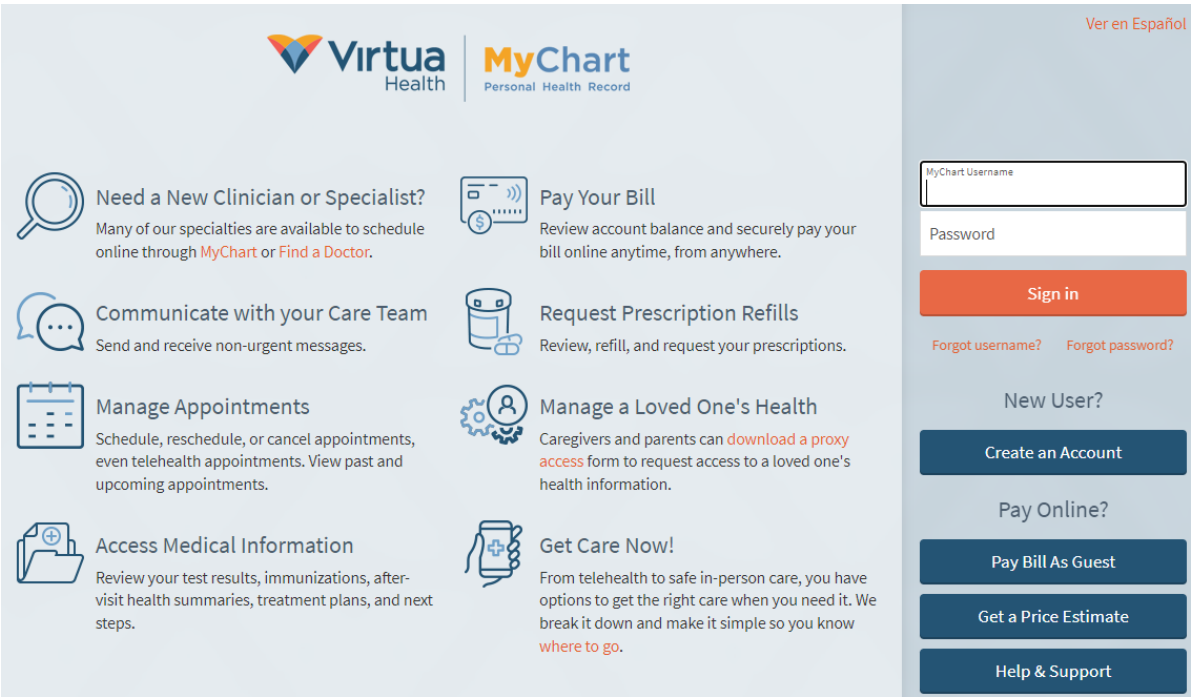
MyChart Two-factor Authentication

Two-factor authentication for MyChart helps keep your information secure.

Two-factor authentication is required for all MyChart accounts and cannot be turned off.

The process will require both your normal login information (your MyChart username and password) as well as a code that is sent to the email address or mobile phone number on file at Virtua, or a code that is generated by an authenticator app.

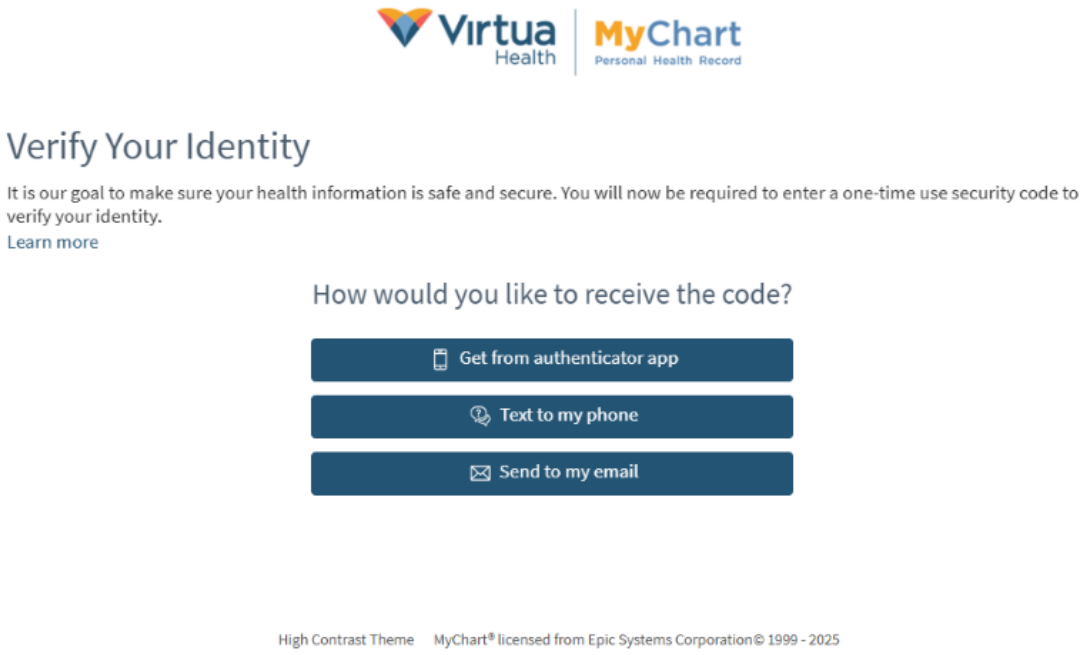
1. On the MyChart login screen you will first enter your MyChart username and password, then click **Sign in**:



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

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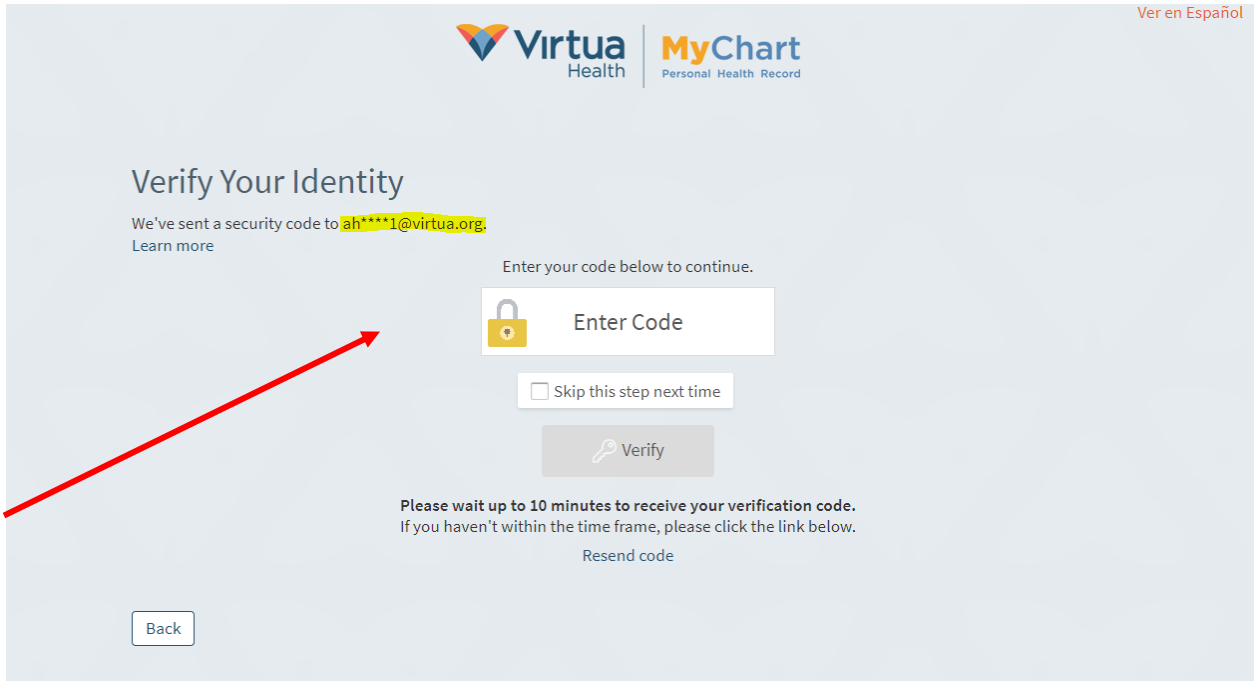
a. You will select your preferred method of verification (authenticator app, email, or text message). The pages below will outline the process for all available methods:



MyChart Two-factor Authentication

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.



