

## How To Log in with Two-Step Authentication

When you log in to MyChart, you will use your username, password, and unique, 6-digit one-time code. You can get your code by email or text message and then enter it on the "Verify Your Identity" page. If you mistakenly close this, you will need to select "Resend code" to be sent a new code.



### Follow these steps:

1. Log in to MyChart using your username and password. (You may be asked to enter your email address and mobile number. Enter your information and click Continue.)
2. Select if you'd like to receive your unique login code by email or text message. (Example at right)
3. If you don't see an option, you do not have that contact information saved in your MyChart account.
4. Do NOT close the "Verify Your Identity" page. If you mistakenly close this, you will need to select "Resend code" to be sent a new code.
5. Access your email or text message (what you chose in step #2) to find your unique 6-digit code.
6. Enter the 6-digit code you receive into the "Enter Code" box on the "Verify Your Identity" page.
7. Keep "Trust this device" selected (blue and checked) to remember the device you are using (180 days on an internet browser and 360 days on a mobile device)
8. This allows you to skip two-step authentication on your trusted device (computer, smartphone, or tablet) or internet browser (For example, Microsoft Edge, Chrome, Firefox, or Safari).
9. Click Verify to log in. Use the Resend Code option if you have not received your code within 10-15 minutes.

### How would you like to receive the code?

A screenshot of a selection screen with two dark blue buttons. The top button is labeled 'Text to my phone (Recommended)' and has a red circle with the number '2' next to it. The bottom button is labeled 'Send to my email'.

### Verify Your Identity 5

\*Indicates a required field.

We've sent a security code to [redacted] DO NOT close this page. You will need to enter your code here, if you do not receive a code within 10 minutes, choose Resend code below.

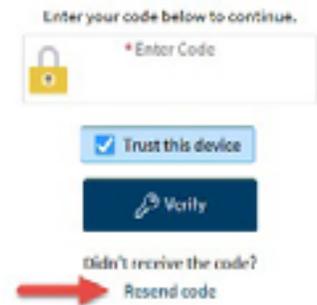
[Learn more](#)

A screenshot of the 'Verify Your Identity' page. At the top, it says 'Enter your code below to continue.' followed by a red circle with the number '5' and a yellow padlock icon. Below this is a text input field with a red asterisk and the label 'Enter Code'. Underneath the input field are two buttons: 'Trust this device' with a checked checkbox and a red circle with the number '6', and 'Verify' with a red circle with the number '7'. At the bottom, there is a link that says 'Didn't receive the code? Resend code'.

## How To Log in with Two-Step Authentication, continued

### What if I do not receive a code?

1. Choosing to receive your code by text message is the recommended option to get your code quicker, but it can take up to 10-15 minutes to receive your login code.
2. If you did not get an email code:
  - Check your spam folder.
  - Make sure mychart@uchc.edu is added to your email address book or contact list.
3. If 10–15 minutes have passed, click Resend Code. Remember, if you use this, you MUST use the newest code sent.
4. If you are still having trouble, contact our MyChart Customer Service Center, 8 a.m. to 4:30 p.m. weekdays: 844-698-2666, choose Option 1.



### I'm on my mobile phone, which method works the best?

- If logging in from a mobile device, we recommend sending the two-step code via text.
- Most newer phones will pull or recognize a two-step code sent to your device, and allow a quick copy option from the text message itself to paste into the "Enter Code" field.
- The quick copy option may also be visible from the keyboard popup window on your phone, which you can easily tap to add to the "Enter Code" field.

### Do I have to use two-step authentication each time I log in?

- No, you can set up your MyChart to remember the device you are logging into using "Trust Device."
- This option is pre-selected when you Verify Your Identity, and by keeping this selected, you can skip two-step authentication for 180 days on an internet browser (For example, Microsoft Edge, Chrome, Firefox, or Safari) and 360 days on a mobile device (For Example, smartphone or tablet).
- If you are using a public computer (i.e., at a library), we recommend you deselect this option. "Trust Device" should only be used on your personal device or internet browser.



Video instructions: [h.uconn.edu/mychart-2fa](https://h.uconn.edu/mychart-2fa)

