# **EPIC UPGRADE**

**MyChart Application Changes** 

New Feature

## **Two-Step Verification for MyChart**

Beginning on June 26, all MyChart users must enable Two-Step verification log in. This extra step helps protect your personal and health information. This will now be **required** for all patients and will no longer have an option to OPT out.

You will need to go to the security verification page on MyChart, enter your username and password, and request a code to be sent to your email or mobile phone.

Here's Ho	w to Turn on Tw	0-5	Step Ver	rification:		
1. Under t	he Menu locate security settings	5:				
a.	On the MyChart website, under .	Accou	int Settings, se	elect "Security Security Secur	ettings"	
	Account Settings					
	E Personal Information					
	🔒 Security Settings					
	🞸 Personalize					
				,		
b.	Mobile App, choose menu optio	n "Aco	count Settings	"		
	Account Settings					
	Personal Information	>				
	Account Settings	>				
		-				
2. Turn c	in Two-Step Verification option:					
a.	On the MyChart website click	"Disal	ble" button, th	hen verify Email	, Phone, and Pa	assword,
	followed then the "Continue"	butto	n will turn gre	en		
	Two-Step Verification Settings					



You can learn more about MyChart's features and see <u>frequently asked questions</u> by selecting **FAQs** at the bottom of any screen at mychart.lcmh.com

To talk to a MyChart expert for help select **MyChart Patient Support** at the bottom of any screen at mychart.lcmh.com for our contact information.

#### 3. Fill in the required information to verify your identity:

b.

Verify Your Identity	
*Indicates a required field.	
Two-step verification uses the contact informati begin, please make sure the information below i	on we have on file to verify your identity. Before we is up to date and enter your password.
Your email mychartpatient@fmolhs.org	
Your mobile phone 555-555-5555	
* Password	Image: State
	Continue

4. Select method you would like to receive access code (Phone, Email)

t is our goal to m enter a one-time	ake sure your health information is safe and secure. You will now be use security code to verify your identity.	e required to
earn more	ase security code to verify your identity.	
	😨 Text to my phone	
	🖂 Send to my email	
Back		
Text messages related account, one-time pa above. Message and o	I to your relationship with FMOL Health System, including updates related to your vis sscode, billing notifications, prescription reminders, and care management will be so data rates may apply. Message frequency may vary. For help text HELP and text STOP pecific short code. Bloans environ travers and conditions behavior.	sits, MyChart ent to phone numbe to opt out of

5. Enter the Security code when prompted. Once the code has been entered Two-Step Verification will be enabled

	\$
Verify Your Identity	
*Indicates a required field. We've sent a security code to mychartpatient@fmolhs.org	
Learn more Enter your code below to continue.	
*Enter Code	
Verify	
Didn't receive the code?	
Resend code	
Back	
	Outputs the detection of the de

### Here's How to Verify Your Contact Information

1. Under the Menu, select Personal Information, in the "Settings" section Sottir

Jei	ungs
	Personal Information

- 2. If your contact information is correct and verified, you do not need to take any additional actions.
- If you need to make changes, select the edit option under contact information and update your phone number and/or email address.



- 3. If you make changes OR your contact information has not been verified, you will need to verify your information. Select **Verify** under Verification Needed. Select Verify new email to verify your email address and select Verify new phone to verify your mobile
- phone number.

\rm Some co	ntact information needs	to be verified
Address 101 MyC Mychart,	Thart Ave LA 11111	Contact methods Contact methods Email: mychartpatient@fmolhs Mobile: 555-222-1111

- Enter the security code when prompted. Once the code has been entered your contact information is verified.

	Verify Your Identity	×
-¦-	*Indicates a required field. We ve sent a security code to mychartpatient@fmolhs.org Learn more Enter your code below to continue. ● *Enter Code ● Vorify Didn't receive the code? Resend code	
	Back	

# MyChart— Helping Patients with Two-Factor Authentication

Two-factor authentication is required in MyChart to provide increased security for patients. This feature works by directing patients to the Additional Security Verification page where they must request a code sent to their email or mobile phone after they have entered their MyChart username and password.

#### Try it Out: Help a Patient Login into MyChart with Two-Step Verification

1. The first time a patient logs into MyChart from the web or MyChart mobile app after twofactor authentication has been turned on by default, they will see a prompt to set up twostep verification as shown below. *Select* **Set up two step verification** 

Set Up Two-Step Verification Two-step verification allows us to keep your account secure even if somebody knows your password. After turning on this security feature, when you log in from a new device we will ask you for an additional verification code. This will help make sure only you have access to your account.
Set up two-step verification Set up two-step verification Cancel and log out

2. On the Verify Your Identity window verify email address and mobile phone number that we have on file then *select* **Continue**.

Note: Any updates made to the patient's email and/or phone will be reflected immediately in the patient's chart.

	Verify Your Identity
	* Indicates a required field.
	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.
	Your email mychartpatient@fmolhs.org
Continue	vermohle phota 225-555-5555
	Continue Back

3. On the next Verify Your Identity window choose email, text, or the authenticator app for how they would like to receive their Two-Step Verification code.

	Your secure online health connection	
Verify Your Ider	tity	
It is our goal to make sure your code to verify your identity. Learn more	health information is safe and secure. You will now be required to enter a one-time use secu	rity
	How would you like to receive the code?	
	How would you like to receive the code?	
	How would you like to receive the code?	
	How would you like to receive the code?	
Text messages related to your relation notifications, prescription reminders, For help text HELP and text STOP to op	How would you like to receive the code?  Get from authenticator app  Text to my phone  Send to my email  hip with FMOL Health System, including updates related to your visits, MyChart account, one-time passcode, billin d care management will be sent to phone runber above. Message and data rates may apply. Message frequency toud rollfactions from a specific tour code. Plase review terms and conditions below.	g may vary.

 Follow the prompts for the authenticator app or check email or phone messages for an email from <u>wychart@icmh.co</u> or SMS text message from 81652 with their verification code.

Note: the code will expire after 20 minutes			
Helio Htmtestt When prompted, enter the code below to finish authenticating with MyChart.	To log in to MyChart, enter this		
123456	at 9:02 AM CDT.		
Your code will expire after 10 minutes			

5. *Enter* their code into MyChart then confirm if you want to "Trust this Device" by selecting checkbox.

Verify Your Identity
* Indicates a required field. We've sent a security code to ***_***- 1234 Learn more
Enter your code below to continue.
*Enter Code 123456
Trust this device
کی است
Didn't receive the code?
Resend code

Note: If "Trust this device" is checked then patients can bypass two-factor authentication for 60 days from the MyChart app on a mobile device or 60 days from a browser. *Select* **Verify.** 

### Also Good to Know:

• An instructional video is available on the MyChart login page at mychart.lcmh.com from a browser and the MyChart app.

### **Troubleshooting Tips:**

The two-factor authentication codes should be sent to a patient within seconds to a few minutes whether the text or email option is chosen. However, during high volume times a slight delay may be present. If the patient does not receive a text or email within a reasonable timeframe, have them use the authenticator app or use the troubleshooting methods below.

Patient does not receive the code in their email:

- Have the patient check for the email in their junk and clutter folders for their email account
- Have the patient search their email by the sender "mychart@fmolhs.org"
- Have the patient verify the email address where the code is being sent
- The patient can also try the text option to receive the code to their mobile phone instead

Patient does not receive the code to their mobile phone:

- Have the patient verify the mobile phone number where the code is being sent
- Have the patient check the blocked numbers on their mobile phone to make sure they don't have the number 81652 blocked