

## How Can I Enabled Two-Factor Authentication?

This tip sheet describes how to enable two-factor authentication for your account. **Please note:** Two-Factor authentication is now used for password reset instead of security questions.

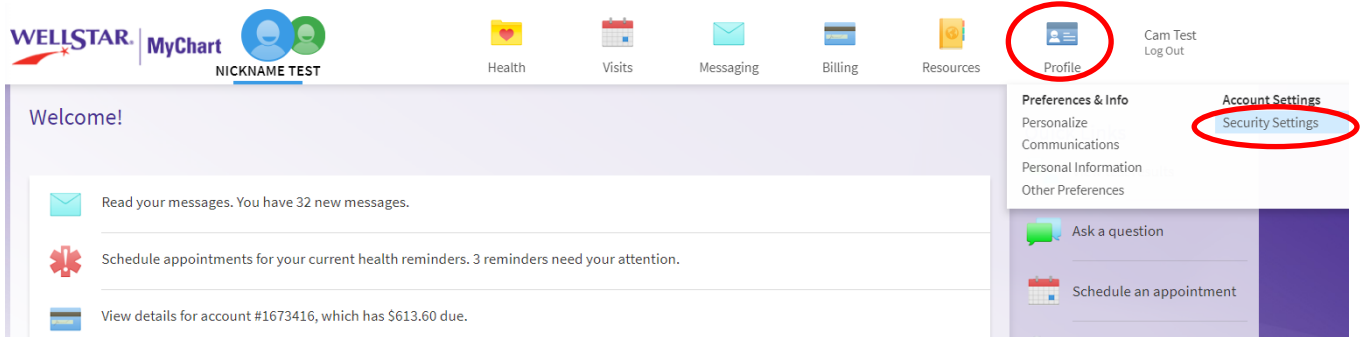
Two Factor Authentication is an extra layer of protection for your online account. This is to ensure that the person accessing your account is the appropriate person. When you opt-in for this feature, you will be prompted to enter the verification code sent to the email on the MyChart account.

You will only be required to verify your identity each time you log into a **new browser or device**.

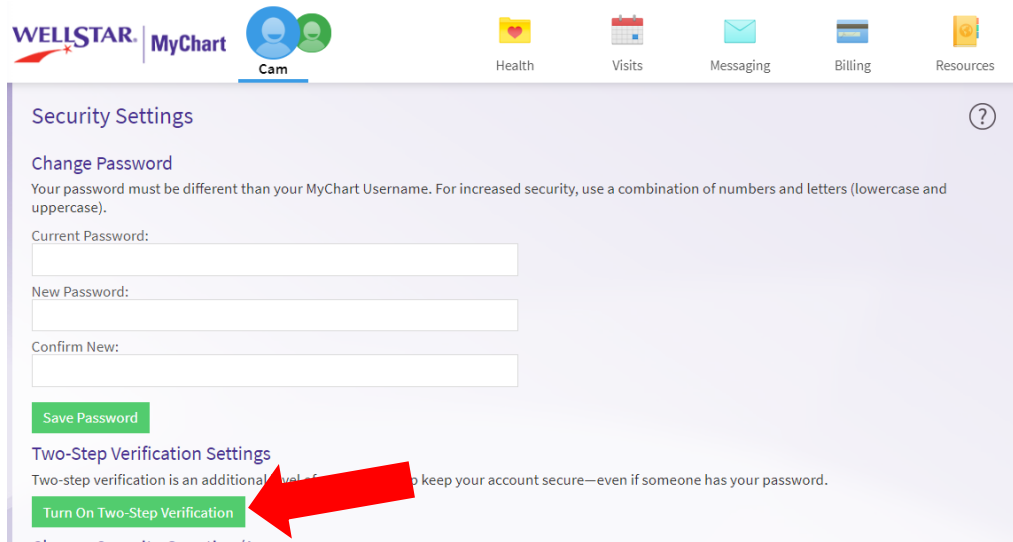
At any time, you can opt-out of two-factor authentication. By default, your account is **not** opted-in for this feature.

### Try It Out

1. Login to your MyChart account and navigate to the “Profile” -> “Security Settings” menu



2. Select “Turn On Two-Step Verification”



- Complete the information in the pop-up window to verify your identity. Enter your login credentials

**Verify Your Identity**

Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure information below is up to date and enter your password.

