MyChart Two-Step Verification Enabled as Default for All 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). You can choose to continue with Two-Step Verification, or you can turn this feature off (not recommended). After selecting Continue, you will be taken to this page to confirm your email and mobile phone number:
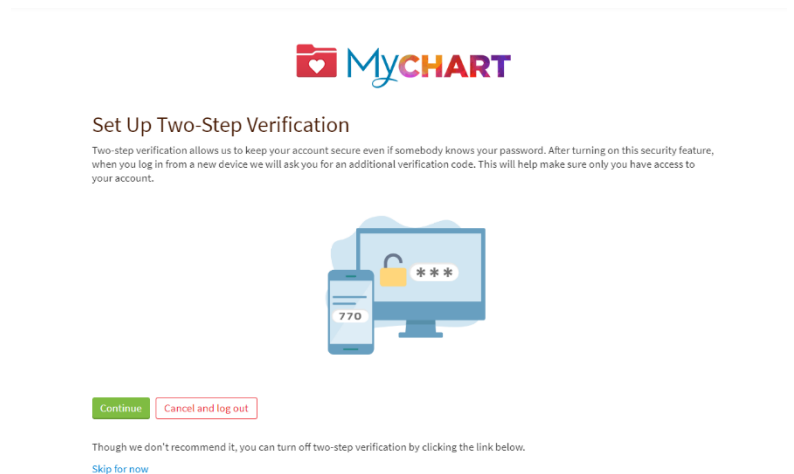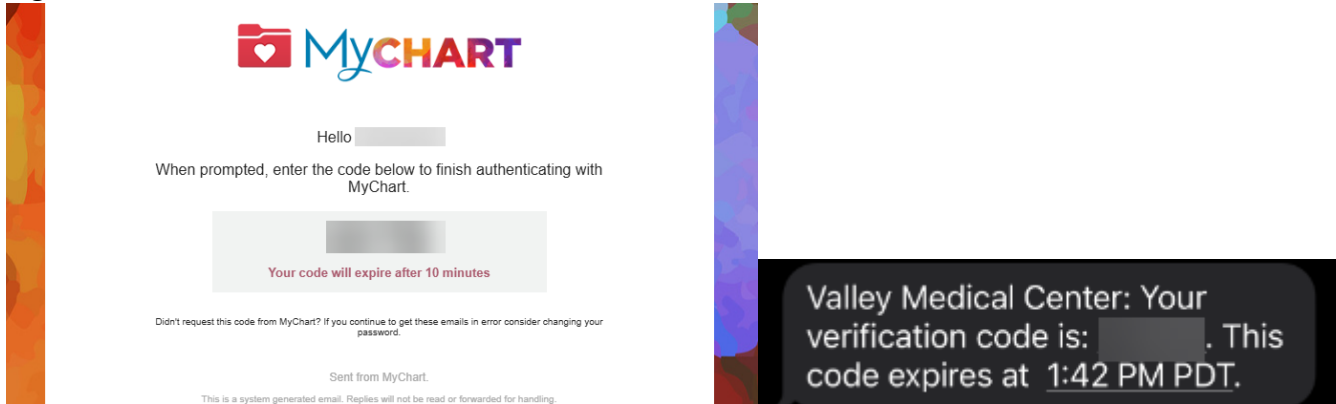
How do I receive a Two-Step Verification login code?
After you confirm your contact information, you will be asked to select email or text as the method of delivery for your code. You will receive a single-use six-digit login code that must be used to complete the login.

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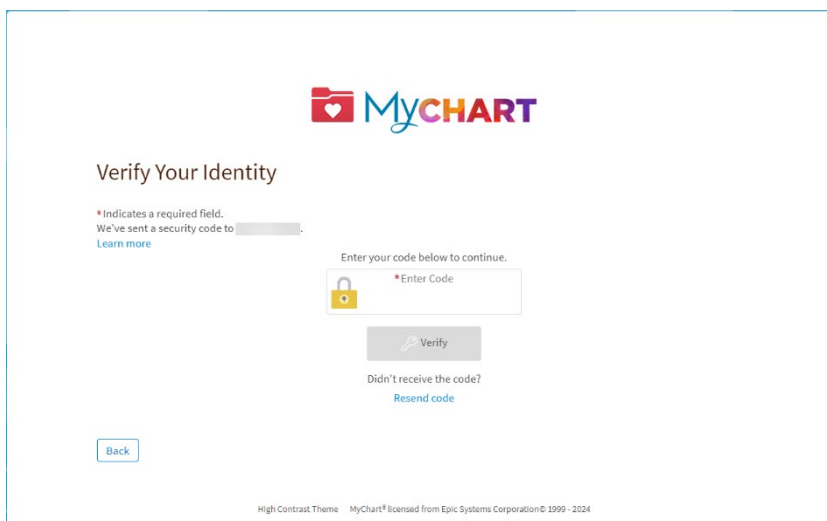
Things to remember:
- Do not close the MyChart webpage while waiting for the login code to deliver.
  - We recommend opening a new browser tab if using the same browser to access your email.
  - If on the mobile app, keep the app open while accessing your email in a different application.
- If you mistakenly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

