MyChart Two-Factor Authentication
Epic

To improve patient account security, two-factor authentication is now enabled in MyChart by default. In addition to your password, two-factor authentication (2FA) protects your account with something only you have access to – your cell phone or your email account.

2FA - One Time Setup via Website

1. On the MyChart login screen, enter your *Username and Password.*
2. The next screen will prompt you to either set up Two-Step Verification or turn it off (not recommended). Click **Continue** to set up authentication**.**
   or
   Click **Turn off two-step verification** to opt out.
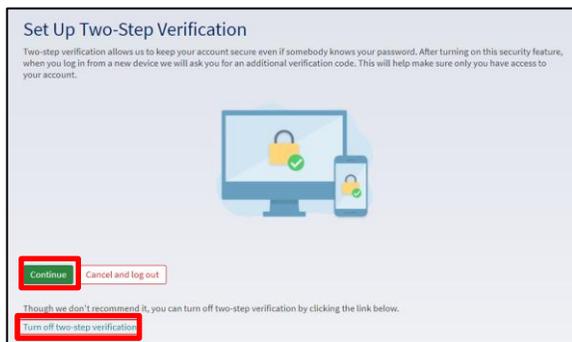
3. Update or enter your current *email address and phone.* Click **Continue.**
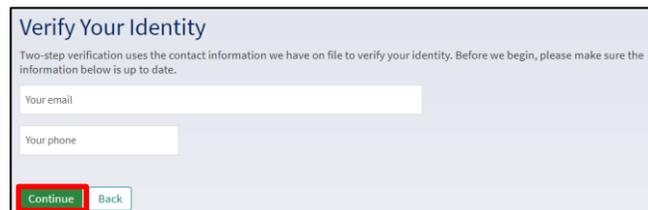
4. You will be asked how you want to receive the code. Click the **appropriate response**.
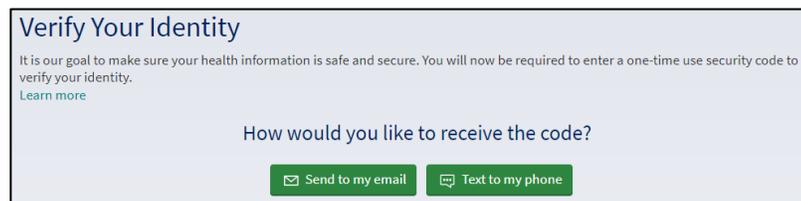
You will receive one of the following messages via email or text with the authentication code. Authentication codes are valid for 15 minutes. If verifying via email, please open another browser window to view your email so that you don't navigate away from your MyChart session.
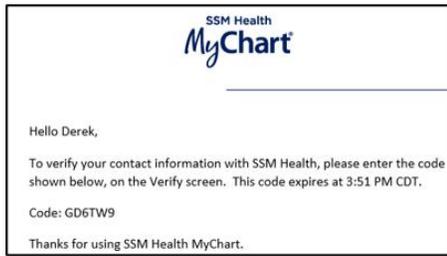
SSM Health
MyChart®

Hello Derek,

To verify your contact information with SSM Health, please enter the code shown below, on the Verify screen. This code expires at 3:51 PM CDT.

Code: GD6TW9

Thanks for using SSM Health MyChart.

To verify your contact info with SSM Health, enter this code: 2SH5ZN. It expires at 4:03 PM CDT. https:// mychart.ssmhc.com/mychart

5. *Enter the code* you received via email or text. You can manually enter the code or copy and paste it from the email or text.

Verify Your Identity

We've sent a code to your email on file.
Learn more

Enter your code below to continue.

🔒 Enter Code

🔧 Verify

Didn't receive the code?
Resend code

Back
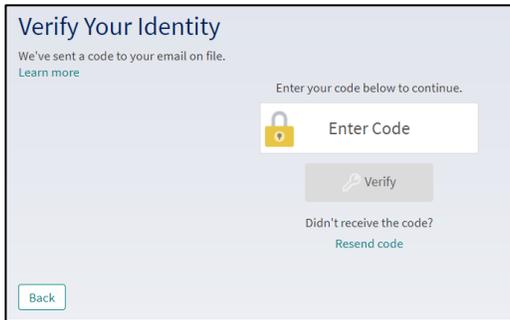
6. Click **Verify.**

📎 **NOTE**
If you don't receive the code within a few minutes, click **Resend code** to receive a new code.

2FA - One Time Setup via Mobile Phone

1. From the MyChart login screen enter your *Username and Password.*
2. The next screen will prompt you to either set up Two-Step Verification or turn it off (not recommended). Click **Get started** to set up authentication**.**
   or
   Click **Turn off two-step verification** to opt out.

Secure Your Account

It is recommended that you set up two-step verification to add an additional layer of security to your account.
Learn more

Get started

Turn off two-step verification
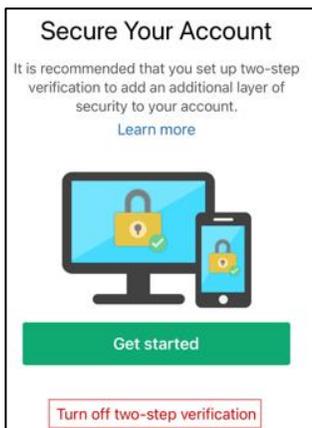
3. Verify your email address and phone. Click **Continue.**

Revised On: 10/5/2021 DRR

Verify Your Information

Two-step verification uses the contact information we have on file to verify your identity, so we need to make sure everything is up to date.

Learn more

Please verify the information below to continue:

Email Address

Phone Number

Continue

4. You will be asked how you want to receive the code. Click the **appropriate response**. You will receive one of the following messages via email or text with the authentication code.

SSM Health
MyChart

Hello Derek,

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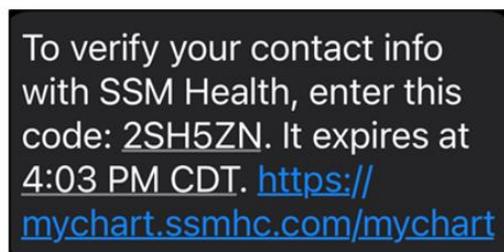
5. *Enter the code* you received via email or text. You can manually enter the code or copy and paste it from the email or text.

Verify Your Identity

We've sent a security code to the email address on file.

Learn more

Please enter your code below to continue:

Enter Code

Verify

Didn't receive your code?
Resend code

6. Click **Verify**.

NOTE
If you don't receive the code within a few minutes, click **Resend code**.

2FA – Post-Enrollment

When logging in, you will have an option to mark your device as trusted ("skip this step next time") – if you check this box, your device will not require two-factor authentication again for 90 days.

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