MyChart Two-Step Verification Enabled by Default for all MyChart Accounts

Two-Step Verification will be enabled by default for all MyChart accounts.

What is Two-Step Verification?

Two-Step Verification is an extra layer of security used to verify the identity of the person accessing the account. Two-Step Verification for your MyChart account will require you to login with your username and password and then enter a single-use code that will be sent to you via email or text.

What can I expect the first time I log in?

If you do not currently have Two-Step Verification enabled, you will be presented the setup screen. You can choose to continue with Two-Step Verification, or you can turn this feature off (not recommended).
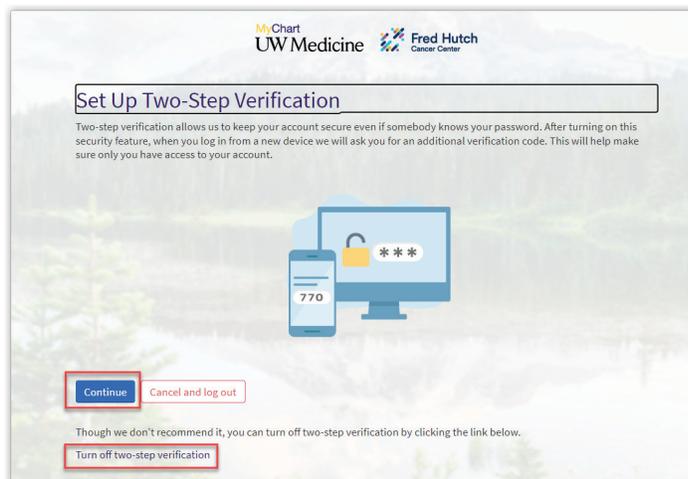
How do I receive a Two-Step Verification login code?

Once you log into your MyChart account, you will be prompted to select email or text as the method of delivery. You will receive a single-use six-digit login code that must be used to complete the login.
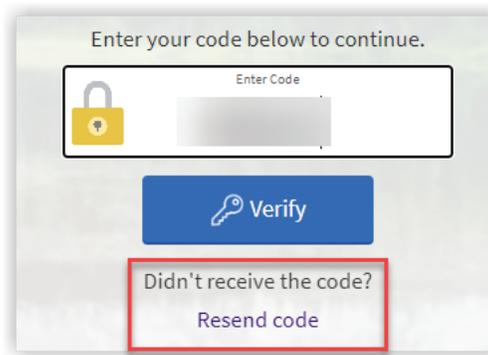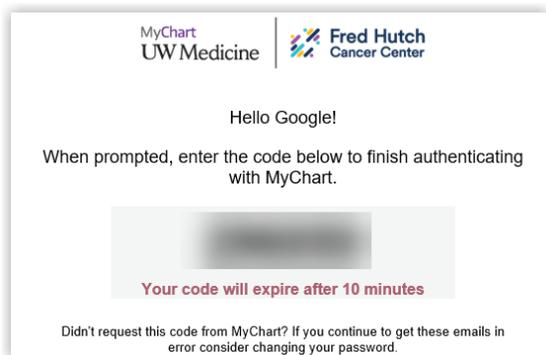

Things to remember:

- Do not close the MyChart webpage while waiting for the login code to deliver.
  — We recommend opening a new browser tab if using the same browser to access your email.
  — If on the mobile app, keep the app open while accessing your email in a different application.
- If you mistakenly close MyChart, you will need to resend a new code.

How often will I need to use Two-Step Verification?

When this feature is turned on, you will need a new login code each time you access your account.

How can I prepare for this upcoming security change?

