

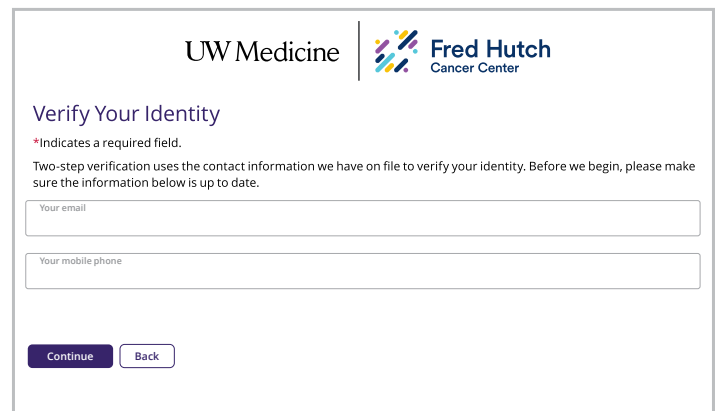
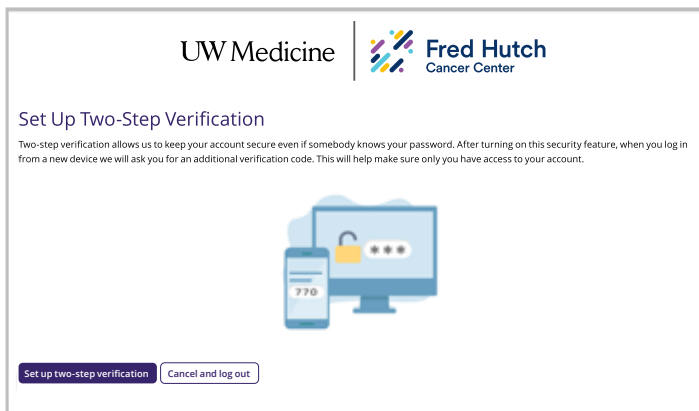
Two-step verification required for all MyChart accounts

What is two-step verification?

Two-step verification is a security protocol that enhances the security of your account by using a secondary device or account to verify your identity. It adds a quick step to the login process to help make sure the user is who they say they are. Using two-step verification to protect online accounts is a common practice among healthcare and other organizations that deal with secure information.

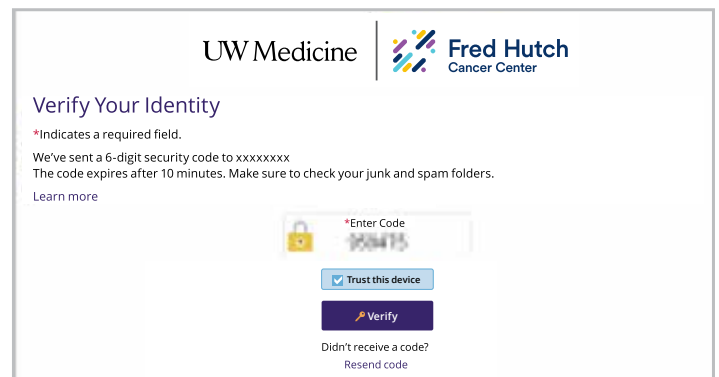
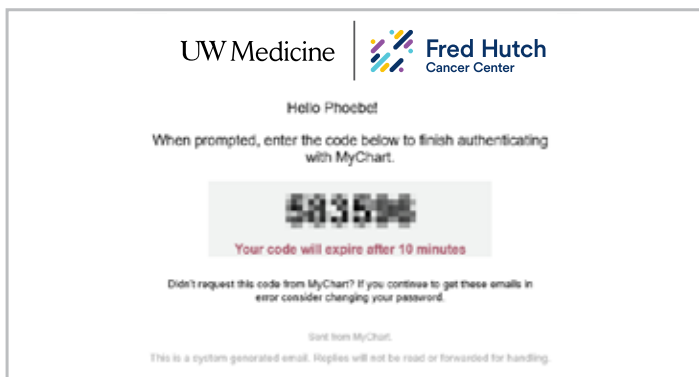
What can I expect the first time I log in?

If you do not currently have two-step verification enabled, the next time you log in after May 18, 2025, you will be guided through setting it up for your MyChart account. You can choose to use email or text messaging for two-step verification. Ensure that your email address and/or mobile number are correct so you can receive the login code.



How do I receive a two-step verification login code?

When you log into your MyChart account, you will be prompted to select email or text message to receive a single-use six-digit login code that must be used to complete logging in.



Things to remember:

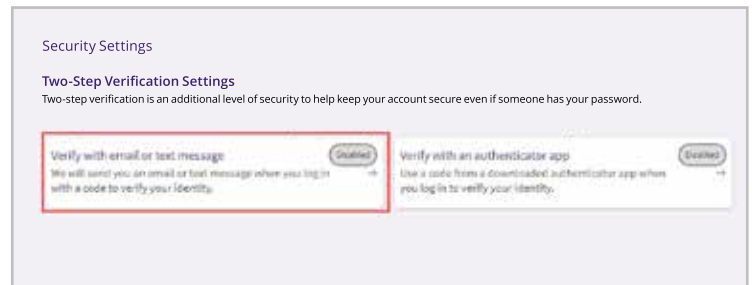
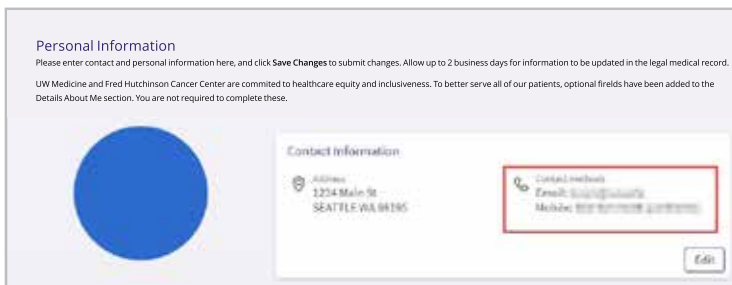
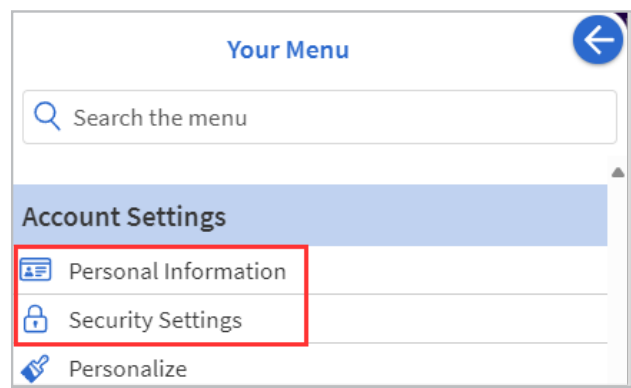
- Do not close the MyChart webpage while waiting for the login code to be delivered.
- Open a new browser tab if using the same browser to access your email.
- If on the mobile MyChart app, keep the app open while accessing your six-digit login code via email or text message in a different application. If you mistakenly close the MyChart app, you will need to select “resend code” for MyChart to send 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. You can select the “Trust this device” option when logging in with your code, which means you won’t be required to enter a code on that browser or device for the next 30-days.

How can I prepare for this upcoming security change?

From the MyChart 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 by choosing to **Verify with email or text message**.



What if I do not receive my login code?

If you do not receive the code, check your email’s spam or junk folder and 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 help with MyChart, please call the MyChart Help at 855-520-5151. Available Monday–Friday, 8:00 a.m.–6:30 p.m., excluding [public holidays](#).

