

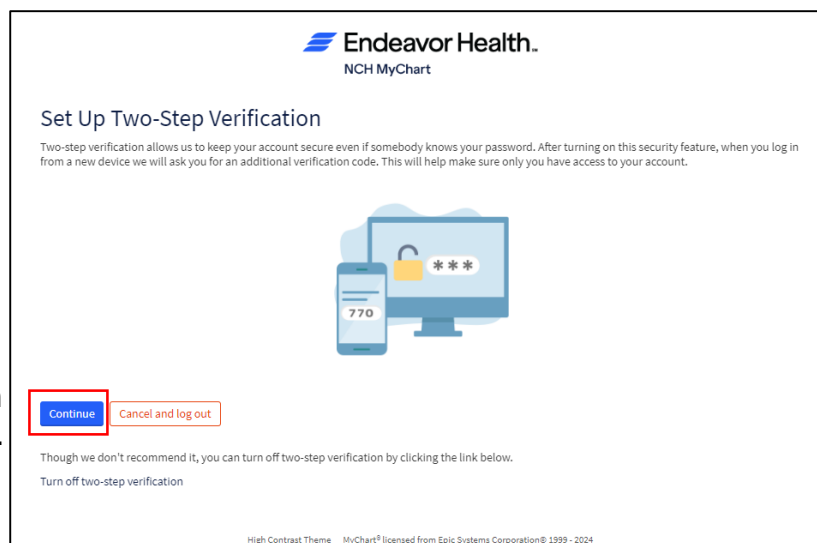
Two-Step Verification enabled by default for all NCH MyChart accounts

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.

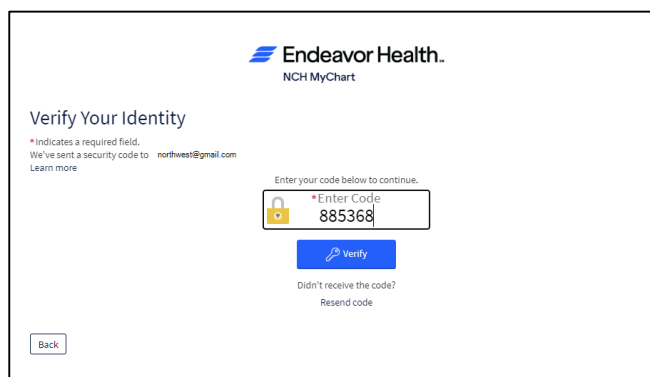
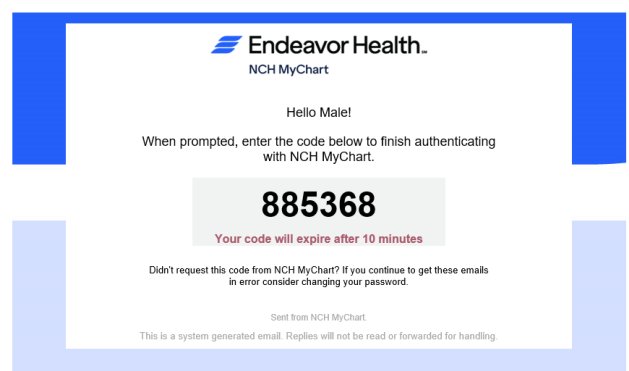
What can I expect the first time I log in?

If you do not currently have Two-Step Verification enabled, you will be presented the setup screen. You can choose to continue with Two-Step Verification, or you can turn this feature off (not recommended).



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

Once you log into your MyChart account, you will be prompted to select email or text as the method of delivery. You will receive a single-use six-digit login code that must be used to complete the login.



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.

If you need technical assistance, please contact our MyChart Service Desk by calling 847-618-2000.