



MyChart Two-factor Authentication

Two-factor authentication for MyChart helps keep your information secure.

Two-factor authentication is required for all MyChart accounts and cannot be turned off.

The process will require both your normal login information (your MyChart username and password) as well as a code that is sent to the email address or mobile phone number on file at Virtua, or a code that is generated by an authenticator app.

1. On the MyChart login screen you will first enter your MyChart username and password, then click **Sign in**:





MyChart Two-factor Authentication

2. If you have both an email and mobile number on file, you will see the screen below.
 - a. You will select your preferred method of verification (authenticator app, email, or text message). The pages below will outline the process for all available methods:



Verify Your Identity

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.

[Learn more](#)

How would you like to receive the code?

- Get from authenticator app
- Text to my phone
- Send to my email

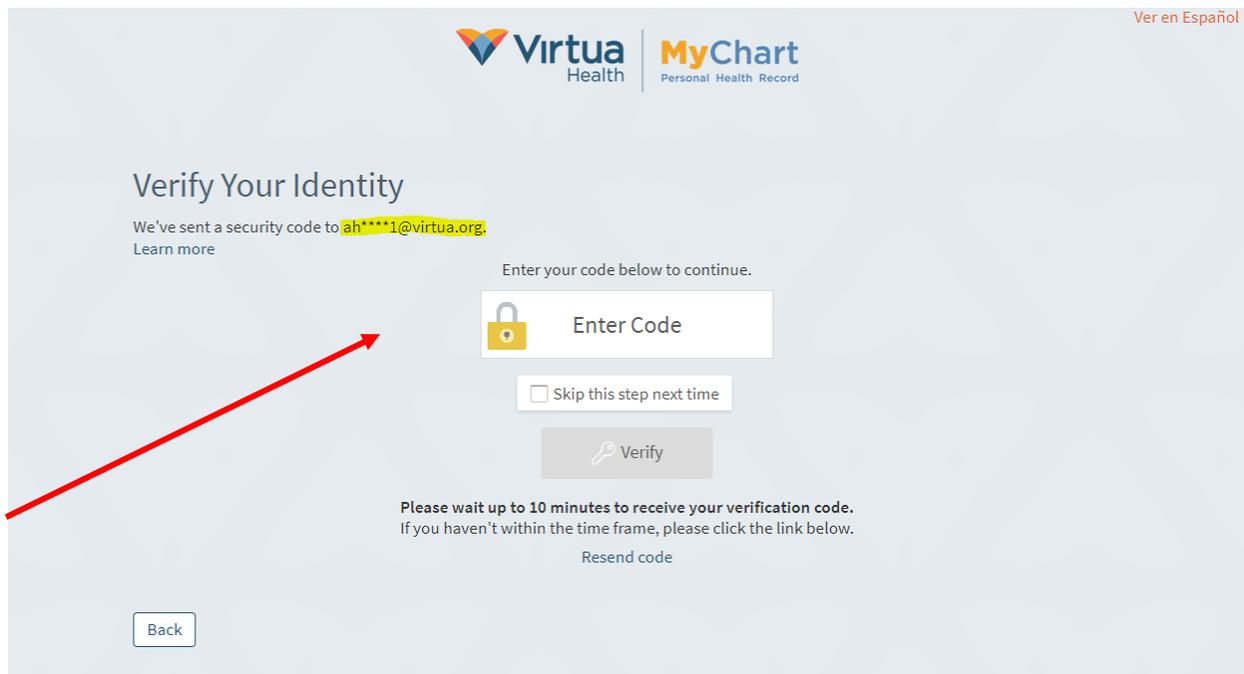
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MyChart Two-factor Authentication

Email Verification

1. If you select the **Send to my email** button, the following screen will appear, indicating that a security code was sent to your email on file. Leave this page open while retrieving your security code from your email.



2. Once you have the six-digit validation code from your email, enter the code into the Enter Code field, highlighted above.
 - a. Please note that there could be up to a 10-minute delay with the code reaching your email. Do not leave or close the MyChart webpage to check your email, as this will reset the previous login and you will have to start over with a new security code.
 - b. If you need to open an additional browser to retrieve the code, most internet browsers will have a plus (+) sign at the top, which will allow you to open an additional tab. Use this new tab to access your email. Here is an example of what this will look like:



