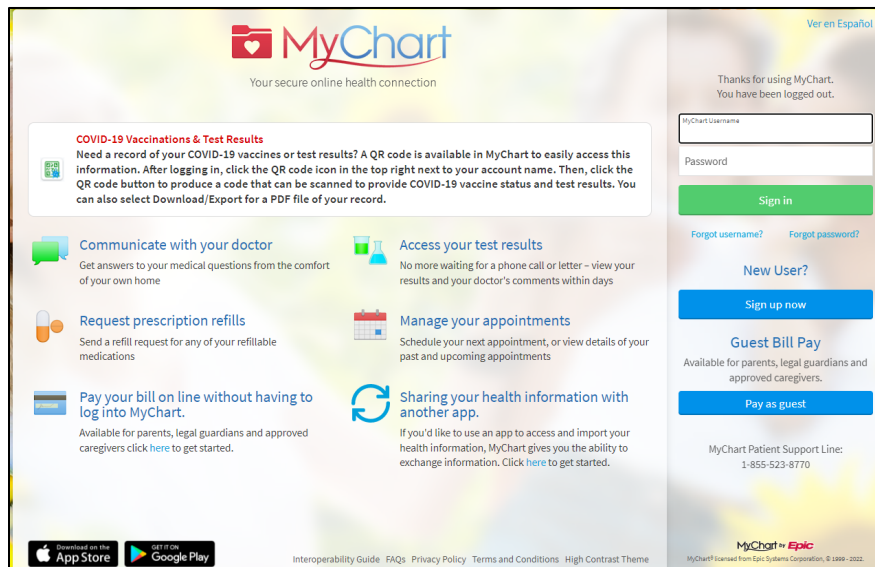


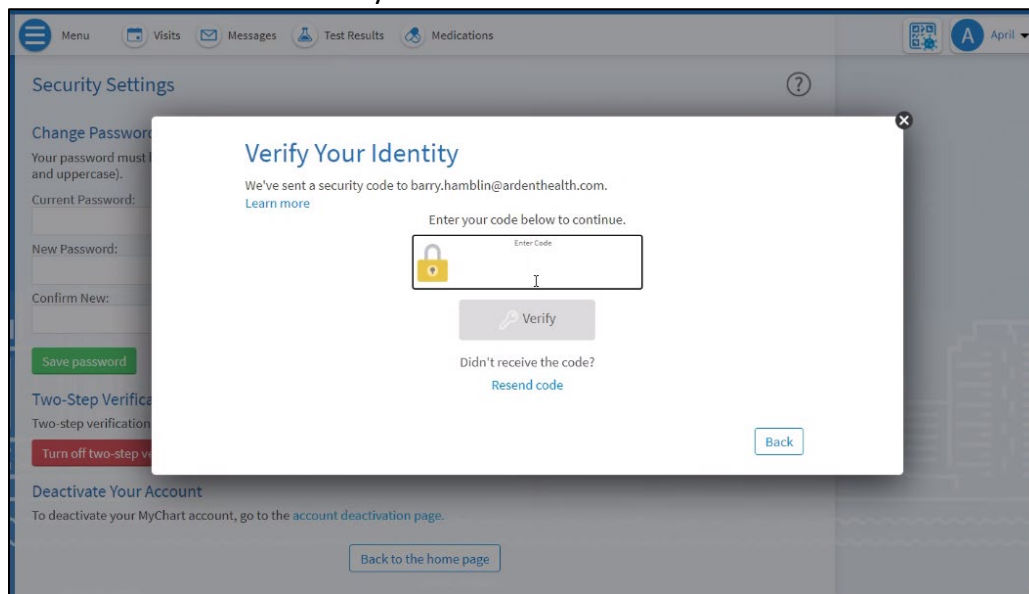
MyChart Patient Two-Step Verification Instructions

On May 21, 2022, MyChart will begin using a Two-Step Verification (TSV) process for patients to log into their MyChart accounts. This is an effective and increasingly important extra layer of protection to protect your data.

1. Upon your initial login after May 21st it will be required to verify your identity. Go to the log in screen, and enter your **username** and **password**:



