Log In to MyChart Using an Authenticator App for Two-factor Authentication

You can now have an extra layer of protection by using an authenticator app – such as Apple Passwords, Google Authenticator, or Microsoft Authenticator – when logging into MyChart.

- On Android, you can use the built-in app, "Google Authenticator".
- On iPhone and iPad, you can use the built-in app, "Passwords" (found in "Settings" on older versions of iOS).

To use an authenticator app to log into MyChart, you will first need to enroll. Follow the **Setup Process** in this Tip Sheet to enroll.

To log in to MyChart once you've enrolled using an authenticator app, follow the **Login Process** in this Tip Sheet.

TIP SHEET

Setup Process

1. From the MyChart menu, tap "**Account Settings**".

2. Under "Two Step Verification", tap "**Authenticator App**" to turn it on.

   You may be asked to enter your MyChart password. Enter it, then tap **"Continue".**
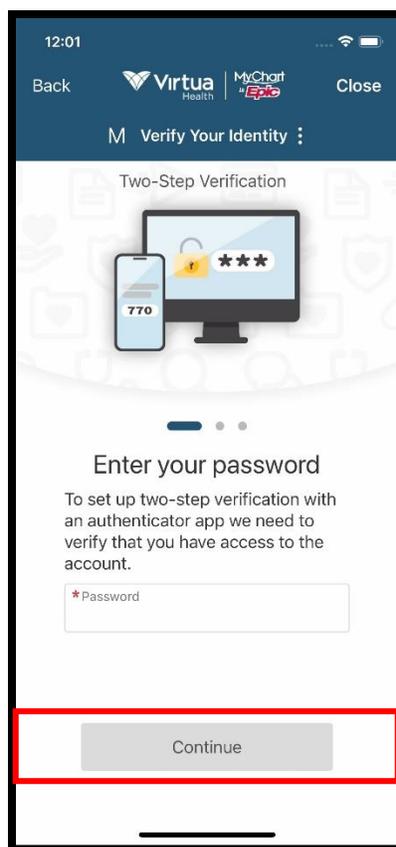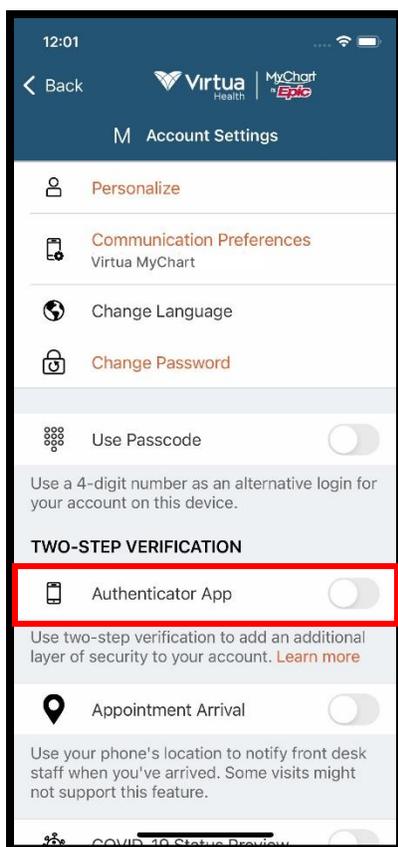
3. On the "Set Up Authenticator App" screen, tap "**Set up on this device**".
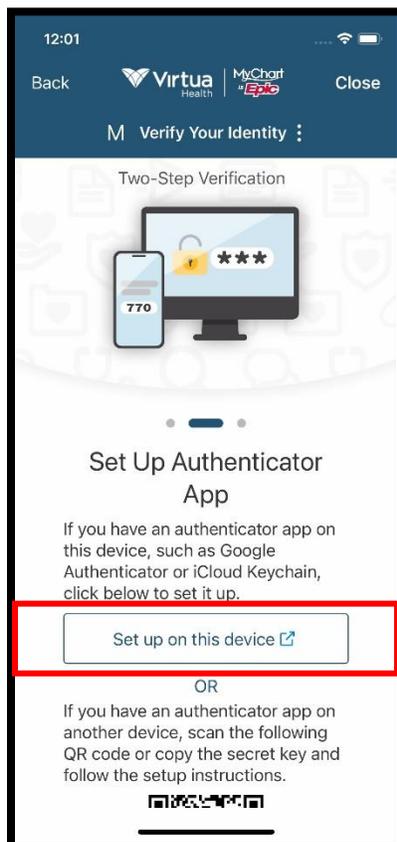
4. This step looks different depending on the device and app you are using.

- On iPhone or iPad, "Settings" or the "Passwords" app will open by default.
  - Select your Virtua MyChart account from the list to add the two-factor authentication code to it.

- On Android, the "Google Authenticator" app will open by default.
  - On your screen, confirm that you want to add a new token to "Google Authenticator".

