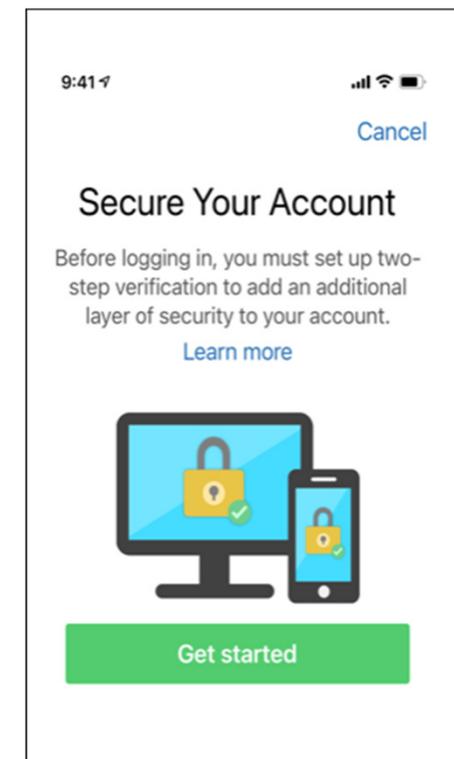
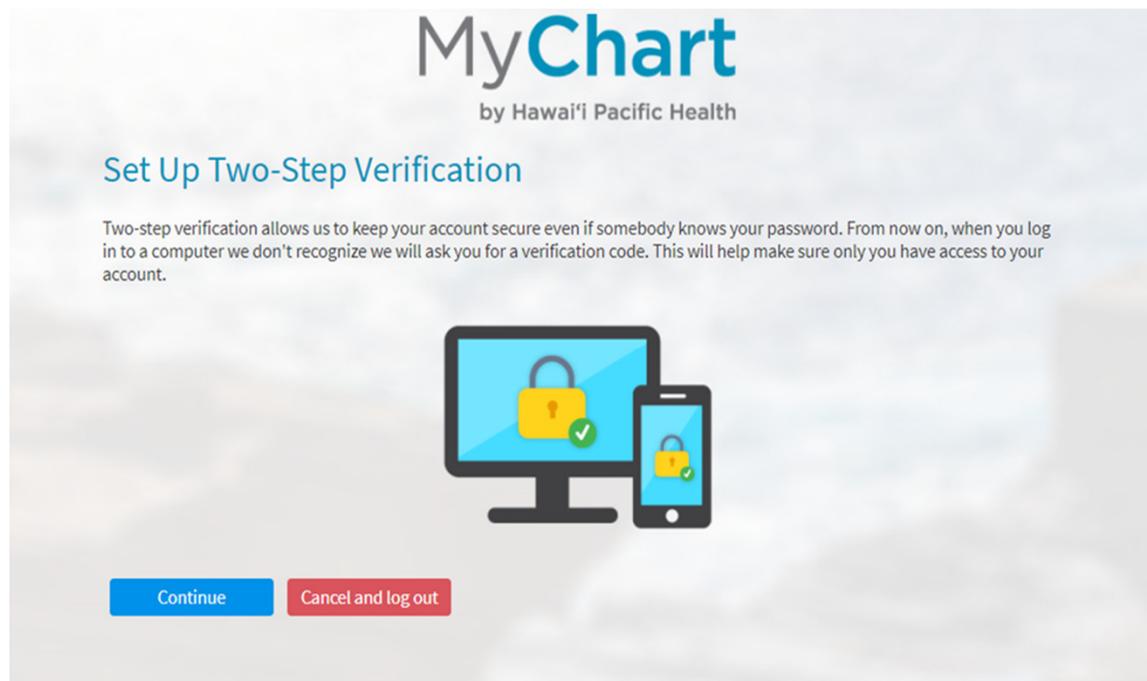