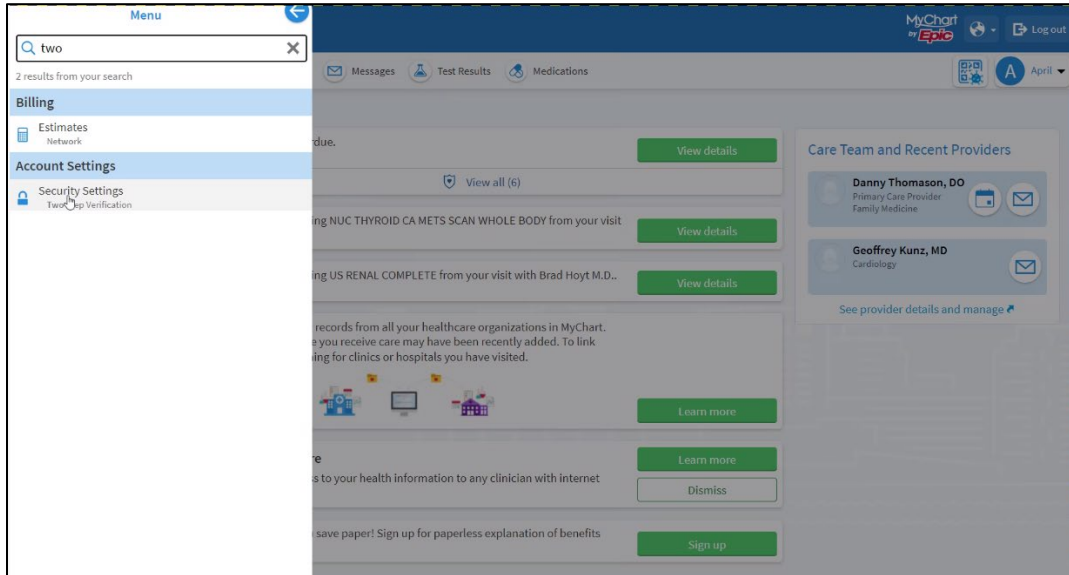
2. You will now see the following screen, there will be a verification code sent to your email and/or mobile number. Please be patient as it may take a few minutes for this email or text to generate and be received. Enter the **code** you received here.



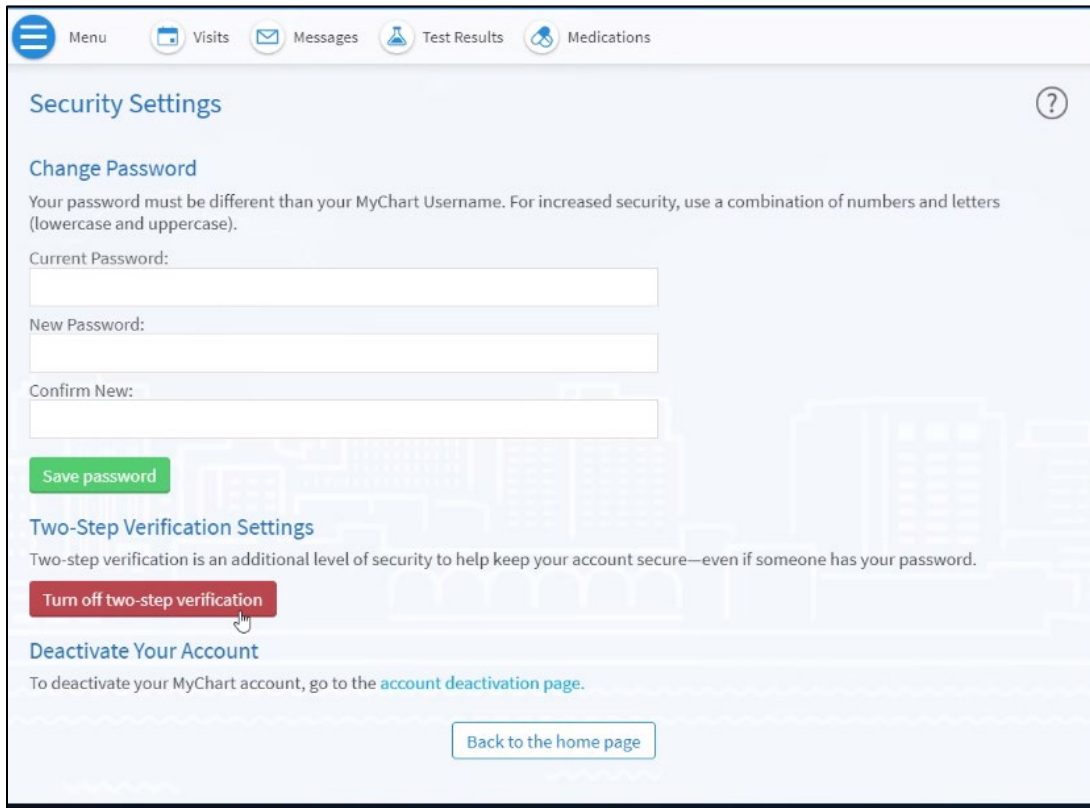
IMPORTANT: You will follow these steps every login to MyChart unless you **choose** to turn off the Two-Step Verification. See next steps.

