

## Patient Two Factor Authentication Help

To improve the security of patient's accounts Two Factor Authentication is defaulted on automatically and cannot be turned off. Follow the below steps to complete the two-factor authentication process.

### Follow These Steps...

1. Open your email to receive the verification code.
2. Open MyChart:
  - A. If you are using a cell phone, open a new window and log into your MyChart account.
  - B. If you are using a computer, click the link to open your MyChart account.
3. The Verification code may take between 5-7 minutes to arrive in your email (make sure to check your email Spam folder).
4. If you have not received the code after 10 minutes, return to the Verify Your Identity window and click **Resend Code**.
5. To bypass two factor authentication for up to 365 days;
  - A. For PC users check  **Skip this step next time**.
  - B. For Mobile users slide the  **Trust this device next time?** To the on position.
    - i. Hint: If you clear your browser cookie history or log from a different browser, two factor authentication will be required again.
    - ii. During signup, password reset, and password expiration, two factor authentication will be required again.