MyChart Two-factor Authentication

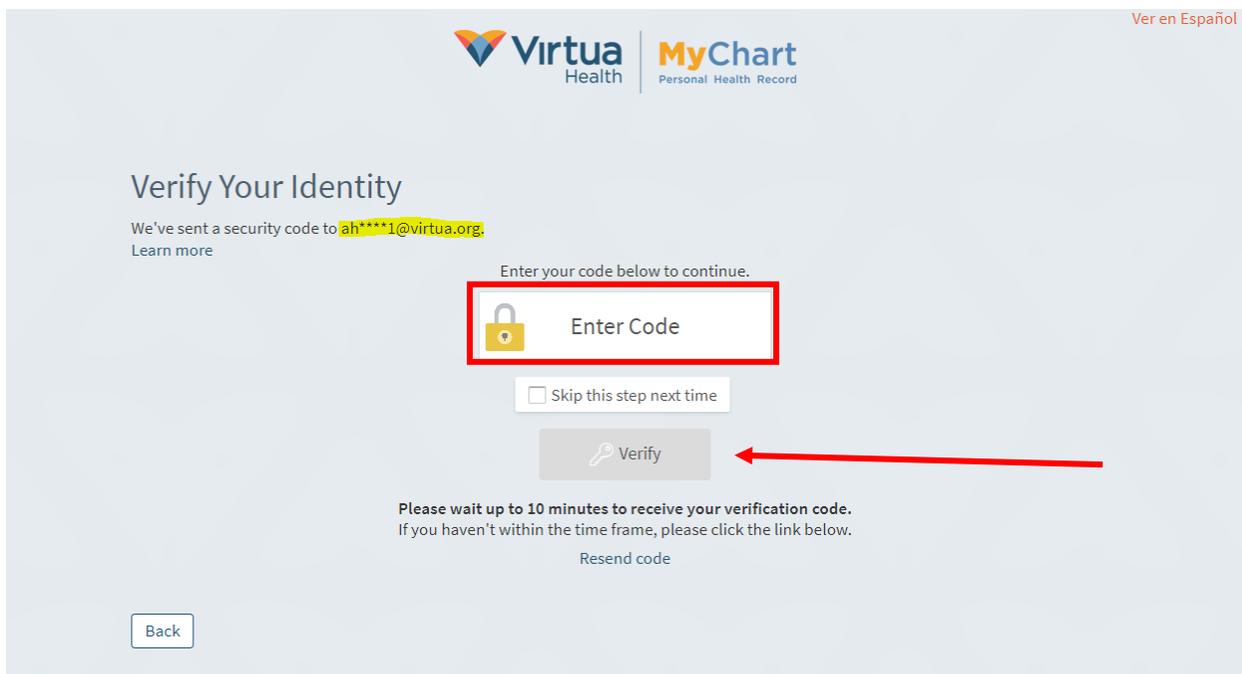


- c. In the new tab, you will navigate to your email provider while leaving the MyChart tab open:



- d. You can switch back and forth between the MyChart and email tabs by clicking on them.

3. Once you have retrieved your validation code, go back to the MyChart screen to enter the six-digit code, then click the verify button:



- a. After correctly entering the six-digit code, you will be brought to the MyChart home page.



MyChart Two-factor Authentication

Mobile Phone (Text Message) Verification

1. If you select the **Text to my phone** button after logging into MyChart, the following screen will appear.
 - a. You will automatically receive the security code to your mobile number on file.

A screenshot of the MyChart 'Verify Your Identity' screen. At the top, the Virtua Health and MyChart logos are displayed, with 'Ver en Español' in the top right corner. The main heading is 'Verify Your Identity'. Below it, a message states 'We've sent a security code to ***-***-4015;' with a 'Learn more' link. A prompt asks to 'Enter your code below to continue.' There is a white input field with a lock icon and the text 'Enter Code'. Below the field is a checkbox labeled 'Skip this step next time'. A 'Verify' button with a checkmark icon is positioned below the checkbox. At the bottom, a note says 'Please wait up to 10 minutes to receive your verification code. If you haven't within the time frame, please click the link below.' with a 'Resend code' link. A 'Back' button is in the bottom left corner.

- b. You will then enter your six-digit validation code.
 - i. Please note that there could be up to a 10-minute delay for the code to be received by your cellphone carrier.
 - c. After correctly entering the code, you will be brought to the MyChart homepage.

If you DO NOT RECEIVE the text message, then you may need to opt in for receiving text messages from Virtua. To opt in, text the word **START** to the number **856-372-4778**, this will



MyChart Two-factor Authentication

confirm that you are able to receive messages from our organization. Once you have completed the opt in process, then begin at step 1 by logging into MyChart and select the option to receive the validation code via text message.

Authenticator App Verification

This option is only available if you have already set up an authenticator app for use with MyChart. You can do this within “Account Settings” once logged in to MyChart using a different two-factor authentication method.

The screenshot shows the 'Verify Your Identity' screen in MyChart. At the top, there are logos for Virtua Health and MyChart Personal Health Record. Below the title, there is a note: '* Indicates a required field. Use your authenticator app to get a security code. Learn more'. The main instruction is 'Enter your code below to continue.' followed by a text input field with a lock icon and the label '*Enter Code'. Below the input field is a checkbox labeled 'Trust this device for 30 days' which is checked. At the bottom is a 'Verify' button with a key icon. A 'Back' button is located in the bottom left corner.

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1. If you select the **Get from authenticator app** button, you will need to retrieve a code from your authenticator app. This does not happen automatically.



MyChart Two-factor Authentication

- a. You will need to open your authenticator app and find the Virtua MyChart entry.
- b. Copy the code provided and enter it in the MyChart “Verify Your Identity” screen, then select “Verify”.
- c. After correctly entering the code, you will be brought to the MyChart homepage.