How often will I need to use Two-Step Verification?
When this feature is turned on, you will need a new login code each time you access your account.

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 mycharthelp@valleymed.org.

What if I want to disable two-step verification?

While this is not recommended, two-step verification is not required and can be disabled at any time. You can disable two-step verification by clicking the link at the bottom of the initial prompt (outlined below).

If you want to disable two-step verification at a later time, you can go to "Security Settings" in the Menu of your MyChart account. Then click the red button that says, "Turn off two-step verification."
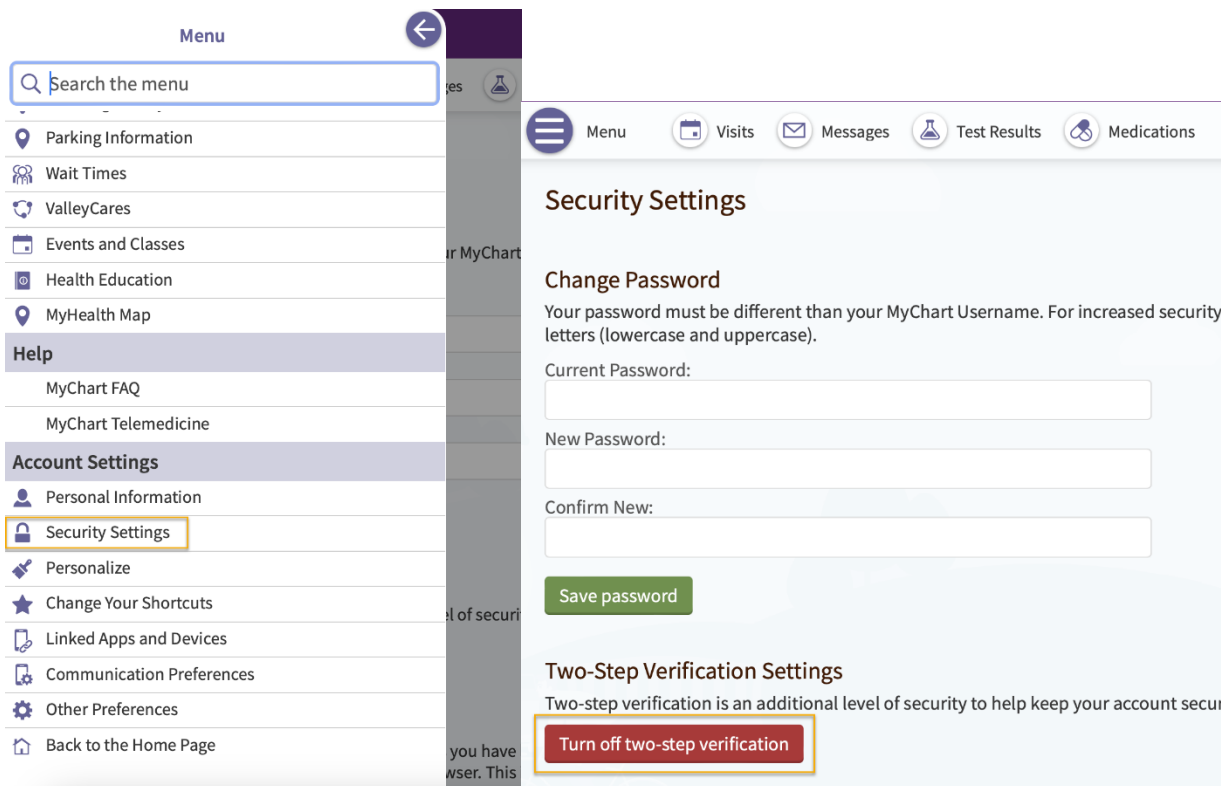
You will have to enter your MyChart password again and request a six-digit code once more via email or text message before confirming you're sure you'd like two disable this setting.

You can turn two-step verification back on at any time by visiting your "Security Settings" page again.