From the main menu, go to the **Personal Information** page and verify your email address and phone number are updated. You can also turn on Two-Step Verification from the **Security Settings** page.
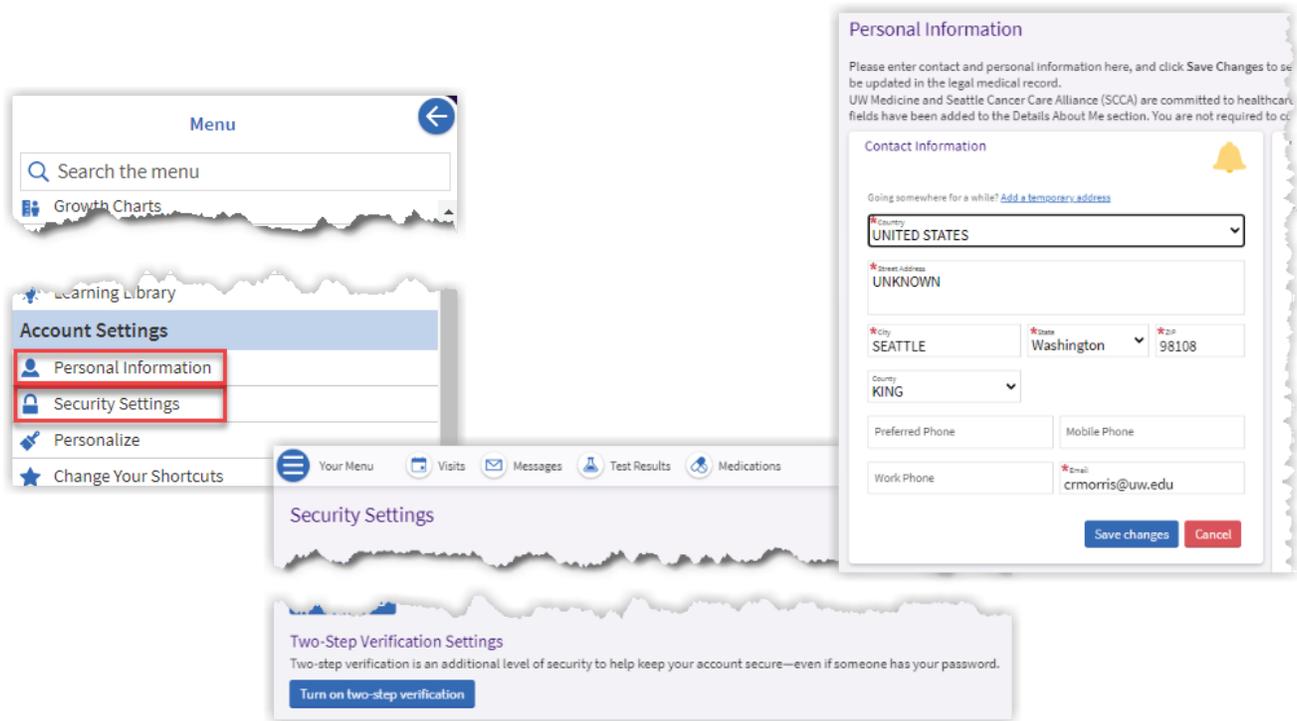
What if I do not receive my login code?

If you do not receive the code, check your "spam" or "junk" folder. Also, check any other email addresses associated with your account. If you still have not received a code, click the "Resend code" link.
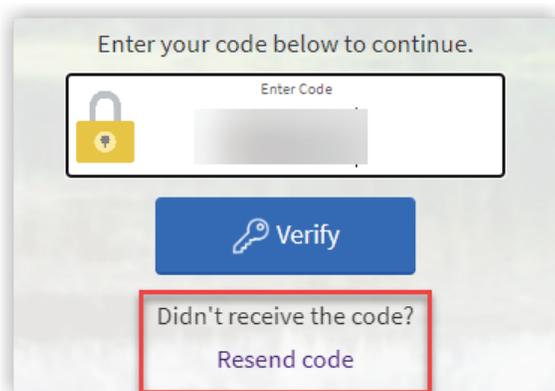
What do I do if I am unable to access my account?

If you need technical assistance, or help accessing your MyChart account, please contact our MyChart Help Desk by calling 855-520-5151, available 24 hours, 7 days a week.