



Security Update for MyChart: 2-step verification

Effective April 16, 2024, all patients will be required to use 2-step verification. This extra layer of security is used to verify your identity before you can access your account.

Frequently Asked Questions

What is two-step verification?

Two-step verification is an additional layer of security used to verify your identity when accessing your MyChart account. Two-step verification for our MyChart patient portal will require you to log in with your username and password and then enter a single-use code that will be sent to the mobile phone number via text message (recommended method) or email address (less secure) associated with your account.

Why is two-step verification required?

Two-step verification enhances the security of your account by using a secondary device or account to verify your identity. This additional security feature provides an extra layer of protection for health care data, preventing others from accessing your account, even if they know your password.

Do I still have to use my username and password with two-step verification?

Yes, when accessing your MyChart account using two-step verification, you will continue to log in with your username and password, unless you have enabled facial recognition capabilities on your device. Two-step verification does not replace or require you to change your username and password but is an additional step in the login process that increases account security.

Facial recognition (known as Face ID on Apple devices) allows patients to use a face scan stored on their device to log in to MyChart. Facial recognition can help to streamline the login process by not requiring entry of a username and password, but two-step verification is still required to complete the login process.

How often will I need to use two-step verification?

You will be prompted to complete the two-step verification process every time you access MyChart.

What are my options for receiving the single-use code for two-step verification?

You can either have the single-use code sent to a mobile phone number (via text message) or an email address associated with your MyChart account.

Text messaging is the recommended method for receiving the code because it is generally considered less susceptible than email to security concerns.

Can I use a landline phone for two-step verification?

No, the two-step verification process requires the ability to receive text messages at a mobile phone number or emails at an address associated with your MyChart account. To access the online patient portal, please ensure that you have a current mobile phone number or email address listed in your MyChart personal health information section.

How do I update the mobile phone number associated with my MyChart account?

Log in to your MyChart online patient portal and navigate to the personal information section to update your mobile number or email address.

Will I be charged for the text message with the single-use code?

Depending on your mobile phone plan, your carrier may charge you for the text message containing your single-use code.

What if I don't receive the text message with the single-use code?

The single-use code sent via text message expires after 10 minutes. If you have not received the code in a timely manner, please confirm that you are using the mobile phone number associated with your MyChart account. If you need further assistance, please contact the phone number listed below.

What if I already set up two-step verification using my email address?

You can continue to use your email address for two-step verification. However, text messaging is the recommended method for receiving the single-use code because it is generally considered less susceptible than email to security concerns.

To update the mobile phone number or email address associated with your account, visit the MyChart personal information section.

What do I do if I am unable to access MyChart?

If you need technical assistance or help accessing MyChart, please contact us at 1-855-873-2376, Monday – Friday, 6 a.m. – 6 p.m. PT (Closed on holidays).