If you choose to turn off Two-Step Verification follow the below steps:

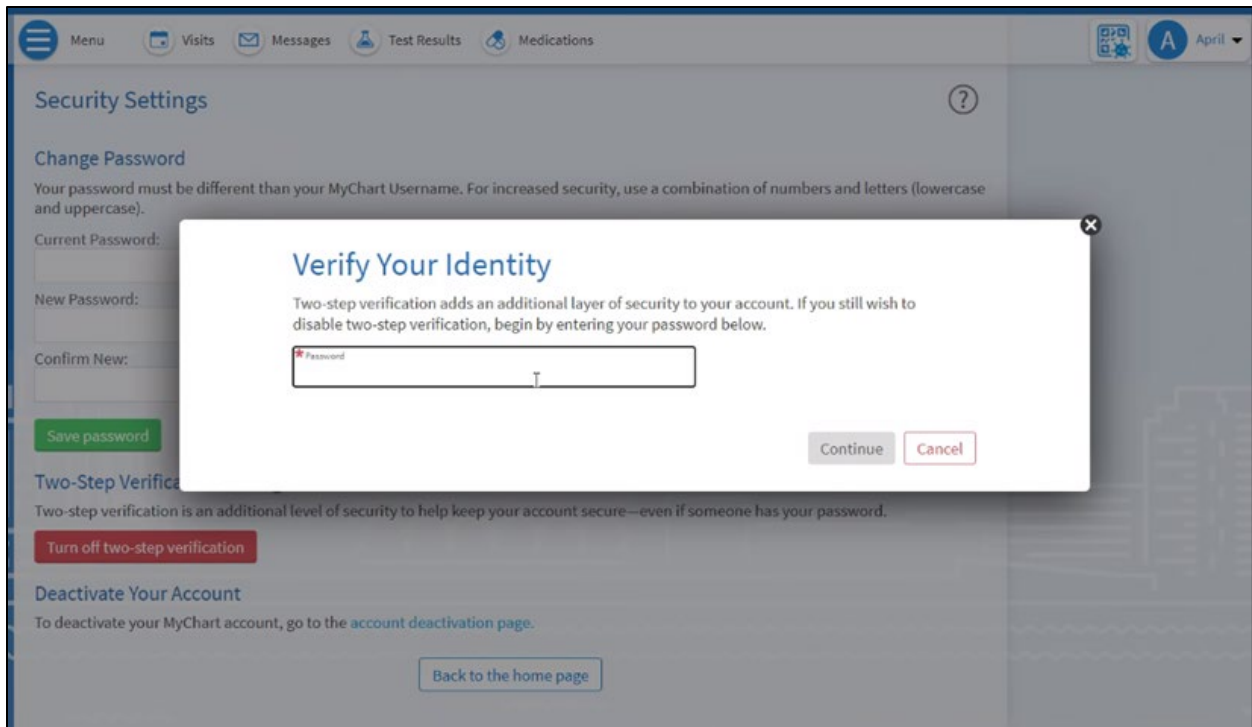
1. Log into your MyChart account, select the menu button and type the word **“Two”** in the search bar as show below:
2. Click **Security Settings**.



