# 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

Set Up Two-St	ep Verificatio	n	11.111
Two-step verification allows security feature, when you lo sure only you have access to	g in from a new device we		
	770	<b>•</b> ***	
1000			
Continue Cancel and l	og out		

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.

WyChart UW Medicine	Enter your code below to continue.		
' Hello Google! When prompted, enter the code below to finish authenticating	Enter Code		
with MyChart.	رچ Verify		
Your code will expire after 10 minutes	Didn't receive the code?		
Didn't request this code from MyChart? If you continue to get these emails in error consider changing your password.	Resend code		

### 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.

	Personal Information		
Menu	Please enter contact and personal information here, and click Save Changes to be updated in the legal medical record. UW Medicine and Seattle Cancer Care Alliance (SCCA) are committed to healthr fields have been added to the Details About Me section. You are not required to		
	Contact Information		
Q Search the menu	Going somewhere for a while? Add a	temporary address	
B Growth Charts	*country UNITED STATES		
Carning Library	*zeer.Advaa UNKNOWN		
Account Settings	*city SEATTLE	*200 Washington	
Personal Information	County	Viasiningcon 50100	
Security Settings	KING Y		
V Personalize	Preferred Phone	Mobile Phone	
★ Change Your Shortcuts 🗧 Your Menu 💿 Visits 🖾 Messages 👗 Test Results 💰 Medications	Work Phone	*mei crmorris@uw.edu	
Security Settings		Save changes Cancel	
ور المحمد المراجع الحريرية المعنى المستحد المحمول المعنى		core changes	
Two-Step Verification Settings			
Two-step verification is an additional level of security to help keep your account secure—even	f someone has your password.		
Turn on two-step verification			

#### 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.



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