

Protect your account with two-step verification

You can ensure that your account stays secure even if someone else has your username or password by using two-step verification. This feature is turned on, you must enter a code that is sent to you by email or text message to log in to MyChart, in addition to using your username and password.

When you log in to MyChart for the first time, you might be prompted to verify your email address and phone number for two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later using the following steps.

1. Go to **Profile>Account Settings > Security Settings** and click **Turn on Two-Step Verification**.
2. Confirm your email address or phone number, enter your MyChart password, and then click **Continue**.
3. Select whether you want to receive the security code to turn on two-step verification by email or text message.
4. You will be prompted to enter the code to enable your **Two-Step Verification**

To **disable** two-step verification

1. Log into your MyChart account – you will be required to complete two-step verification at this time.
2. Go to **Profile>Account Settings > Security Settings** and click **Turn off Two-Step Verification**.
3. You will be prompted for your password.
4. Select whether you want to receive the security code to turn off two-step verification by email or text message.
5. You will be prompted to enter the code to disable your **Two-Step Verification**.

You may also call the CHS MyChart Service desk if you require assistance. 631-465-6100

