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Connect (MyChart) Two-Step Verification Instructions

What is two-step verification?

Two-step verification is a security measure designed to improve your account's security by using a secondary device, or account, to verify your identity. This adds one additional step to the login process, helping to ensure the right person is logging into your account.

Why is this step being added?

Our priority is to make sure your health information is as safe and secure as possible. Starting November 3, 2024, you will be prompted to set up two-step verification to access your Connect (MyChart) account. The two-step verification process will require a code be sent to your email, cellphone, or an authenticator app when logging in. You can opt out of this security feature.

How do I set up two-step verification?

If using a web browser:

1. Log in to your Connect (MyChart) account.
2. Click on the blue "Menu" button located on the top left side of the homepage.
3. Scroll down and select "Security Settings" within the account settings section.
4. Look for "Two-Step Verification Settings." If it is highlighted in green, this means it is already activated. If the section is gray this means it is not active.
5. If not active, click on the greyed-out section and follow the on-screen prompts to enable this feature.

If using the Connect app:

1. Log in to your Connect (MyChart) account through the app.
2. Click on the blue "Menu" button located on the homepage.
3. Scroll down and select "Account Settings."
4. Scroll down to the "Two-Step Verification" section. If either verification method is highlighted in blue, it is active. If it is gray, it is not active.
5. If not active, click on the toggle and follow the on-screen prompts to enable this feature.

What if I am unable to access my account?

If you need technical assistance or help accessing your Connect (MyChart) account, please call (646) 692-4200.



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What if I do not receive my security code when using two-step verification?

If you do not receive the code when logging in, please check your email's spam or junk folder. If you still have not received your code via your previously selected preferred method, click the "Resend Code" link.

How often will I need to use two-step verification?

When two-step verification is turned on, you will need a new code each time you attempt to access your account, unless you opt for the system to "remember your browser" when logging in.

How do I turn off two-step verification?

If using a web browser:

1. Log in to your Connect (MyChart) account.
2. Click on the blue "Menu" button located on the top left side of the homepage.
3. Scroll down and select "Security Settings" within the account settings section.
4. Look for the "Two-Step Verification Settings" section. If it is highlighted in green, it is activated.
5. Click on the highlighted section and follow the on-screen prompts to turn it off.

If using the Connect app:

1. Log in to your Connect (MyChart) account through the app.
2. Click on the blue "Menu" button located on the homepage.
3. Scroll down and select "Account Settings."
4. Scroll down to the "Two-Step Verification" section. If either verification method is highlighted in blue, it is activated.
5. Click on the toggle and follow the on-screen prompts to turn it off.