



TIP SHEET

Log In to MyChart with Passkeys

Please note that this feature is only available on the Virtua MyChart website.

You can now log in to MyChart with passkeys. Passkeys are digital credentials that allow you to securely sign in to an account without a password.

Passwords still exist, but passkeys allow you to log in without using your MyChart password or entering a two-factor authentication code, as passkeys are more secure.

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

To use passkeys to log into MyChart, you will first need to set up a passkey. Follow the **Setup Process** in this Tip Sheet to enroll.

To log in to MyChart using passkeys, follow the **Login Process** in this Tip Sheet.



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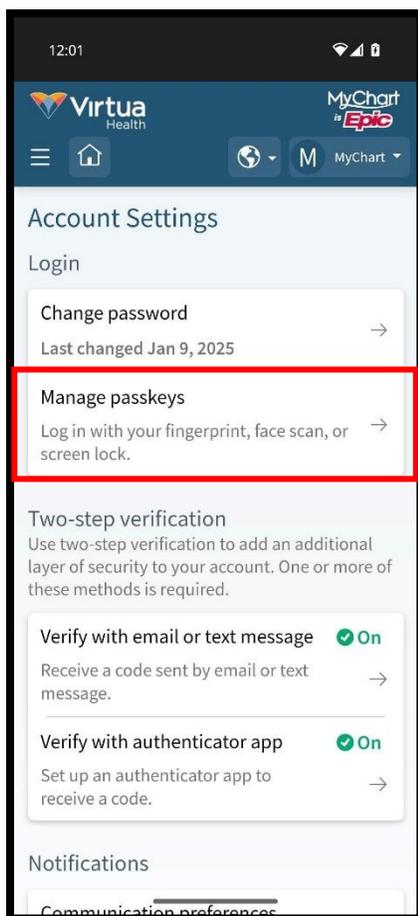
Setup Process

Please note that this feature is only available on the Virtua MyChart website.

1. From the MyChart menu, tap “Account Settings”.
2. On the “Account Settings” screen, tap “Manage Passkeys”.

You may be asked to enter your MyChart password. Enter it, then tap “Continue”.

3. On the “Passkey Management” screen, tap “Add new passkey”.



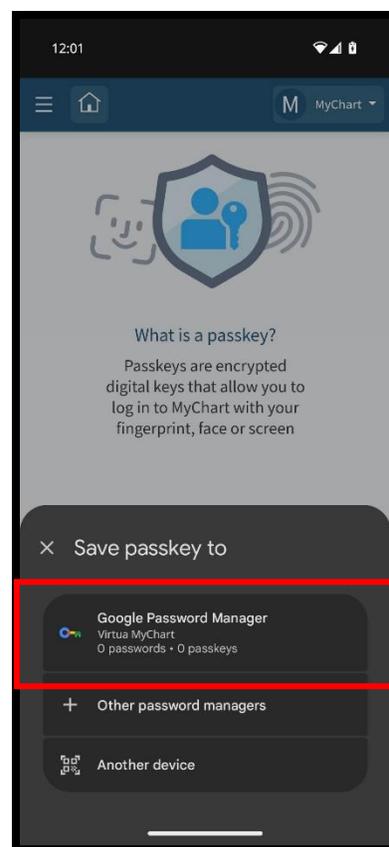
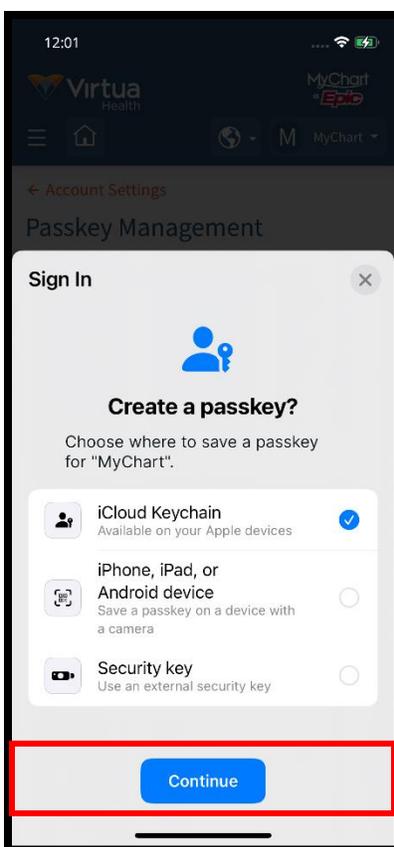
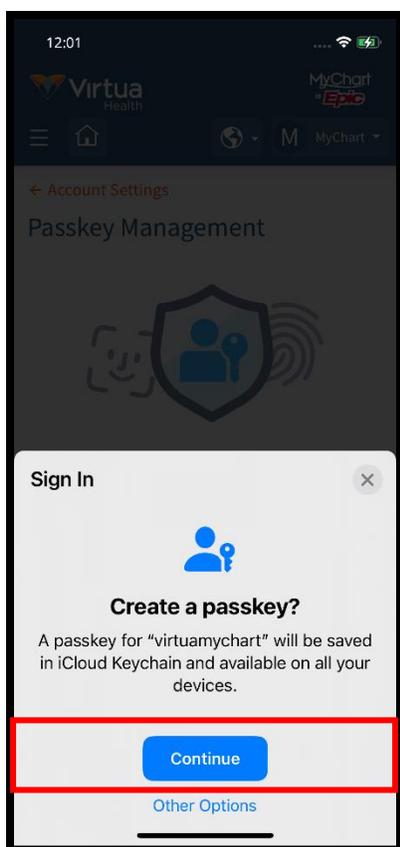