Your email  
cam.wellstar@gmail.com

Password  
●●●●●●

[Continue](#) [Cancel](#)

- Ensure the correct email is on your account. The verification code will be sent to the email on file for your account. If everything is correct on your account, select “Send to my email”

**Verify Your Identity**

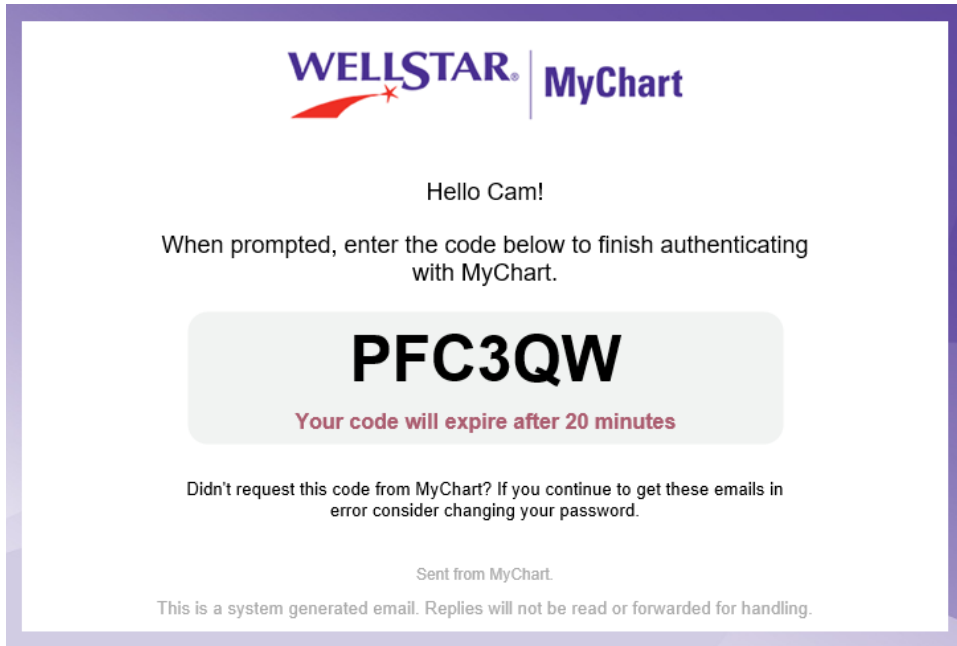
To finish updating your two-step verification settings, we need to send you a security code.

- We'll send a code to your email or phone.
- When you receive the code, enter it on the next screen.
- Once we have verified the code, you will be all set.

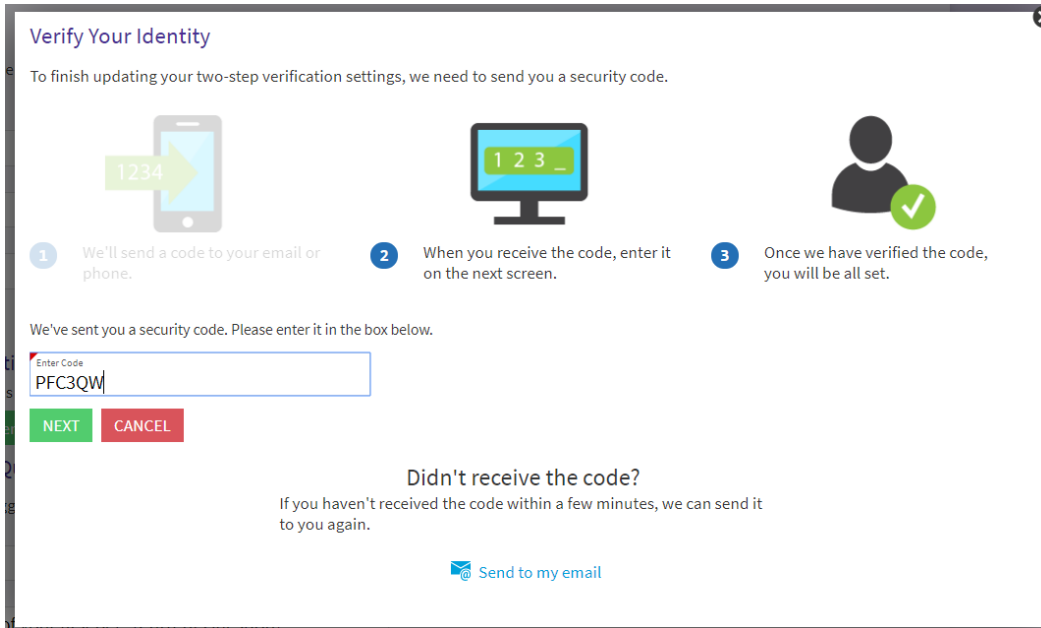
How would you like to receive the code?

