# Two Factor Authentication

In an effort to make your health data in MyChart more secure, Eisenhower Health is updating its two factor authentication (2FA) process. If you are unfamiliar, 2FA is an additional measure of security used when you are logging in or resetting a password or username. It allows Eisenhower to keep your account secure even if somebody knows your password. When you originally signed up for your MyChart account, this feature was turned off automatically and you could opt in if you navigated to your account security settings. Beginning February 19, 2025, this feature will be turned on.

How Does It Work?

The first time you log in to your MyChart account on or after February 19, you will be prompted to make a decision about the 2FA settings for your account.
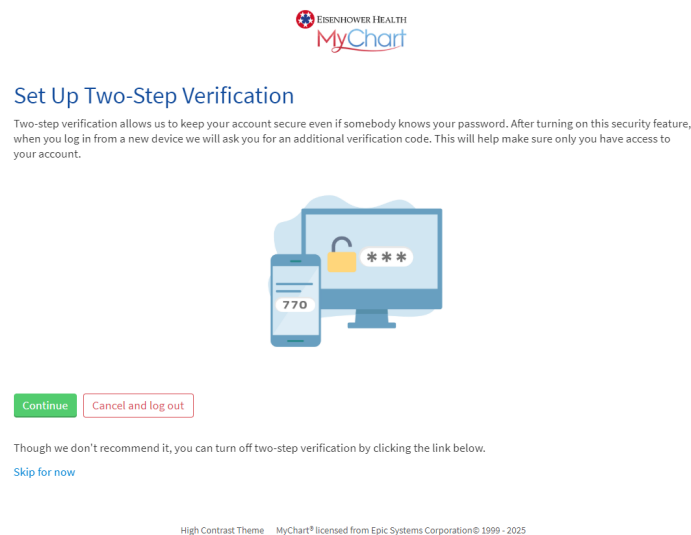

Selecting "Cancel and log out" will return you to the MyChart login page. The next time you log in you will be given this same prompt. Selecting "Continue" will enable 2FA for you. Initially, you will be taken to a screen to confirm your contact information.

Selecting "Skip for now" will disable the 2FA workflow. *In May 2025, this will no longer be an option and you will be required to use 2FA.*
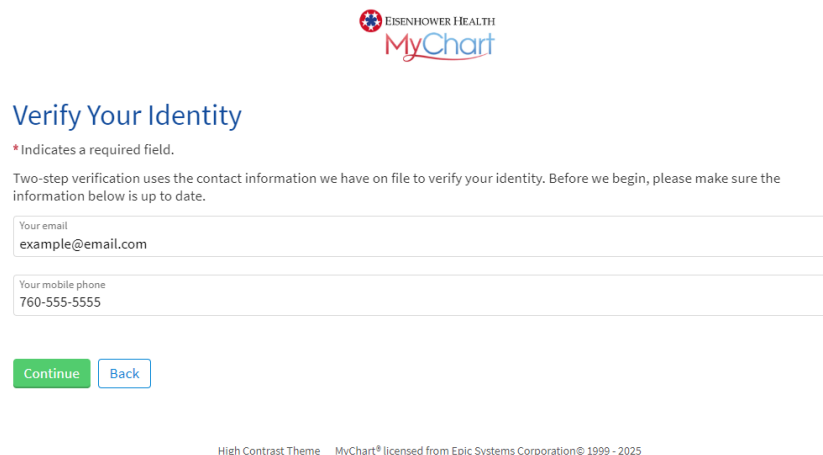
After confirming or updating your contact information, click "Continue" and you will be asked which method of 2FA you would like to use for this log in.

