

EPIC UPGRADE

MyChart Application Changes



Two-Step Verification for MyChart

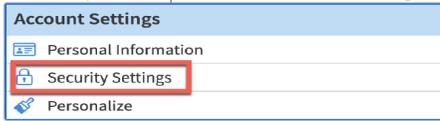
Beginning on June 26, all MyChart users must enable Two-Step verification log in. This extra step helps protect your personal and health information. This will now be **required** for all patients and will no longer have an option to OPT out.

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.

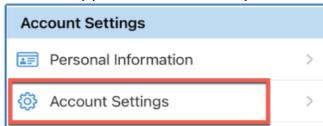
Here's How to Turn on Two-Step Verification:

1. Under the Menu locate security settings:

a. On the MyChart website, under Account Settings, select "Security Settings"

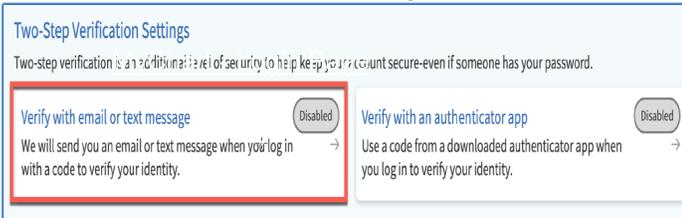


b. Mobile App, choose menu option "Account Settings"

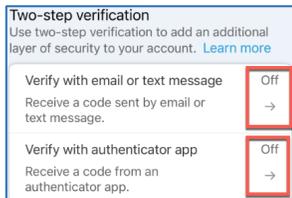


2. Turn on Two-Step Verification option:

a. On the MyChart website click "Disable" button, then verify Email, Phone, and Password, followed then the "Continue" button will turn green



b. On the Mobile device turn On the Two-Step Verification option:



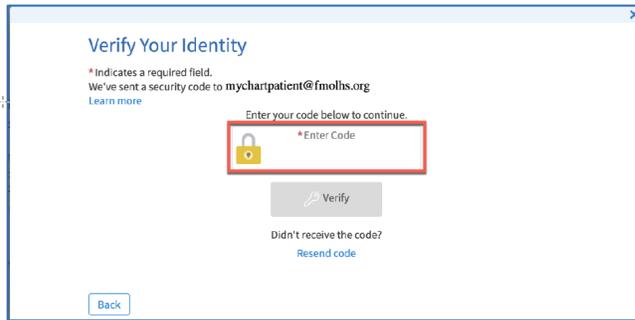
You can learn more about MyChart's features and see [frequently asked questions](#) by selecting **FAQs** at the bottom of any screen at mychart.lcmh.com

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:

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

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



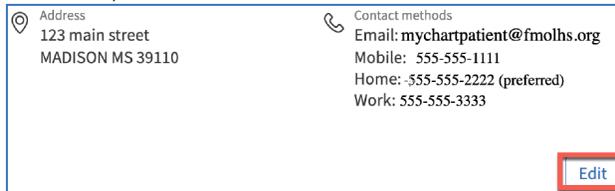
Here's How to Verify Your Contact Information

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



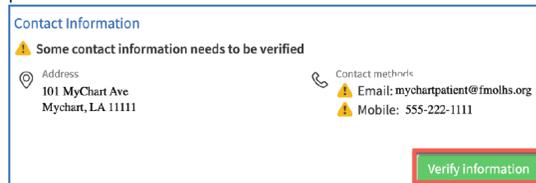
2. If your contact information is correct and verified, you do not need to take any additional actions.

- If you need to make changes, select the **edit** option under contact information and update your phone number and/or email address.

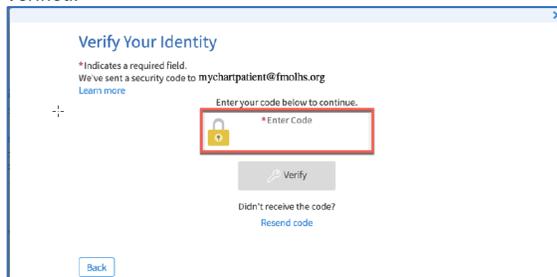


3. If you make changes OR your contact information has not been verified, you will need to verify your information. Select **Verify** under Verification Needed.

- Select Verify new email to verify your email address and select Verify new phone to verify your mobile phone number.



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



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 two-factor authentication has been turned on by default, they will see a prompt to set up two-step verification as shown below. **Select Set up two step verification**

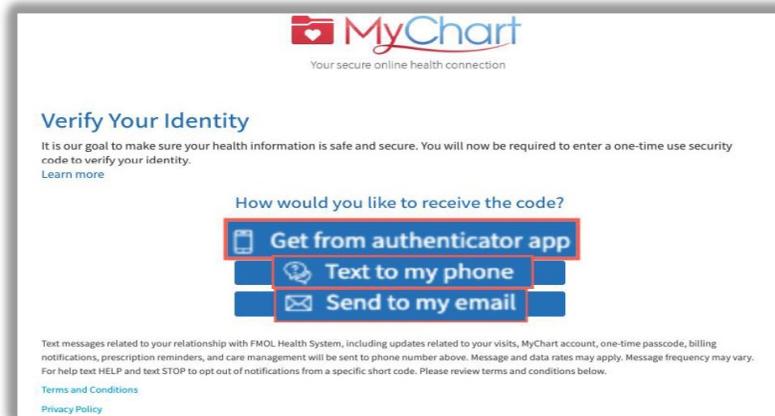


2. On the Verify Your Identity window verify email address and mobile phone number that we have on file then **select Continue**.

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



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.



4. Follow the prompts for the authenticator app or check email or phone messages for an email from [mychart@cmh.co] or SMS text message from 81652 with their verification code.

Note: the code will expire after 20 minutes

Hello Htmtest!
When prompted, enter the code below to finish authenticating with MyChart.

123456

Your code will expire after 10 minutes

To log in to MyChart, enter this code: **123456**. This code expires at 9:02 AM CDT.

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



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@fmoths.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