

1MyChart Tip Sheet: How to Download the MyChart app and Set Up Two-Factor Authentication (2FA)

Starting June 18th, 2025, you'll need to use Two-Factor Authentication (2FA) to log in to MyChart. This guide walks you through everything you need to do to prepare, whether you use a computer or your phone.

Download the MyChart App (Recommended)

Using the MyChart app gives you the fastest and most secure way to log in. It works better than using a web browser on your phone and supports fingerprint or face ID, so you can skip typing passwords or codes.

To get the free app:

- Open the App Store (iPhone) or Google Play Store (Android).
- Search for “MyChart” (by Epic).
- Download and install the app.
- When you open it for the first time, search for your organization’s name, or use Atlas Alliance, and tap to connect.
- Log in using your MyChart username and password.

Once you are in, your device may offer to enable face ID or fingerprint login, go ahead and accept if you want a quicker access next time.

Turn On Two-Factor Authentication (2FA)

2FA helps keep your MyChart account secure. It works by asking for a second step to verify your identity when you log in. It will ask either for a code sent to your email or a code from an app on your phone.

To turn on 2FA:

- Log in to MyChart (app or website).
- Tap the Menu (the three-line icon).
- Scroll down to Account Settings and select Security Settings.
- Choose “Two-Factor Authentication” and follow the instructions on the screen.

You will be asked to choose how you want to receive your verification codes. You have 2 options:

Option 1: Use your email

This is the easiest option for most people. When you log in, MyChart will send a 6-digit code to your email. Check your inbox and enter the code to your MyChart login screen when prompted.

If the email with your verification code does not arrive or is delayed, check the tips for managing common issues at the end of this guide.

Option 2: Use an authenticator app

If you have had trouble with email delays, you can use a free app that generates codes on your phone, even without internet access.

To use an authenticator app:

- Download one from your phone's app store. Some examples are Google Authenticator, Microsoft Authenticator, Authy, or the built-in app on your phone.
- Go back to MyChart and open the Two-Factor Authentication setting.
- Select the option to use an authenticator app.

If you are setting this up on your computer:

- A QR code will appear. Open your authenticator app and scan the code with your smartphone camera.

If you are setting this up on your phone:

- Tap "Show Secret Key" instead of the QR code. The secret key is a bunch of letters that appear underneath the QR code.
- Copy the key, then open your authenticator app and add a new account using that key.

Your app will now generate a 6-digit code you can use to log into MyChart each time.

Tips for Managing Common Issues

Not receiving your email with the verification code?

- Check your spam or junk folder.
- Search for "MyChart Verification Code" in your inbox.
- Make sure your email address is correct in MyChart.
- Wait a few minutes, then try again.
- If this happens often, consider using an authenticator app instead.

Verification code expired before you could use it?

- Codes expire after about 30 minutes.
- Log in to MyChart again and request a new code if needed.

MyChart account locked after too many failed attempts?

- If you enter the wrong code or password too many times, your MyChart account may be locked.
- Contact the MyChart support team to unlock your account.

Can not scan the QR code from your phone?

- If you're setting up 2FA from your phone, use the "Show Secret Key" option instead of the QR code.
- Copy and paste the key into your authenticator app to finish the 2FA setup.

Need to enter 2FA every time you log in?

- Select "Trust this device" option when logging into your MyChart using a web browser.
- Avoid clearing cookies in your web browser, as this can reset trusted devices.
- Use the MyChart app and your fingerprint or face ID to login. This will allow you to skip the 2FA each time you login.