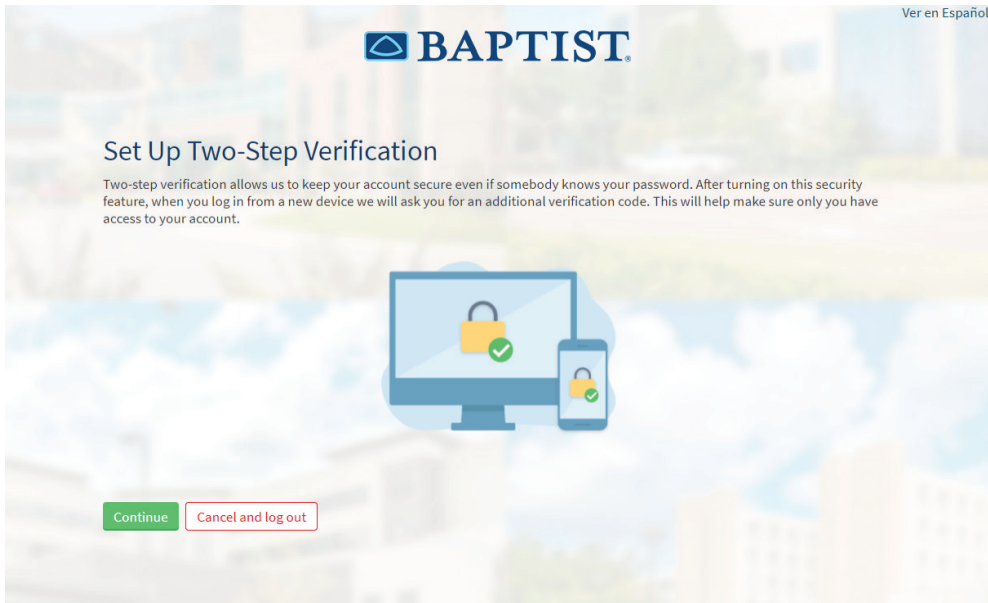


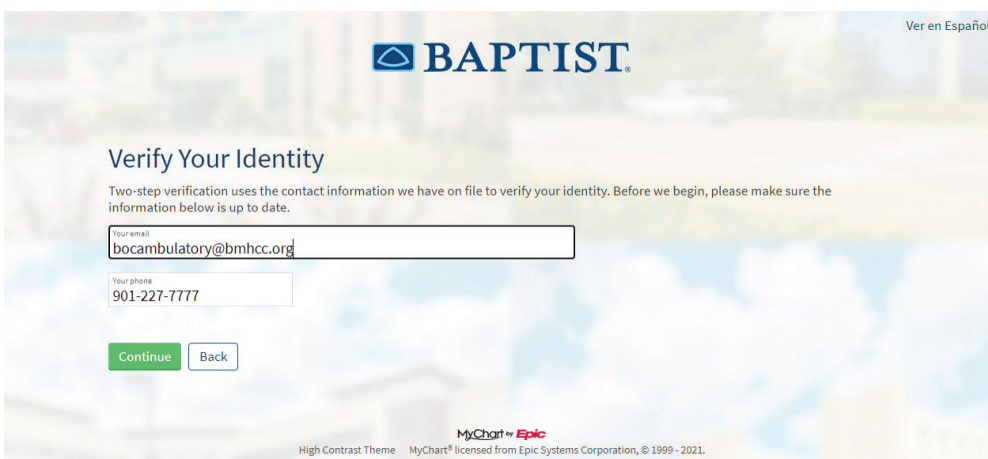
MyChart Two-Factor Authentication

Two-Factor Authentication has been enabled by default. The patient will not be able to disable.

1. When the patient logs in they will see this screen:

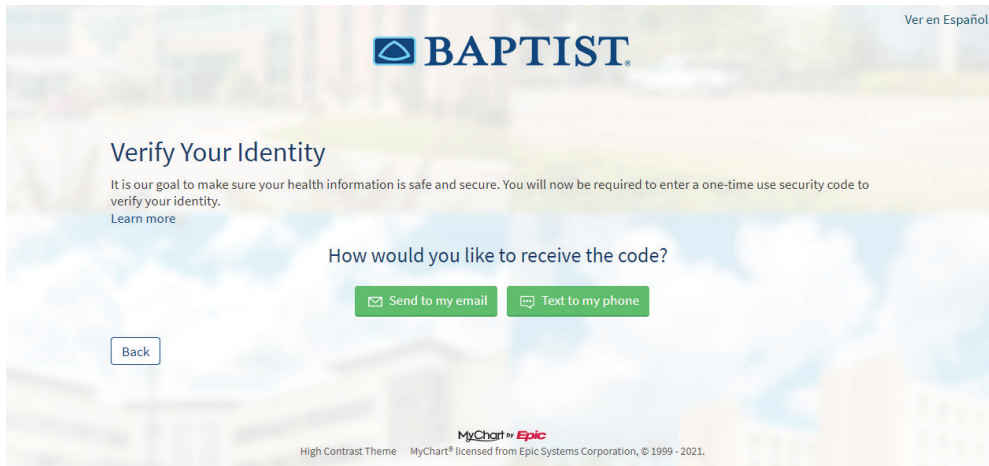


2. Once the patient clicks "Continue," they will be prompted to add or update their contact information:



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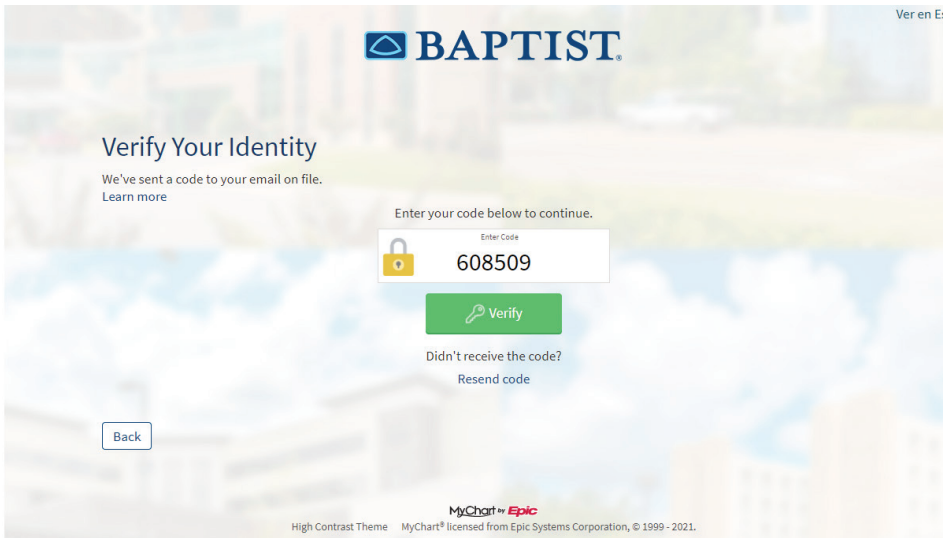
3. The patient will be prompted to receive their authentication code via email or SMS message:



4. The patient will receive an email or SMS message with an authentication code:



5. The patient will enter their code and click “Next”:



6. The next time the patient logs in and goes through this process, they will get the options to “skip this step next time”. This will allow the patient to bypass two-factor authorization when using the same browser or mobile device for 90 days.

