

# Two-Step Authentication Support

MyChart now requires two-step authentication (2FA) when logging in to your MyChart account. This means that you will use your MyChart username, password, and a unique, one-time 6-digit code to login. Two-step authentication 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.

## Spend 2-minutes learning two-step authentication tips



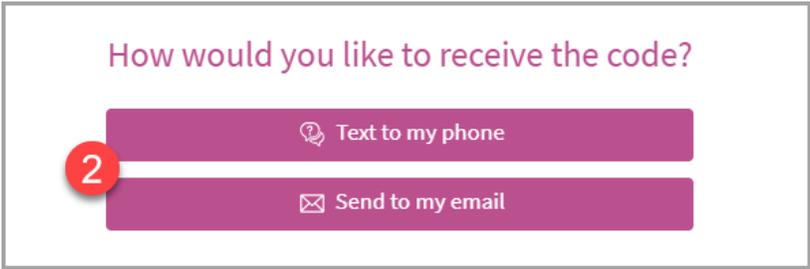
[Make Your MyChart Account More Secure with Two Factor Authentication - YouTube](#)

## How to log in with two-step authentication?

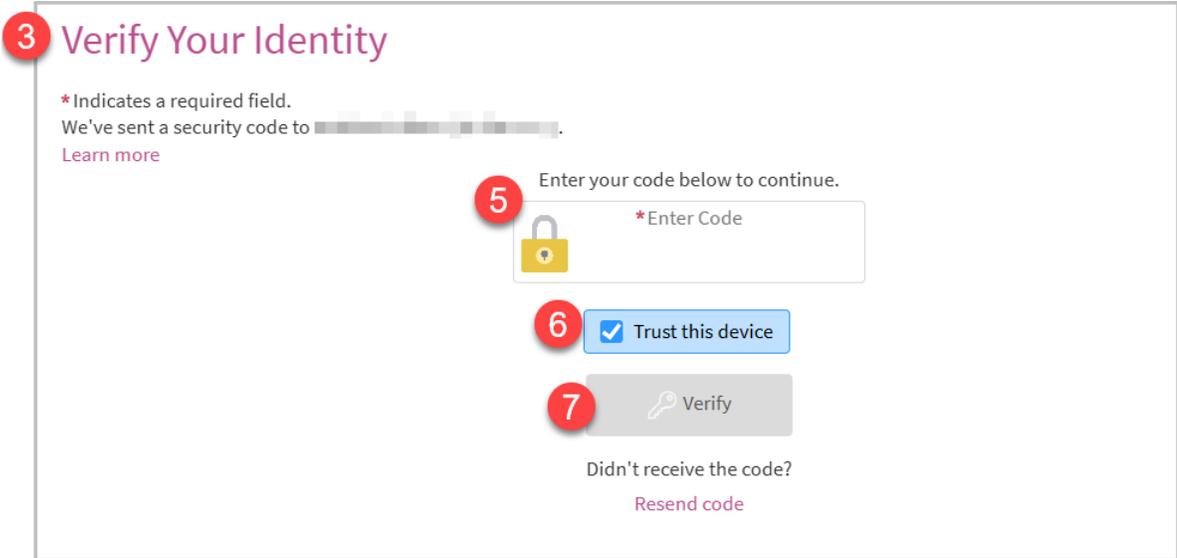
Each time you log in to MyChart on a new device you will use your username, password and unique, 6-digit one-time code. You can get your code by email or text message and then enter that on the "Verify Your Identity" page. **If you mistakenly close this, you will need to select "Resend code" to be sent a new code.**

### Follow these steps:

1. Log in to MyChart using your username and password.
  - *You may be asked to enter your email address and mobile number. Enter your information and click Continue.*
2. Select if you'd like to receive your unique log in code by email or text message.
  - *If you don't see an option, you do not have that contact information saved in your MyChart account.*