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4. This step looks different depending on the device and app you are using:

- On iPhone or iPad, you will be asked if you want to create a passkey.
 - On your screen, confirm where you want to save your passkey by tapping an option, then tap **“Continue”**.
- On Android, you will be asked where you want to save your passkey.
 - On your screen, confirm where you want to save your passkey by tapping an option.

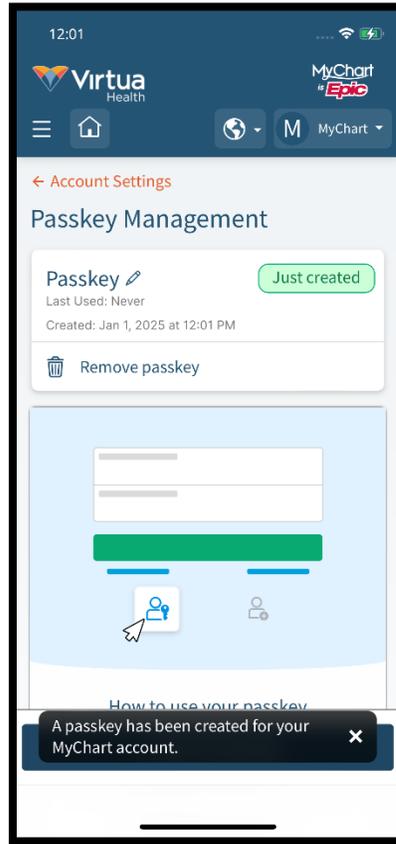
If you have other supported apps on your device, you may be asked which app you would like to use. Tap the app you want to use, then follow the on-screen instructions.





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5. Your newly created passkey will appear on the MyChart “Passkey Management” screen.





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Login Process

Please note that this feature is only available on the Virtua MyChart website.

1. On the MyChart login screen, tap **“Log in with passkey”**.
2. This step looks different depending on the device and app you are using:
 - On iPhone or iPad, you will be asked if you want to sign in with your previously created passkey.
 - On your screen, tap **“Continue”**.
 - If you have multiple passkeys for MyChart, you may be asked which passkey you want to log in with. Choose the passkey you want to log in with by tapping an option.
 - On Android, you will be asked which passkey you want to log in with.
 - On your screen, choose the passkey you want to log in with by tapping an option.