- **<u>*IMPORTANT NOTE*</u>** If you are on a desktop computer, you must open your email in a new tab or window. If you leave the MyChart website, when you return it will prompt you to complete 2FA again and send you a new code, expiring the code you just received.
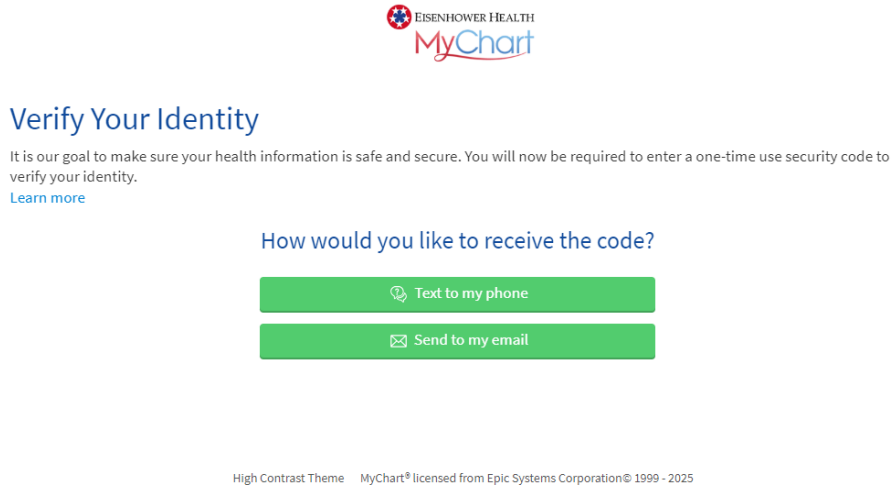
On the next screen you will input the six-digit code sent to the 2FA method you chose. Click "Verify" and you will then see the MyChart home page.
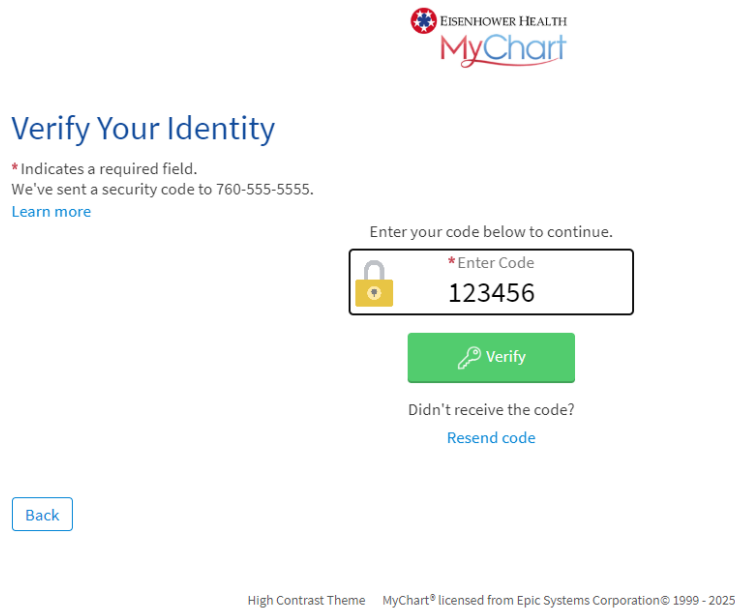

The code provided in the screenshot is an example. You will receive a new six-digit code every time you log in.

Managing 2FA Settings

To make changes to your 2FA settings from your MyChart app on a smart phone, log in to your MyChart app. Click on the menu on the upper left of the home page (three vertical lines) and scroll down to "Account Settings." Select "Account Settings." Midway down the page, you will find Two-Step Verification. Here you can enable or disable 2FA email or text messages. You also have the option to add an authenticator app to use for 2FA in this section.

If using a desktop computer, log in to your MyChart account. Click on the menu on the upper left and click on Security Settings. Here you can enable or disable 2FA email or text messages. You also have the option to add an authenticator app to use for 2FA in this section.
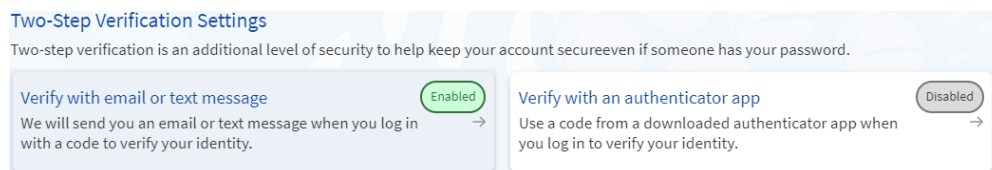
What If I Don't Receive a Code?

Emails for 2FA come from NoReply@EisenhowerHealth.org. If you do not see an email in your inbox, please check your spam/junk folder. If the email is there, mark it as "Not Spam." This should move the email to your inbox and prevent future emails being marked as spam/junk.

If you do not see an email in your spam/junk folder, verify that you entered your email address correctly. If you have, please use **text message** as your 2FA method. If you still do not receive a code, or are unable to receive text messages, call the MyChart IT Service Desk at 760-837-8595.

If you chose text message and do not receive a text message, please try again and choose **email** as your 2FA method. If you still do not receive a code or do not have access to email, call the MyChart IT Service Desk at 760-837-8595.