



Patient Portal Security Review -Two-step Authentication

Two-step Authentication will add a layer of security when you access your medical records through MyChart, our patient portal.

Two-step Authentication

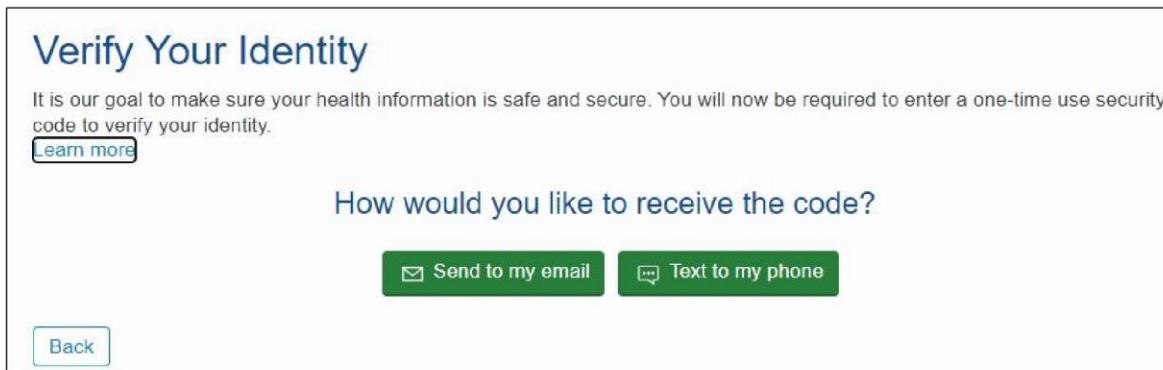


IMPORTANT NOTE: As of June 8, 2025, the option to disable or not use Two-Step Authentication for MyChart will go away. It will be required of all patients from that date forward. Review the steps below for assistance.

1. Log into MyChart as usual by entering the username and password and click **Sign in**.
2. To proceed:
 - a. Click **Continue** to receive a text or email with a verification code.

3. On the next screen, verify the email and phone number or update if inaccurate.

4. Select **email** or **text** to receive a one-time use code for this session.



Verify Your Identity

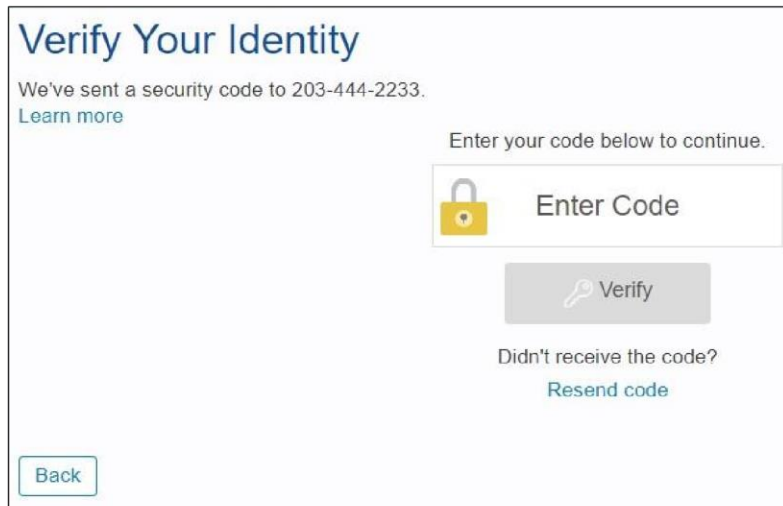
It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.
[Learn more](#)

How would you like to receive the code?

☐ Send to my email ☐ Text to my phone

[Back](#)


5. Retrieve the code **from** the text or email and **enter it** into the field in MyChart.




Verify Your Identity

We've sent a security code to 203-444-2233.
[Learn more](#)

Enter your code below to continue.

 Enter Code

 Verify

Didn't receive the code?
[Resend code](#)

[Back](#)

6. Click **Verify**. Use MyChart Patient Portal as needed.



ADDITIONAL NOTE: If using the Mobile App and Face ID is enabled on the device, there will not be a prompt for Two-step Authentication. Otherwise, set up should be similar. After the initial set up, an option will appear to remember the device. Use this to skip verification for every log in. **Log-ins:**

- *Devices are remembered for 90 days on a web browser/PC and 999 days on the mobile app.
- *Dates subject to change based on security measures.