



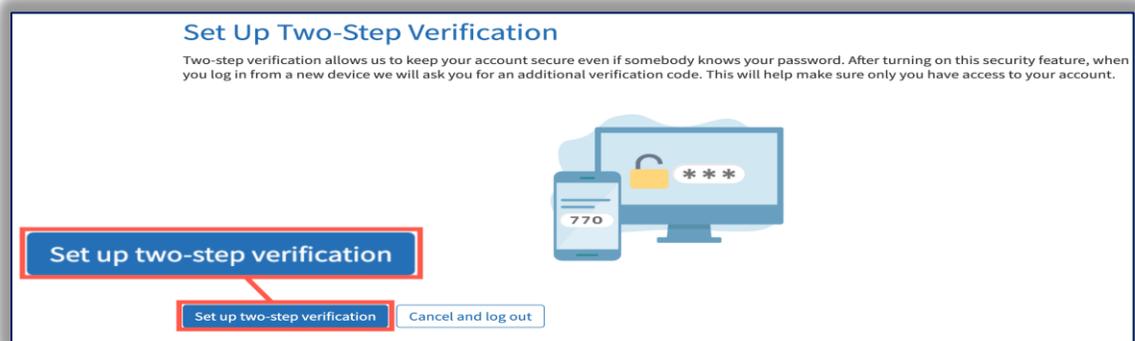
MyChart – Helping Patients with Two-Step Verification (Ambulatory)

Updated: 06/17/2025

Two-step authentication is required in MyChart to provide increased security for patients. This feature works by directing patients to the Additional Security Verification page where they must request a code sent to their email or mobile phone after they have entered their MyChart username and password

Try it Out: Help a Patient Login into MyChart with Two-Step Verification

1. The first time a patient logs into MyChart from the web or MyChart mobile app after two-step authentication has been turned on by default, they will see a prompt to set up two-step verification as shown below. Select **Set up two step verification**



2. On the Verify Your Identity window verify email address and mobile phone number that we have on file then select **Continue**.

Note: Any updates made to the patient's email and/or phone will be reflected immediately in the patient's chart.

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3. On the next Verify Your Identity window choose email, text, or the authenticator app for how they would like to receive their Two-Step Verification code.

4. Follow the prompts for the authenticator app or check email or phone messages for an email from mychart@fmoths.org or SMS text message from 81652 with their verification code.

Note: the code will expire after 20 minutes

To log in to MyChart, enter this code: **123456** . This code expires at **9:02 AM CDT**.

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5. Enter their code into MyChart then confirm if you want to “Trust this Device” by selecting checkbox.

Verify Your Identity

* Indicates a required field.
We've sent a security code to ***-***-1234
[Learn more](#)

Enter your code below to continue.

*Enter Code

Trust this device

Verify

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

Note: If “Trust this device” is checked then patients can bypass two-step authentication for 60 days from the MyChart app on a mobile device or 60 days from a browser. **Select Verify.**

Also Good to Know:

- An instructional video is available on the MyChart login page at mychart.fmolhs.org from a browser and the MyChart app.

Troubleshooting Tips:

The two-step authentication codes should be sent to a patient within seconds to a few minutes whether the text or email option is chosen. However, during high volume times a slight delay may be present. If the patient does not receive a text or email within a reasonable timeframe, have them use the authenticator app or use the troubleshooting methods below.

Patient does not receive the code in their email:

- Have the patient check for the email in their junk and clutter folders for their email account
- Have the patient search their email by the sender "mychart@fmolhs.org"
- Have the patient verify the email address where the code is being sent
- The patient can also try the text option to receive the code to their mobile phone instead

Patient does not receive the code to their mobile phone:

- Have the patient verify the mobile phone number where the code is being sent
- Have the patient check the blocked numbers on their mobile phone to make sure they don't have the number 81652 blocked