

Beginning one June 26, all MyChart users must enable Two-Step verification to log in. This extra step helps protect your personal and health information.

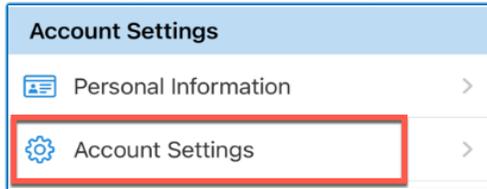
You will need to go to the security verification page on MyChart, enter your username and password, and request a code to be sent to your email or mobile phone.

## Here's How to Turn on Two-Step Verification:

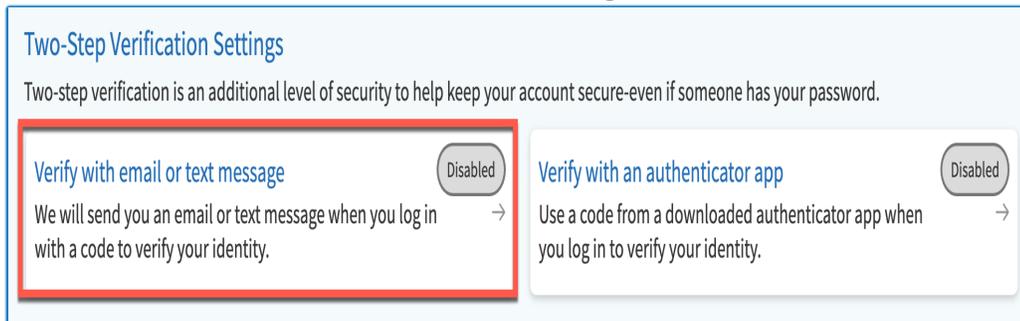
1. Under the Menu locate security settings:
  - a. On the MyChart website, under Account Settings, select "Security Settings"



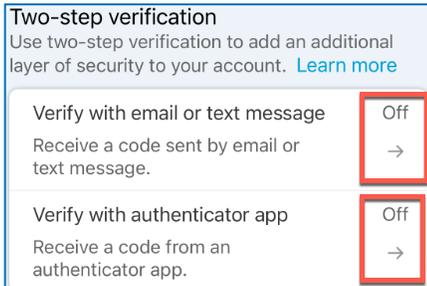
- b. Mobile App, choose menu option "Account Settings"



2. Turn on Two-Step Verification option:
  - a. On the MyChart website click "Disable" button, then verify Email, Phone, and Password, followed then the "Continue" button will turn green



- b. On the Mobile device turn On the Two-Step Verification option:



You can learn more about MyChart's features and see [frequently asked questions](#) by selecting [FAQs](#) at the bottom of any screen at [mychart.fmolhs.org](http://mychart.fmolhs.org). To talk a MyChart expert for help select [MyChart Patient Support](#) at the bottom of any screen at [mychart.fmolhs.org](http://mychart.fmolhs.org) for our contact information.

3. Fill in the required information to verify your identity:

**Verify Your Identity**

\*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 and enter your password.

Your email  
mychartpatient@fmoIhs.org

Your mobile phone  
555-555-5555

\* Password  
\*\*\*\*\*

[Continue](#) [Cancel](#)

4. Select method you would like to receive access code (Phone, Email)

**Verify Your Identity**

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.  
[Learn more](#)

[Text to my phone](#)

[Send to my email](#)

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Text messages related to your relationship with FMOL Health System, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions below.

[Terms and Conditions](#)  
[Privacy Policy](#)

5. Enter the Security code when prompted. Once the code has been entered Two-Step Verification will be enabled.

**Verify Your Identity**

\*Indicates a required field.  
We've sent a security code to mychartpatient@fmoIhs.org  
[Learn more](#)

Enter your code below to continue.

\*Enter Code

[Verify](#)

Didn't receive the code?  
[Resend code](#)

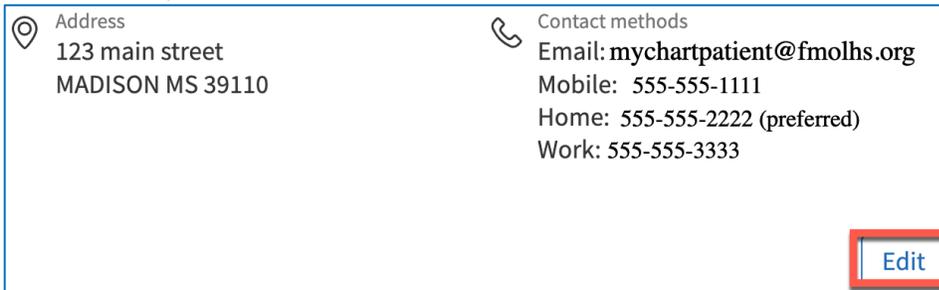
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# Here's How to Verify Your Contact Information

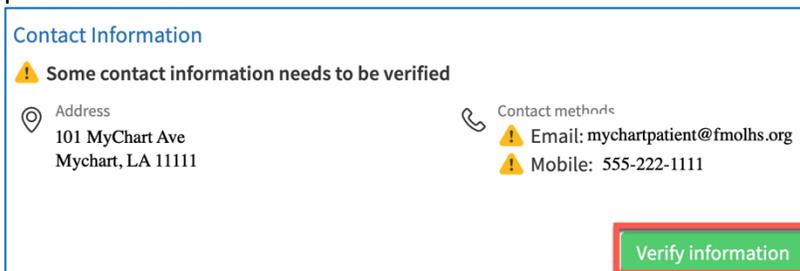
1. Under the Menu, select Personal Information, in the "Settings" section



2. If your contact information is correct and verified, you do not need to take any additional actions.
  - If you need to make changes, select the **edit** option under contact information and update your phone number and/or email address.



3. If you make changes OR your contact information has not been verified, you will need to verify your information. Select **Verify** under Verification Needed.
  - Select Verify new email to verify your email address and select Verify new phone to verify your mobile phone number.



- Enter the security code when prompted. Once the code has been entered your contact information is verified.

