



MyChart Two Step Verification

There is new feature in MyChart called Two Step Verification. This feature was added to make your information more secure! The Two Step Verification process will require both your normal login (by entering your MyChart username and password) as well as a validation code that is sent to the email address or mobile phone number on file at Virtua.

1. On the MyChart login screen you will first enter your MyChart username and password, then click **Sign in**:



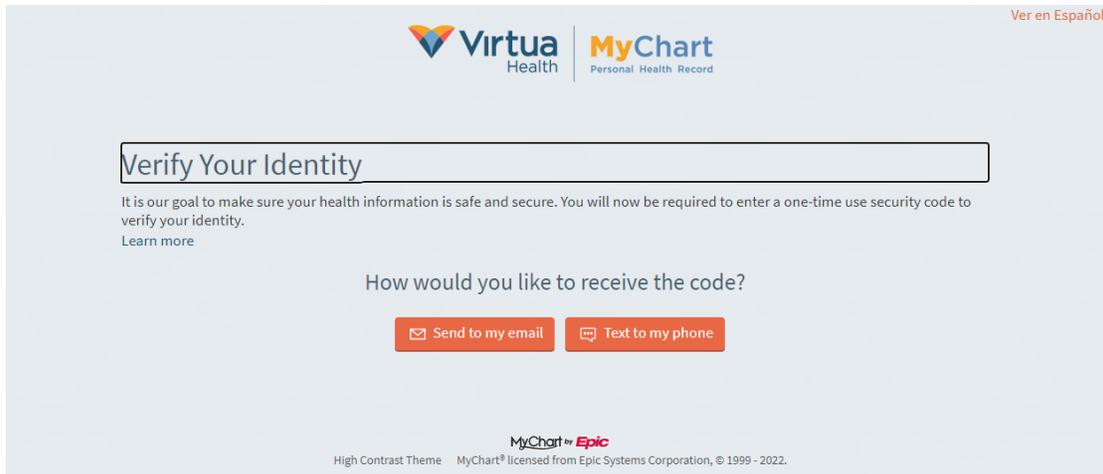
2. If you have both an email and mobile number on file, you will see the screen below.

a. You will select your preferred method of verification (email or text message).

i. The pages below will outline the process for both methods:

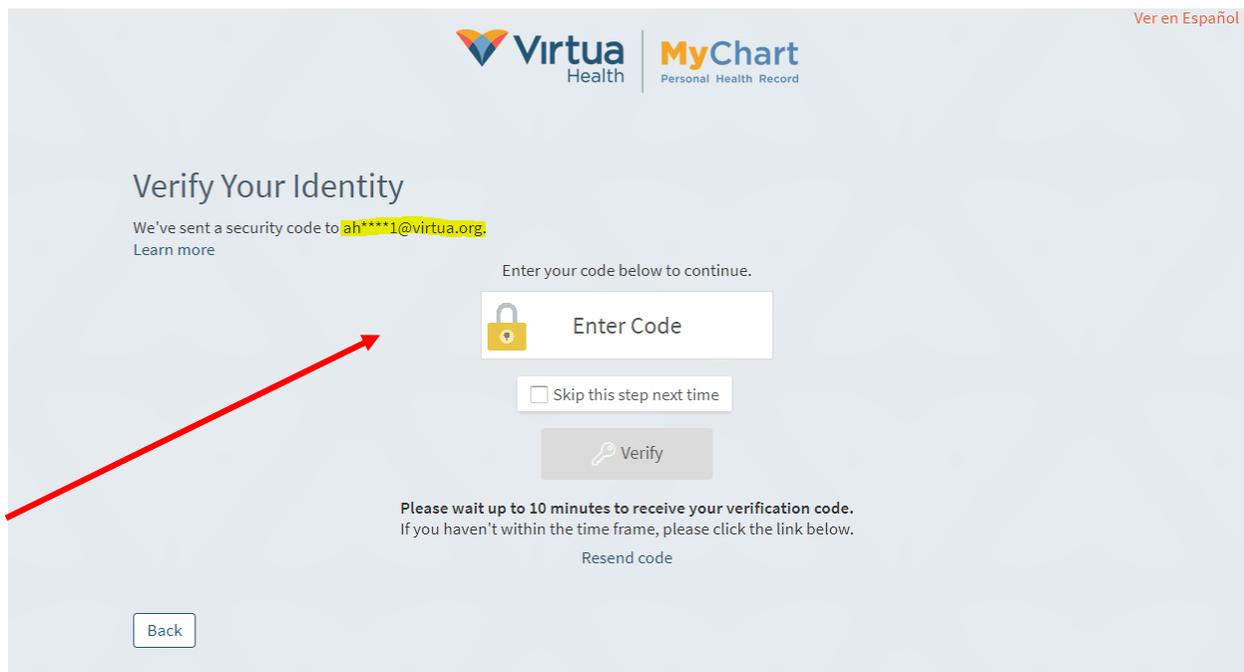


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Email Verification

1. If you select the **Send to my email** button, the following screen will appear, indicating that a security code was sent to your email on file. Leave this page open while retrieving your security code from your email.