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:



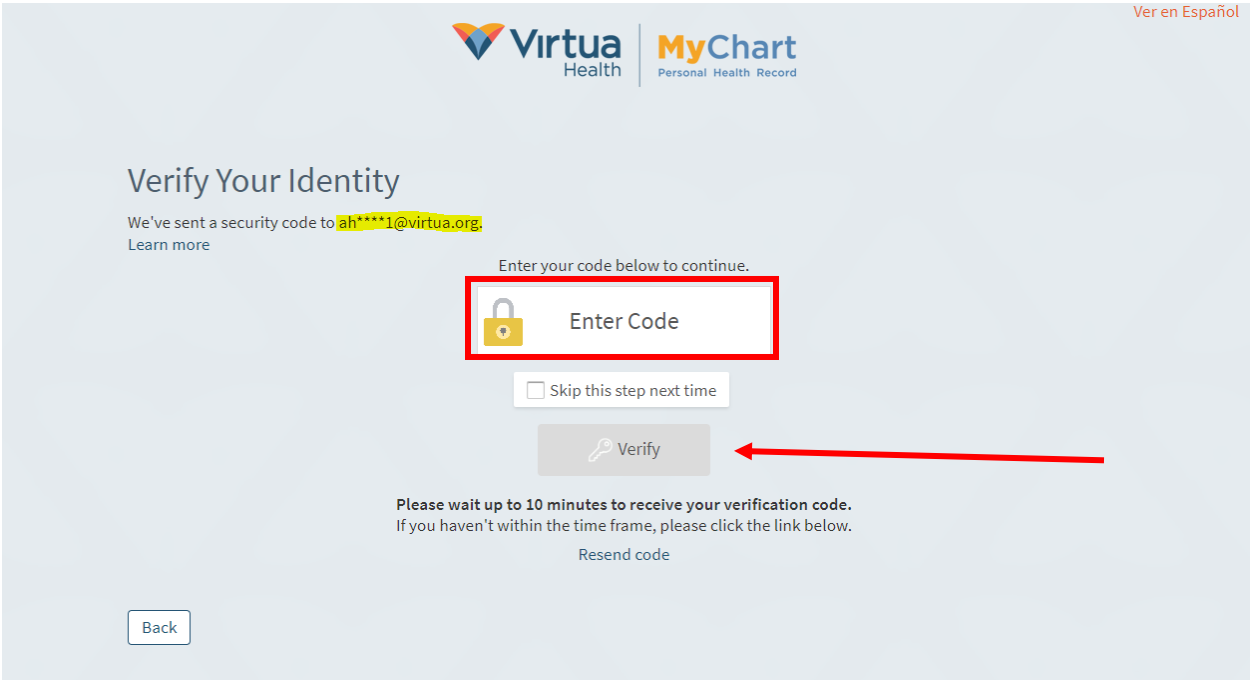
MyChart Two-factor Authentication

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:

