

What is two-factor authentication?

Two-factor authentication is a security measure that uses two steps to verify your identity. These steps typically include the use of your password as well as a code that is sent to you by email or text message.

Why is VBCH using two-factor authentication for MyChart?

Your personal health information should be protected with the most advanced security measures. Two-factor authentication helps to keep your account secure if someone learns your password.

When will VBCH start using two-factor authentication for MyChart?

On Jan. 23, 2024, VBCH will start using two-factor authentication when patients log in to MyChart.

How often will I need a new code to log in to MyChart?

When logging in to MyChart, if you check the box for the option to “Skip this step next time,” you will not be asked to enter a new login code for at least 90 days. If you do not check this box or disable the function in your Security Settings, you will need to enter a login code each time.

Can I turn two-factor authentication off?

Yes. Follow the steps below to turn two-factor authentication off or on. We recommend keeping it on for better security.

- When logging on from a **web browser**:
 - Log in to your MyChart account.
 - From the home page, select Your Menu.
 - Scroll to Security Settings.
 - On the Security Settings page, click the button to turn on two-step verification.
 - Follow the steps to turn on or off two-factor authentication.

- When logging on from the **MyChart app**:
 - Log in to your mobile app.
 - From the home page, select Menu.
 - Scroll to Account Settings.
 - On the Account Settings page, tap Two-Step Verification.
 - Follow the steps to turn on or off two-factor authentication.

What happens if I don't receive my code via phone or email?

If you do not receive your code right away, please be patient. It may take up to 15 minutes. If you've requested your code by email and do not receive it within 15 minutes, be sure to check your spam folder or consider requesting your code by text message. If you've requested your code by text and do not receive it within 15 minutes, consider requesting your code by email.

Who should I call if I have questions or problems using two-factor authentication?

If you have questions or issues with two-factor authentication, please call the VBCH MyChart Help Line at 319-293-8750.