[Send to my email](#) [CANCEL](#)

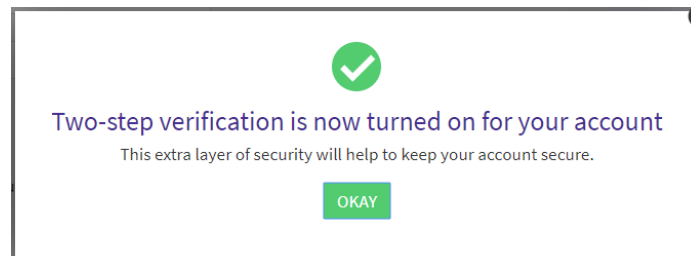
- You will receive an email with your verification code. If you are unable to locate your email, verify you have the correct email on your account and check your spam/junk email folder(s). Copy the verification code, it will expire after 20 minutes after being received



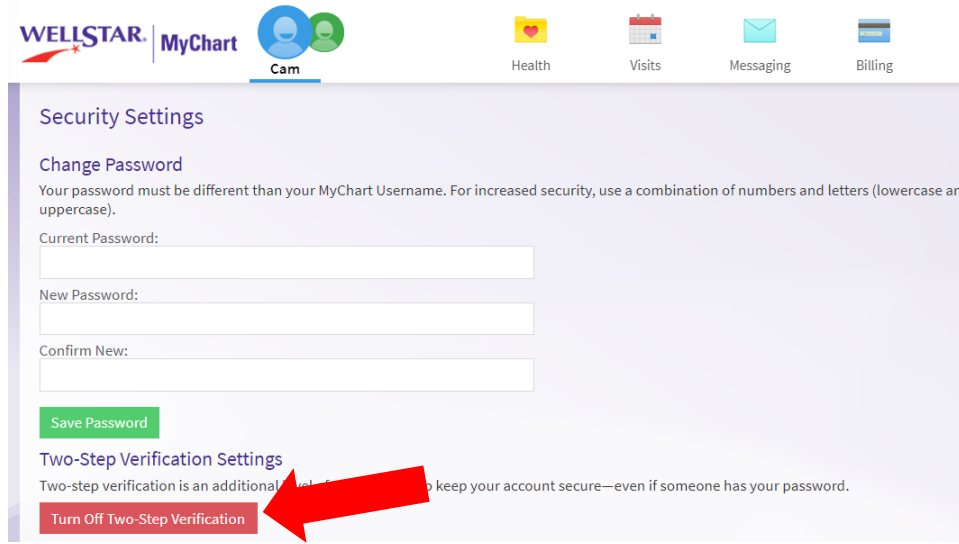
- Enter the code and select 'Next'. If you didn't receive a code, select "Send to my email" to have it resent



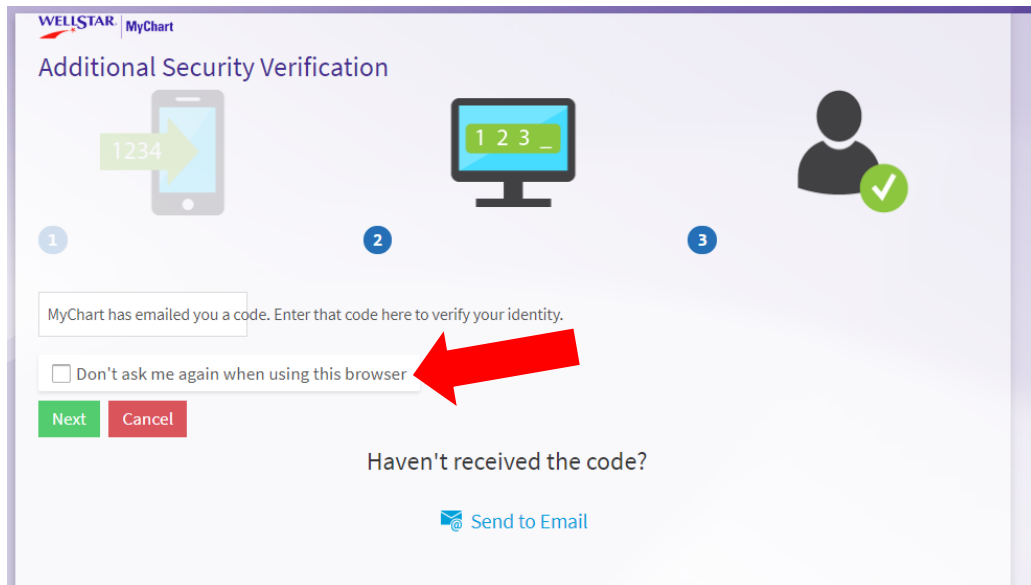
- You have now enabled two-factor authentication



8. If you would like to disable this feature, select the 'Turn Off Two-Step Verification'. You will be prompted to complete steps 3-6 to disable this feature



9. When logging into a new browser after enabling this feature, you can opt to not require two-factor verification for the browser you are using. This is not recommended on a public/shared computer. Select the check-box



With this feature enabled, each time you log in with a new browser or device, you will be required to enter the verification code sent to your email. This is a great feature to use if you wish to have an extra layer of security to help keep your account secure – even if someone has your password

**Please note:** if you have this feature enabled you will be required to complete two-factor verification if you;

- Use a browser in incognito (private) mode
- Use a new phone/tablet
- Clear your browser history
- Clear your browser cache
- Attempt to reset your password

If you need further assistance please contact the MyChart Service desk hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. Phone: 470-644-0419 Fax: 770-999-2306 Email: [mycharthelp@wellstar.org](mailto:mycharthelp@wellstar.org)