Two-Step Verification Enabled for All Valley Medical Center MyChart Accounts

Two-Step Verification will be enabled by default for all Valley Medical Center MyChart accounts.

What is Two-Step Verification?

Two-Step Verification is an extra layer of security used to verify the identity of the person accessing the account. Two-Step Verification for your MyChart account will require you to login with your username and password and then enter a single-use code that will be sent to you via email or text.

What can I expect the first time I log in?

If you do not currently have Two-Step Verification enabled, you will be presented the setup screen (pictured right). After selecting



Set Up Two-Step Verification

Two-step verification allows us to keep your account secure even if somebody knows your password. After turning on this security feature, when you log in from a new device we will ask you for an additional verification code. This will help make sure only you have access to your account.



"Set up two-step verification," you will be taken to this page to confirm your email and mobile phone number:



Verify Your Identity

Back

*Indicates a required field.

Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date.

Your mobile phone

Your email

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How do I receive a Two-Step Verification login code?

After you confirm your contact information, you will be asked to select email or text as the method of delivery for your code.



Valley Medical Center: Your verification code is: . . . This code expires at <u>1:42 PM PDT</u>.

You will receive a **single-use six-digit** login code that must be used to complete the login.

You will then be prompted to enter the code you received into your MyChart login page:

Hello	
When prompted, enter the code below to finish authenticating with MyChart.	
Your code will expire after 10 minutes	
Didn't request this code from MyChart? If you continue to get these emails in error consider changing your password.	
Sent from MyChart.	
This is a sustam anazentad annal. Daalias will not be used as fearwooded for bradling	



Verify Your Identi	ity
*Indicates a required field. We've sent a security code to	
commone	Enter your code below to continue.
	*Enter Code
	Trust this device
	ی Verify
	Didn't receive the code?
	Resend code
Back	
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Things to remember:

- Do not close the MyChart webpage while waiting for the login code to deliver.
 - We recommend opening a new browser tab if using the same browser to access your email.
 - If on the mobile app, keep the app open while accessing your email in a different application.
- If you mistakenly close MyChart, you will need to resend a new code.

How often will I need to use Two-Step Verification?

The "Trust this device" checkbox is automatically selected by default to remember the device for 365 days.

What if I do not receive my login code?

If you do not receive the code, check your "spam" or "junk" folder. Also, check any other email addresses associated with your account. If you still have not received a code, click the "Resend code" link.

What do I do if I am unable to access my account?

If you need technical assistance or help accessing your MyChart account, you can reach our support team by calling 833-452-4278 (833-45-CHART) or emailing <u>mycharthelp@valleymed.org</u>.

How can I update my security?

From the main menu, go to the **Account Settings page** and verify that your email address and phone number are updated.

Notice: You can also set up a **Passkey** to use when logging in to MyChart to provide a safer and more convenient way to log in using a browser.



E Your Menu	<u> المرکز الم</u>
Account Settings	
Login	
Change password	← Account Settings
Last changed Jul 13, 2023	Passkey Management
Manage passkeys	
Log in with your fingerprint, face scan, or screen lock.	
Notifications	
Communication preferences	
Change which notifications you receive by email, text, or pu	
Device management	What is a passkey?
Remembered devices are trusted and require less identity veri	Passkeys are encrypted digital keys that allow you to log in to MyChart with your fingerprint, face or screen lock.
Remember logged-in devices	Why should I use a passkey?
Remember browsers you've used to access MyChart in order	Passkeys are a faster, more secure alternative to passwords that you don't need to remember. Passkeys can also allow you to skip two-step verification.
Remembered devices	Where can Luse my passkeys?
view and manage devices that have accessed your account.	You can use passkeys on any device where you have access to your password manager.
Account management	+ Add new passkey
Deactivate account	\rightarrow
By deactivating your account, you will lose access to MyChai	t and its features.