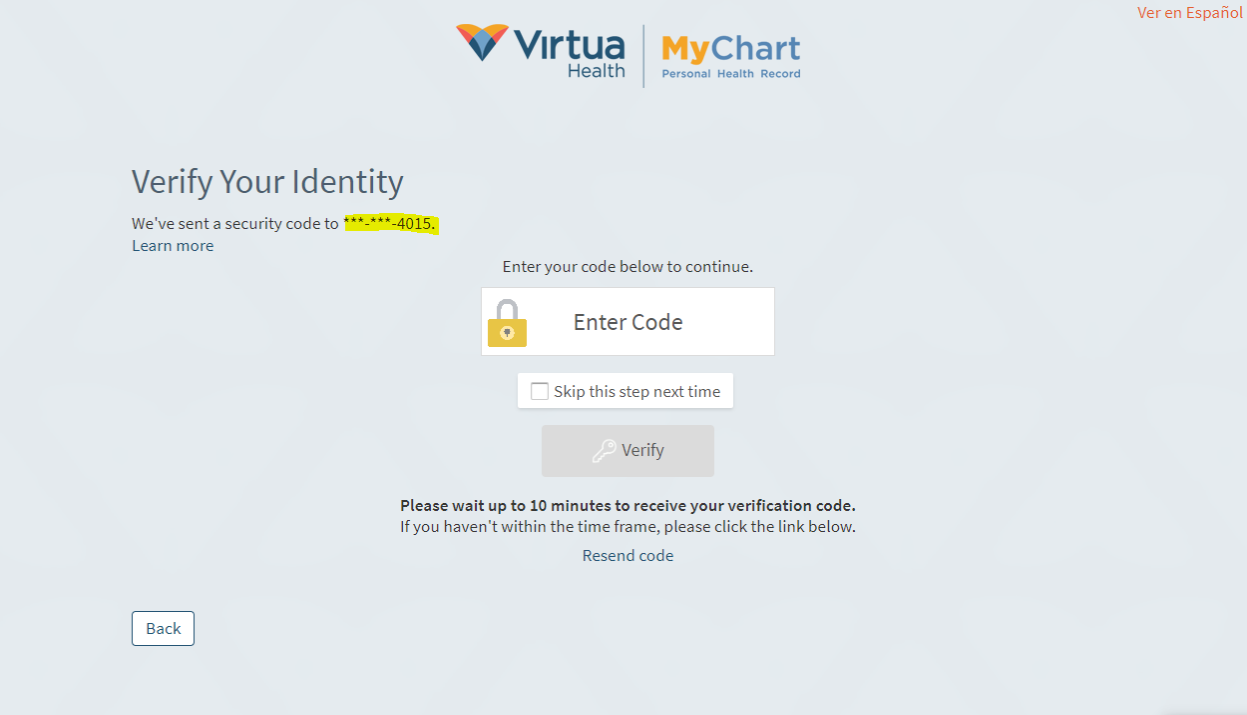


a. After correctly entering the six-digit code, you will be brought to the MyChart home page.

MyChart Two-factor Authentication

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.



    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.

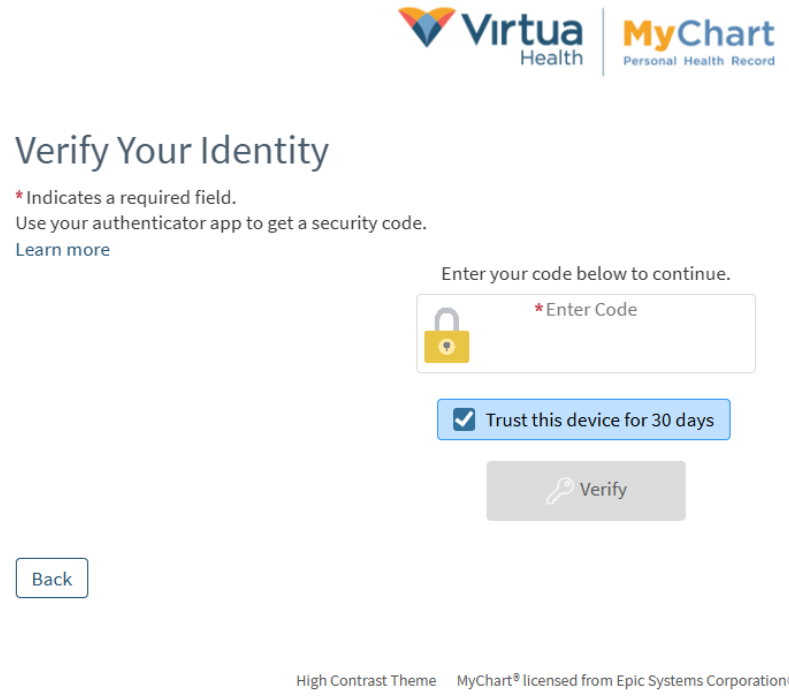
IF YOU DO NOT RECEIVE THE TEXT MESSAGE, you may need to opt-in to receive text messages from Virtua:

Text the word **START** to **252814.** This will ensure that you are able to receive messages from Virtua. Once you have completed the opt-in process, then start over at step 1 by logging into MyChart and select the option to receive the verification code via text message.

MyChart Two-factor Authentication

Authenticator App Verification

This option is only available if you have already set up an authenticator app for use with MyChart. You can do this within "Account Settings" once logged in to MyChart using a different two-factor authentication method.



1. If you select the **Get from authenticator app** button, you will need to retrieve a code from your authenticator app. This does not happen automatically.
    a. You will need to open your authenticator app and find the Virtua MyChart entry.
    b. Copy the code provided and enter it in the MyChart "Verify Your Identity" screen, then select "Verify".
    c. After correctly entering the code, you will be brought to the MyChart homepage.