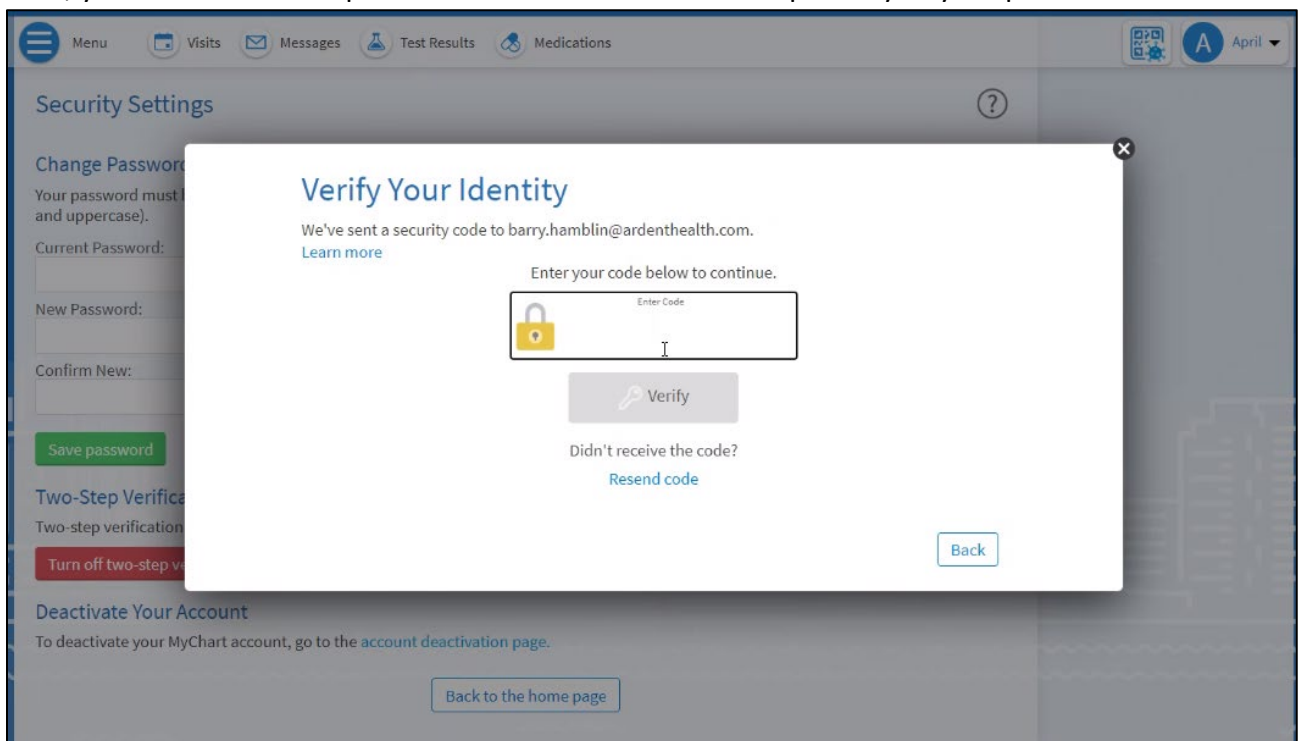
3. Select **“Turn off two-step verification”** button.



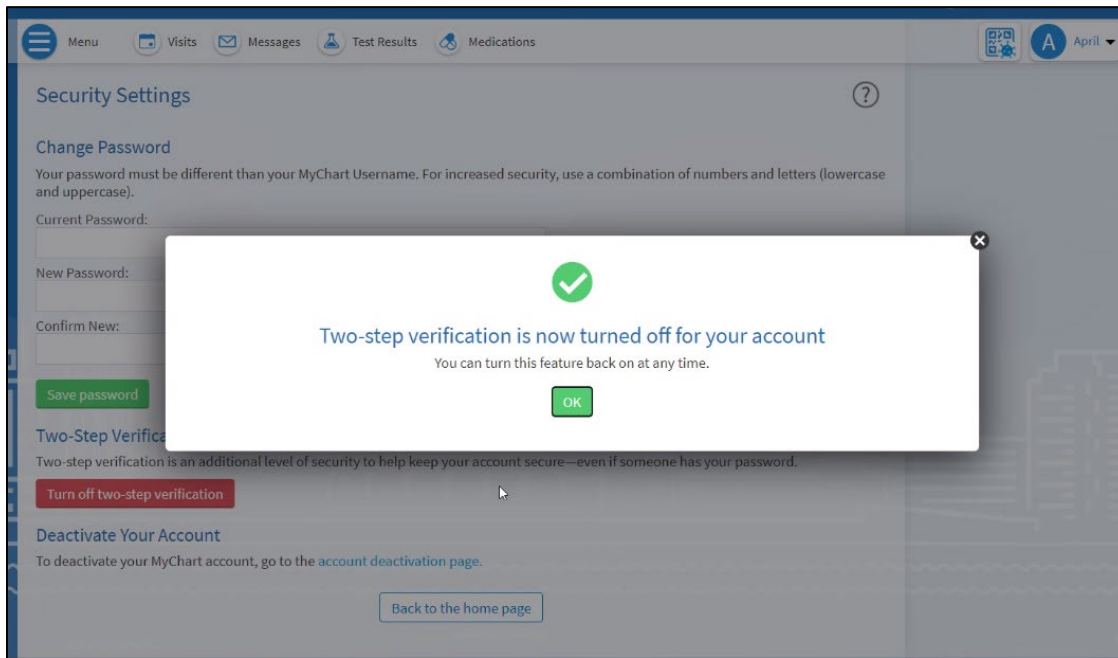
4. Enter your **MyChart password** and click **“Continue.”**



- Next, you will be asked to provide a code that will be sent separately to your phone or email account.



6. The green checkmark indicates the Two-Step Verification was disabled.



If you choose to reactive Two-Step Verification follow the below steps:

1. To reactivate Two-Step Verification, follow Step 3 above and select **Turn On** Two-Step Verification. With Two-Step Verification turned on, the next time you log in to MyChart, you will see the following screen with a **“Skip this step next time”** checkbox:

NOTE: Checking this box allows you to avoid verifying again during the same browser session. However, when the browser is closed, you will have to perform Two-Step Verification.