If you have other authenticator apps on your device, you may be asked which app you would like to use. Tap the app you want to use, then follow the on-screen instructions.
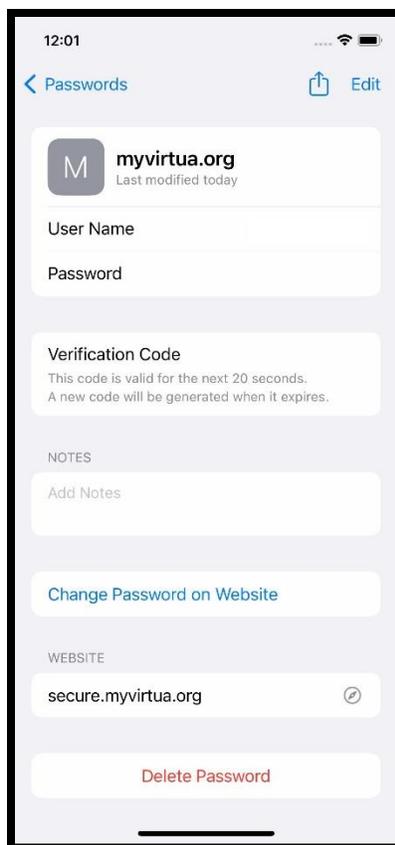
5. Verify that the authenticator app is set up by entering the code provided by the authenticator app.

    You will need to copy the verification code from the authenticator app and enter it into MyChart, then tap "**Verify**".

    Once you've verified that the authenticator app is set up, tap **"Finish"**.
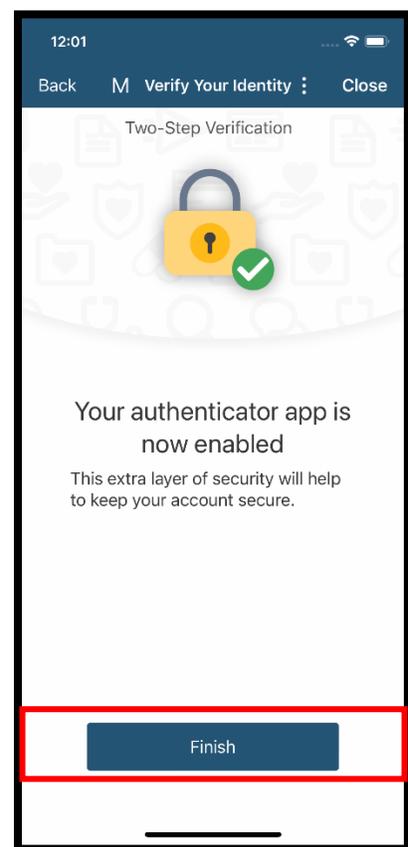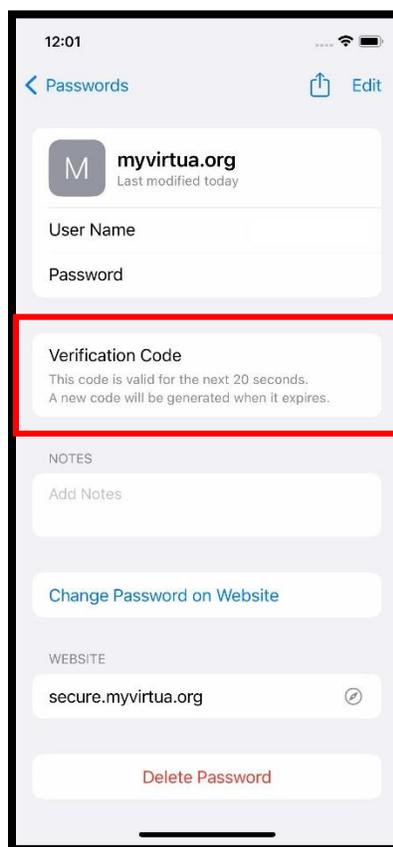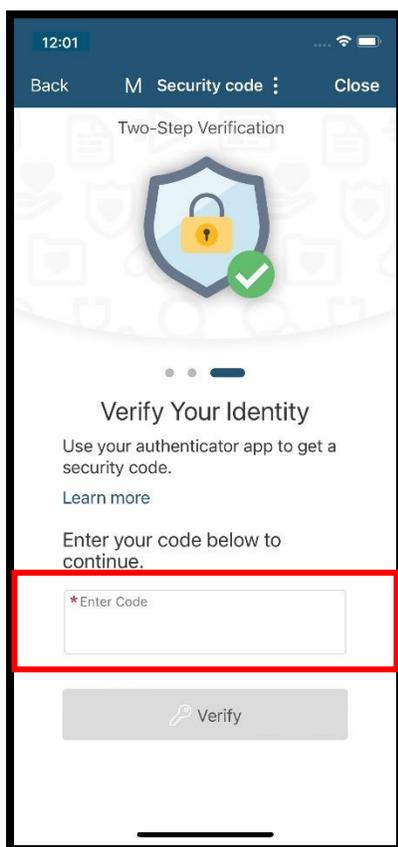
TIP SHEET

Login Process

1. Log into MyChart with your username and password.

2. On the "Verify Your Identity" screen, tap **"Get from authenticator app"**.

3. Open the authenticator app that you previously set up to get the code.

4. Enter the code in MyChart, then tap **"Verify"**.

   If you enter the code in correctly, you will be logged in to MyChart.