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2. Once you have the six-digit validation code from your email, enter the code into the Enter Code field, highlighted above.
 - a. Please note that there could be up to a 10-minute delay with the code reaching your email. Do not leave or close the MyChart webpage to check your email, as this will reset the previous login and you will have to start over with a new security code.
 - b. If you need to open an additional browser to retrieve the code, most internet browsers will have a plus (+) sign at the top, which will allow you to open an additional tab. Use this new tab to access your email. Here is an example of what this will look like:



- c. In the new tab, you will navigate to your email provider while leaving the MyChart tab open:

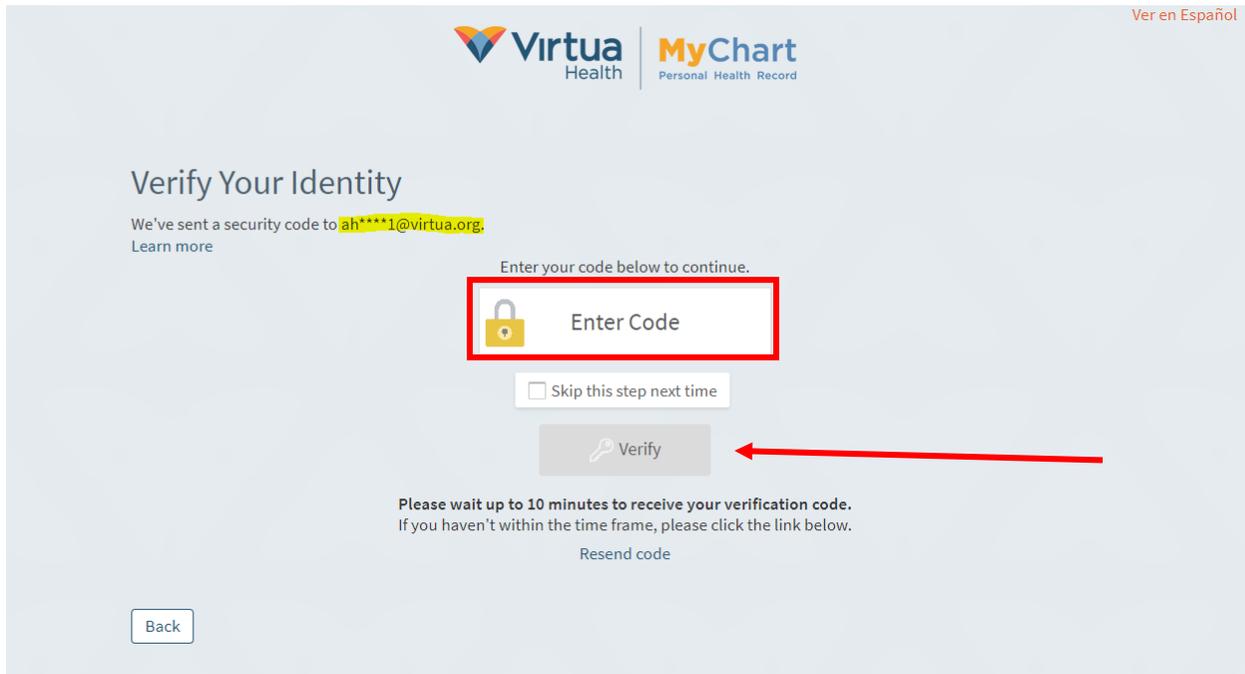


- d. You can switch back and forth between the MyChart and email tabs by clicking on them.

3. Once you have retrieved your validation code, go back to the MyChart screen to enter the six-digit code, then click the verify button:



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- a. After correctly entering the six-digit code, you will be brought to the MyChart home page.

Mobile Phone (Text Message) Verification

1. If you select the **Text to my phone** button after logging into MyChart, the following screen will appear.
 - a. You will automatically receive the security code to your mobile number on file.



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A screenshot of the MyChart Two Step Verification page. At the top, there are logos for Virtua Health and MyChart Personal Health Record, along with a link for 'Ver en Español'. The main heading is 'Verify Your Identity'. Below this, it says 'We've sent a security code to ***-**-4015,' with a link to 'Learn more'. A central box prompts the user to 'Enter your code below to continue.' and contains an 'Enter Code' input field with a lock icon. Below the input field is a checkbox for 'Skip this step next time' and a 'Verify' button. At the bottom, there is a 'Resend code' link and a 'Back' button.

- b. You will then enter your six-digit validation code.
 - i. Please note that there could be up to a 10-minute delay for the code to be received by your cellphone carrier.
- c. After correctly entering the code, you will be brought to the MyChart homepage.

If you DO NOT RECEIVE the text message, then you may need to opt in for receiving text messages from Virtua. To opt in, text the word **START** to the number **856-372-4778**, this will confirm that you are able to receive messages from our organization. Once you have completed the opt in process, then begin at step 1 by logging into MyChart and select the option to receive the validation code via text message.



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Turning off the Two Step Verification Feature:

You may turn off two-step verification from your MyChart account. This isn't recommended, however, because it is less secure. If you choose to turn this new feature off, follow the steps below.

1. Log into your MyChart account.
2. Within MyChart, click the Your Menu button and scroll down the list and select Security Settings.
3. Select the Turn off two-step verification option. You will enter your password, then go through the two-step Verification process one last time to validate that you are disabling this security feature.