Enable MyChart Two-Factor Authentication

Two-factor authentication, also known as 2FA, is an additional level of security on top of a user’s password. With 2FA, a one-time code can be sent to a user’s email. The user must enter this code before they can log in to view their private health information.

1. Log into MyChart at mychart.shepherd.org and open the main menu and select Security Settings.

2. On the bottom of the screen, click “turn on two-step verification.”

   Two-Step Verification Settings
   Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.
   TURN ON TWO-STEP VERIFICATION

3. At the pop-up, enter your MyChart credentials again.

4. Click “Send to my email”.

   We’ll send a code to your email.  
   When you receive the code, enter it on the next screen.  
   Once we verify your identity, you will be signed into MyChart.

How would you like to receive the code?

   SEND TO MY EMAIL  CANCEL
Two-Factor Authentication

5. Enter the code you receive in the email on the MyChart 2FA security code prompt.

Email:

MyChart Screen:

6. For all subsequent log-ins to MyChart, you will be prompted in the same manner.