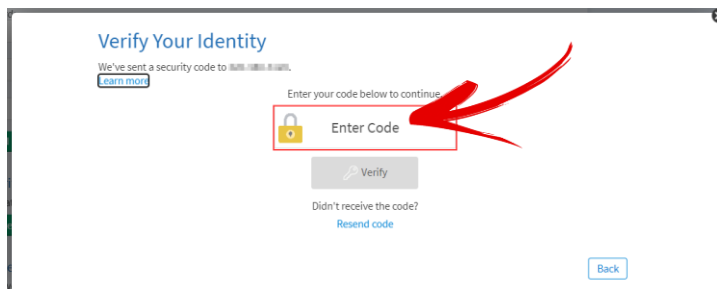
To set up two-step verification, complete the following steps:

1. Log in to your MyChart account.
2. From the Menu, locate and select the **Security Settings** option. (NOTE: If using the MyChart Mobile app, you will find this feature by going to **Account Settings**.)
3. Select **Turn on two-step verification**.
4. Verify your identity and tell us how you would like to receive your verification code.

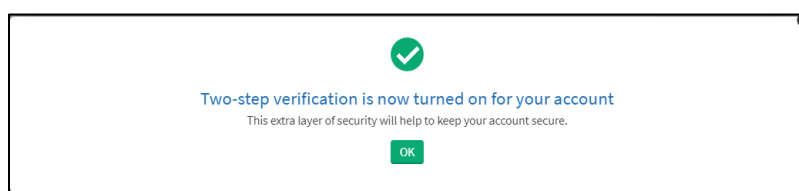


5. Leave your MyChart window or screen open while you wait for the verification code.

6. Within seconds, MyChart will send a unique verification code in a text message to your phone or in an email message. Open the message to find this code.
7. Back at the open MyChart window or screen, enter the code in your MyChart account.



8. Select **Verify**.
9. A message indicating that two-step verification is turned on will display. Click the **OK** button to proceed.



You are now safely logged into your MyChart account.

With two-step verification turned on, what happens next?

Going forward, each time you log into your MyChart account, you will complete these two steps:

Step 1: Log into your account, using your unique username and password.

Step 2: Check your text messages or email and type in the new verification code provided.

Is there anything else I can do to help protect my account?

Here are the best ways to keep your MyChart account secure:

- Use a strong password and update it often.
- Never share or show your password to others. This includes not mentioning it in emails, texts or phone conversations and not writing it on social media or notepads.
- And remember, our staff and support teams will NEVER ask you for your password.



Thank you for helping us keep your medical records as secure as possible.

If you have any questions about two-step verification or other security questions, please reach out to our MyChart Support team at **850-431-6019**.