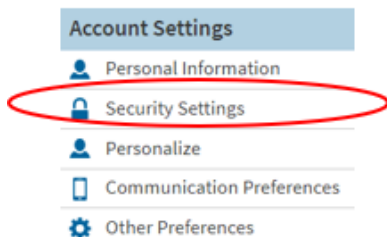


Enable MyChart Two-Factor Authentication

Two-factor authentication, also known as 2FA, is an additional level of security on top of a user's password. With 2FA, a one-time code can be sent to a user's email. The user must enter this code before they can log in to view their private health information.

1. Log into MyChart at mychart.shepherd.org and open the main menu and select **Security Settings**.



2. On the bottom of the screen, click “turn on two-step verification.”

Two-Step Verification Settings

Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.



3. At the pop-up, enter your MyChart credentials again.

Verify Your Identity

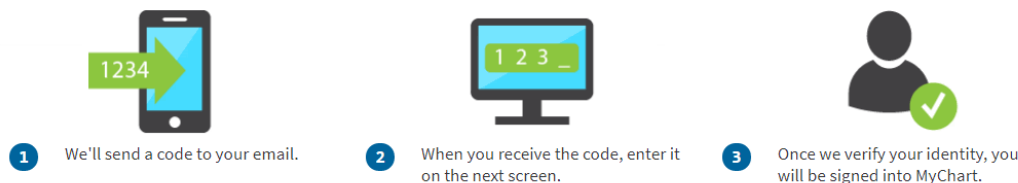
Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date and enter your password.

Your email

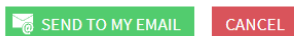
4. Click “Send to my email”.

Verify Your Identity

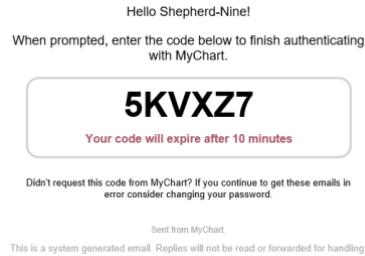
It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.



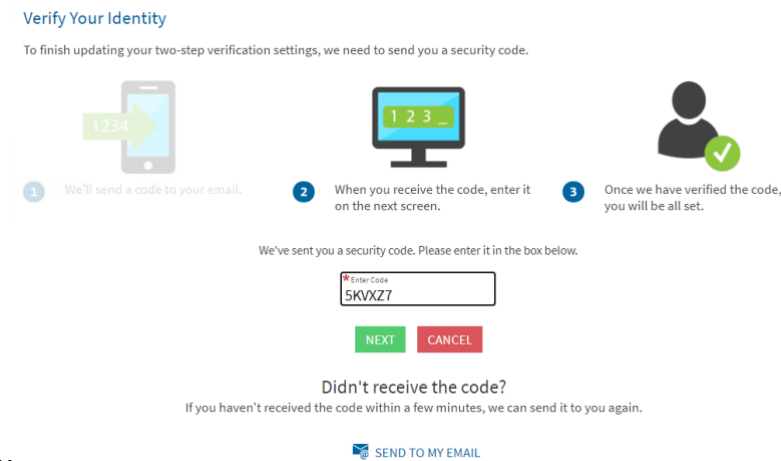
How would you like to receive the code?



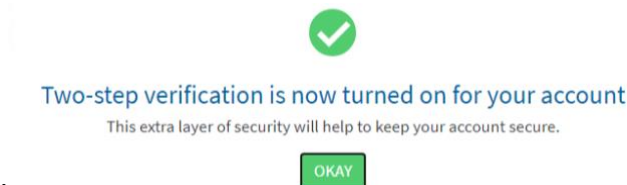
5. Enter the code you receive in the email on the MyChart 2FA security code prompt.



Email:



MyChart Screen:



MyChart Success Notification:

6. For all subsequent log-ins to MyChart, you will be prompted in the same manner.