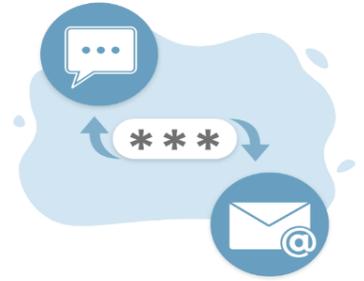
3. **Do NOT close the "Verify Your Identity" page. If you mistakenly close this, you will need to select "Resend code" to be sent a new code.**
4. Access your email or text message (what you chose in step #2) to find your **unique 6-digit code**. The email subject will be "MyChart Verification Code".
5. Enter the **6-digit code** you receive into the "Enter Code" box on the "Verify Your Identity" page.
6. **Keep "Trust this device" selected (blue and checked)** to remember the device you are using for 365 days.
  - *This allows you to skip two-step authentication on your trusted device (computer, smartphone or tablet) or internet browser (For example, Microsoft Edge, Chrome, Firefox, or Safari). This option should only be used on your personal devices.*
7. Click Verify to log in.



Use the Resend Code option if you have not received your code within 10-15 minutes.

# What if I do not receive a code?

1. Choosing to receive your code by text message is the recommended option to get your code quicker, but it can take up to 10-15 minutes to receive your login code.
2. If you did not get an email code:
  - Check your spam folder.
  - Make sure **DoNotReply@cincinnatichildrens.org** is added to your email address book or contact list.
3. If 10-15 minutes have passed, click Resend Code. Remember, if you use this, then you **MUST** use the newest code sent.

A screenshot of a mobile application's verification screen. At the top, it says "Enter your code below to continue." Below this is a text input field with a yellow padlock icon on the left and the placeholder text "\* Enter Code". Underneath the input field are two buttons: a blue button with a checkmark icon and the text "Trust this device", and a grey button with a key icon and the text "Verify". At the bottom of the screen, it says "Didn't receive the code?" followed by a pink link that says "Resend code". A red arrow points to the "Resend code" link.

## Troubleshooting Two-Step Authentication Code Delivery Issues

If you are still not receiving your 2FA code, it might be because our communications are being blocked. Here are some steps to help you unblock our messages on various platforms:

### Android Users

1. Open the **Phone** app.
2. Tap the **More** icon (three dots).
3. Go to **Settings > Blocked numbers**.
4. Tap **Clear** or **Unblock** next to the number you want to unblock.

### iPhone Users

1. Open the **Settings** app.
2. Scroll down and tap **Phone**.
3. Tap **Blocked Contacts**.
4. Find the number you want to unblock, swipe left on it, and tap **Unblock**.

## Gmail Users

1. Open Gmail on your computer.
2. Click the **Settings** icon (gear) in the upper-right corner.
3. Click **See all settings**.
4. Navigate to the **Filters and Blocked Addresses** tab.
5. Find the address you want to unblock and click **Unblock**.

## Yahoo Mail Users

1. Open **Settings**.
2. Click **More Settings**.
3. Go to **Security and Privacy**.
4. Click the trash can icon next to the email address you want to unblock.

If you need further assistance, contact our MyChart Technical Support team, available from 8 a.m. to 4:30 p.m. weekdays at 513-636-5019 or toll free 877-508-7607.

## I'm on my mobile phone, which method works the best?

- If logging in from a mobile device, we recommend sending the two-step code via a text message.
- Most newer phones will pull or recognize a two-step code that has been sent to your device and allow a quick copy option from the text message itself to then paste into the "Enter Code" field.
- The quick copy option may also be visible from the keyboard popup window on your phone to easily tap to add to the "Enter Code" field.



## Do I have to use two-step authentication each time I login?

- No, you can set up your MyChart to remember the device you are logging into using "Trust Device."
- This option is pre-selected when you Verify Your Identity, and by keeping this selected, you can skip two-step authentication for 365 days on a device (computer, smartphone or tablet) or internet browser (For example, Microsoft Edge, Chrome, Firefox, or Safari).
- If you are using a public computer (i.e. at a library), we recommend you deselect this option. "Trust Device" should only be used on your personal device or internet browser.

