



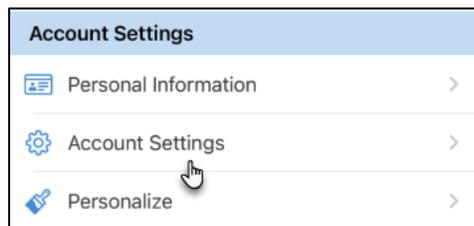
## MyChart: Two-Factor Authentication Pre-May Upgrade/Post Two-Factor Enrollment

**Purpose/Change:** Starting in May, MyChart will ask for a second step to confirm your identity when you log in. This helps keep your account safe. We recommend setting it up early.

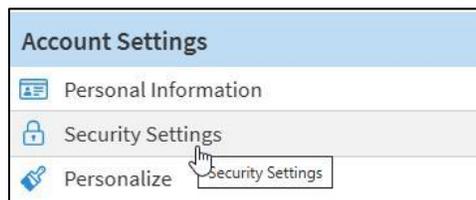
### To set up Two-Factor Authentication

1. Log into your *MyChart* account using the MyChart App or Web Browser.

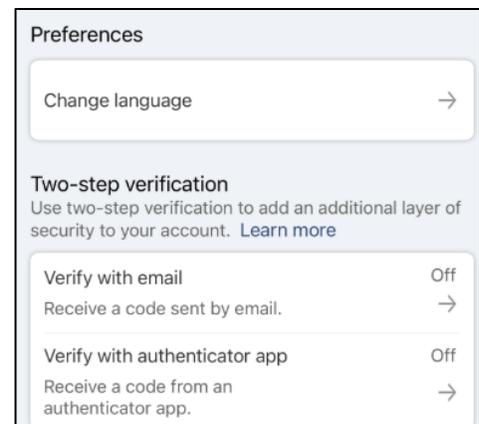
2. Select the Menu icon in the top left corner  Menu
- When using the **MyChart App**, search for **Account Settings**



- When using a **Web Browser**, search for **Security Settings**.



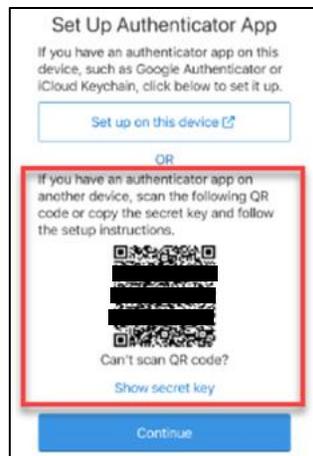
3. Scroll to **Preferences** to find the **Two-Step Verification** section.



**Next**, determine how you would like to receive the verification code by selecting one of the options:

- 1. Verify with email (recommended):** where you'll receive a code sent to the email address you provide.
  - Enter your *email address and password* into the email address and password fields:
  - You'll receive an *email notification* from MyChart Two-Factor Authentication
  - Go to your email account, open the message from MyChart and *copy the code* provided to you.
  - Return to MyChart and paste it into the *enter code* field, then verify.
- 2. Verify with authenticator app:** where you'll receive a code from an authenticator app. If you already have an authenticator app on your device, such as Google Authenticator, Microsoft Authenticator, or any other Authenticator:
  - Select "*set up on this device*".
  - Your password app that your device uses will appear, click *continue*.
  - *Allow* notifications for your password app.
  - Verify your identity by tapping on the *verification code banner*.
  - The code populates automatically into the *enter code* field and click *verify*.
- 3. If you have an authenticator app on another device**, you can scan the QR code or copy the secret key and follow the setup instructions.

Example:



Verify Two-step verification is turned on from Account Settings (or Security Settings on a web browser). Two-Step Verification will have a blue dot and indicate that it is On.

