

MyChart: Two-Factor Authentication

This reference guide provides an overview and steps for completing the MyChart two-factor authentication workflow.

The target audience for this reference guide is Harris Health patients with active MyHealth accounts.

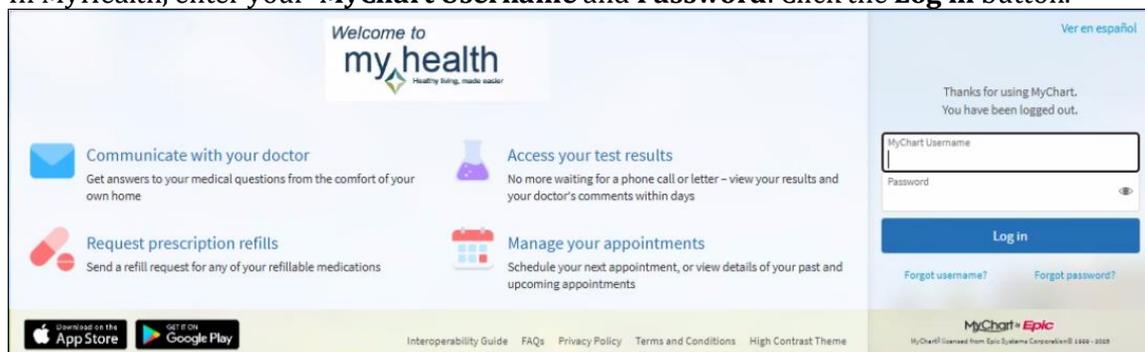
Overview

MyChart two factor authentication that offers the highest level of security is now the only supported option for secondary validation when a patient logs in to the MyHealth system using their MyChart username or resetting their password.

Access the MyHealth Portal

Follow the instructions below to log in to your MyChart account using the two-factor authentication workflow.

1. In MyHealth, enter your **MyChart Username** and **Password**. Click the **Log in** button.



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2. Select how you would like to receive your verification code.

Welcome to
my health
Healthy living, made easier

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?

Text to my phone

Send to my email

Text messages related to your relationship with Harris Health System, including updates related to your visits, MyHealth account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and condition below.

[Terms and Conditions](#)

3. Check your **email** or **mobile phone** (text) for the verification code.

Note: The code will expire after 10 minutes.

Welcome to
my health
Healthy living, made easier

Hello Test!

When prompted, enter the code below to finish authenticating with MyHealth.

924088

Your code will expire after 10 minutes

Didn't request this code from MyHealth? If you continue to get these emails in error consider changing your password.

Sent from MyHealth.

This is a system generated email. Replies will not be read or forwarded for handling.

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4. Enter your code in the **Enter Code** field. Click **Verify** to complete your two-factor authentication.



Welcome to
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Verify Your Identity

* Indicates a required field.
We've sent a security code to br****s@harrishealth.org.
[Learn more](#)

Enter your code below to continue.

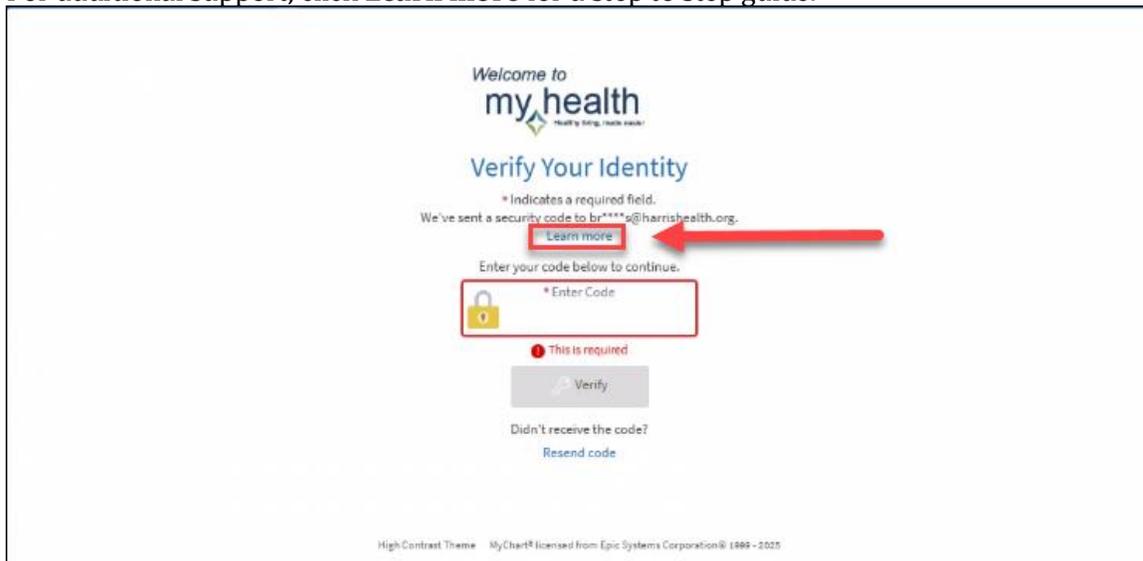
* Enter Code
924088

[Verify](#)

Didn't receive the code?
[Resend code](#)

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5. For additional support, click **Learn more** for a step to step guide.



Welcome to
my health
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Verify Your Identity

* Indicates a required field.
We've sent a security code to br****s@harrishealth.org.
[Learn more](#)

Enter your code below to continue.

* Enter Code

This is required

[Verify](#)

Didn't receive the code?
[Resend code](#)

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NOTE: A brief instructional video is available.



The screenshot displays the MyChart 'Welcome to my health' interface. At the top center is the 'my health' logo with the tagline 'Healthy living. Healthier together.' Below the logo is a 'Back' link. The main content area features three numbered steps: 1. 'Receive a security code via email, text, or on your authenticator app.' (illustrated with a smartphone and an envelope icon); 2. 'Enter the security code you received.' (illustrated with a hand holding a smartphone displaying a code); 3. 'Once we verify your identity, you will be signed into MyChart.' (illustrated with a shield and a checkmark icon). At the bottom of the main area, it says 'High Contrast Theme MyChart® licensed from Epic Systems Corporation © 1999 - 2025'. On the right side, there is a 'Watch to Learn' section with a 'Learning topics' dropdown menu. One topic is visible: 'Secure Your MyChart Account' with a subtext 'Learn how to secure your account using two factor authentication' and a video player icon.

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