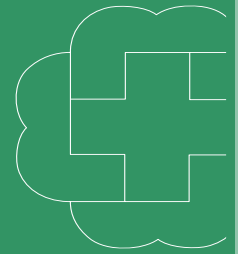


Two-Factor Authentication in Bronson MyChart



Set Up Two-Step Verification

Two-step verification allows us to keep your account secure even if somebody knows your password. After turning on this security feature, when you log in from a new device we will ask you for an additional verification code. This will help make sure only you have access to your account.



To help protect and secure your personal health information, two-factor authentication (2FA) will be enabled for all Bronson MyChart users starting **March 7, 2022**. Two-factor authentication protects your account and personal health information by asking you to verify your account activity via a confirmation code sent to your phone number or email in addition to your MyChart password at log in.

To learn more about two-factor authentication in MyChart watch this video:

[MyChart Account Security with Two Factor Authentication](#)

Enable Two-Factor Authentication

1. Sign in to MyChart using your username and password
2. You will see “Set Up Two-Step Verification” > click **Continue**
3. Verify or update your email or mobile number > click **Continue**
4. Answer the “How would you like to receive a code?” question to send the one-time security code to your email or text to your phone
5. Enter the code that you received by email and click **Verify**
 - If you want to trust this device and not have to authenticate next time, select **Skip this step next time**
 - If you did not receive the code, select **Resend code**
6. Enter your password > click **Next**

Verify Your Identity

Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date.

Your email
youremail@email.com

Your phone
269-555-5555

Continue

Back

Verify Your Identity

We've sent a code to your email on file.
Learn more

Enter your code below to continue.

Enter Code

This is required

Verify

Didn't receive the code?

Resend code

Continue

Cancel and log out

Though we don't recommend it, you can turn off two-step verification by clicking the link below.

Turn off two-step verification

Are you sure?

Two-step verification is an important part of keeping your account secure. By turning off this security feature, you are making your health information more vulnerable to unauthorized accesses.

Turn off (unsafe)

Go back

Turn off Two-Factor Authentication

Bronson strongly encourages leaving this feature on.

If you do wish to turn it off instead of selecting Continue, select the **Turn off two-step verification** link.

Confirm that you understand the vulnerability caused by disabling the feature and select **Turn off (unsafe)**.

Disable or Enable Two-Factor Authentication Once Logged In

1. Within MyChart go to the **Menu**
2. Select **Security Settings** under the Account Settings > click **Turn Off/On Two-Step Verification**
3. Enter your MyChart password > click **Continue**

For Your Information:

When enabled you will be required to complete two-factor authentication if you:

- Use a new browser or use it in incognito (private) mode
- You clear your browser history or browser cache
- Use a new phone or tablet to access your account
- Attempt to reset your password