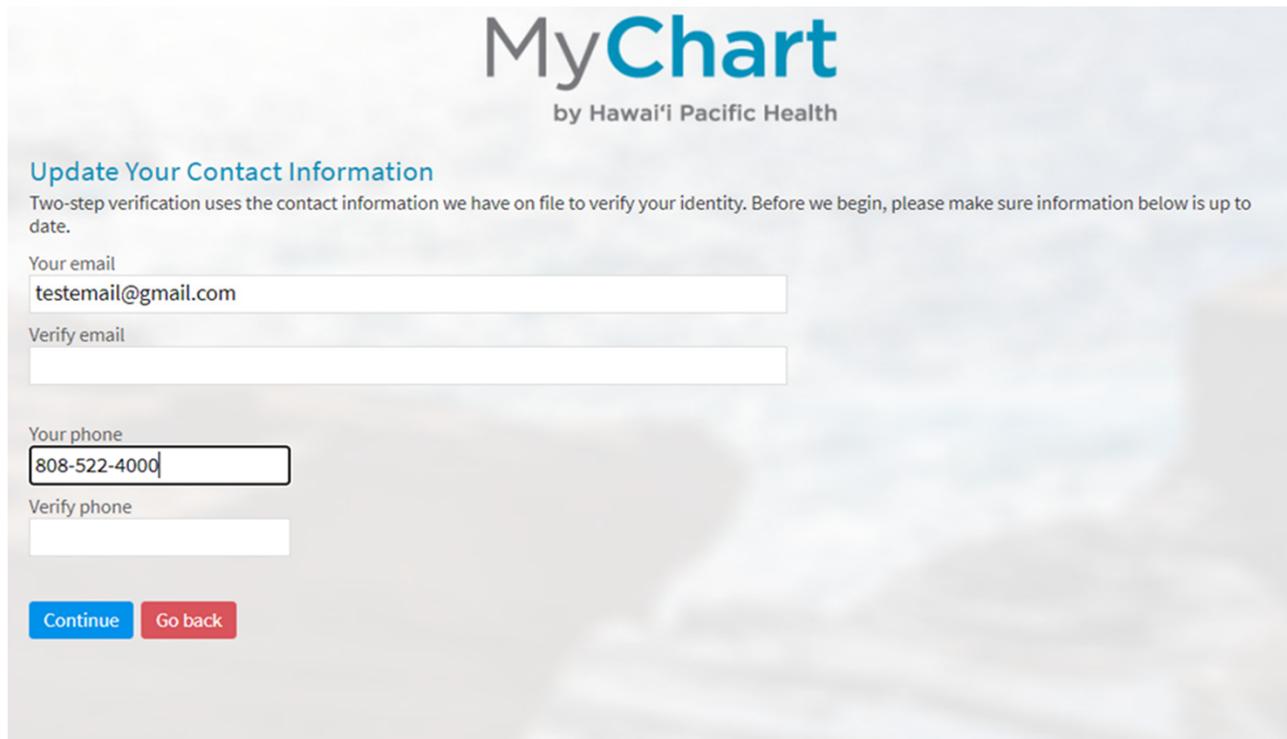
MyChart Login – Two-step Authentication

- Starting 8/1/2021, an extra layer of security will be added to MyChart by using 2-step Authentication.
- When you log into MyChart each time, a 6-character verification code will be sent to your email or device.
- Required on browser login or on MyChart Mobile App.



MyChart Login – Two-step Authentication

- Confirm and/or update email address and mobile phone



MyChart
by Hawai'i Pacific Health

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

Your email

Verify email

Your phone

Verify phone

[Continue](#) [Go back](#)

MyChart Login – Two-step Authentication

- Click one of the two options, Send to my email or Text to my phone, to indicate how you would like to receive the code.

MyChart
by Hawai'i Pacific Health

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.

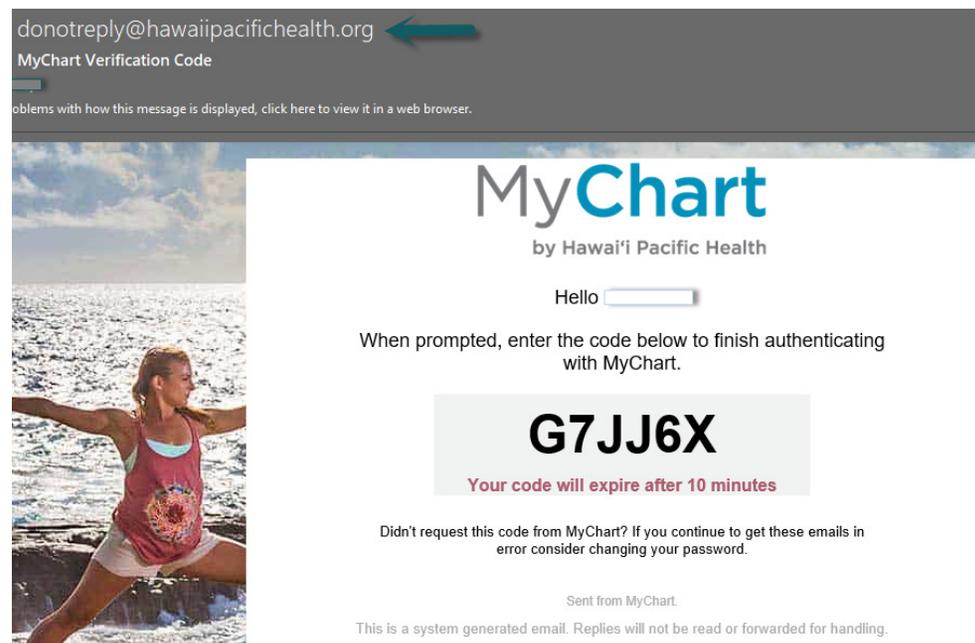
-  We'll send a code to your email or phone.
-  When you receive the code, enter it on the next screen.
-  Once we verify your identity, you will be signed into MyChart.

How would you like to receive the code?



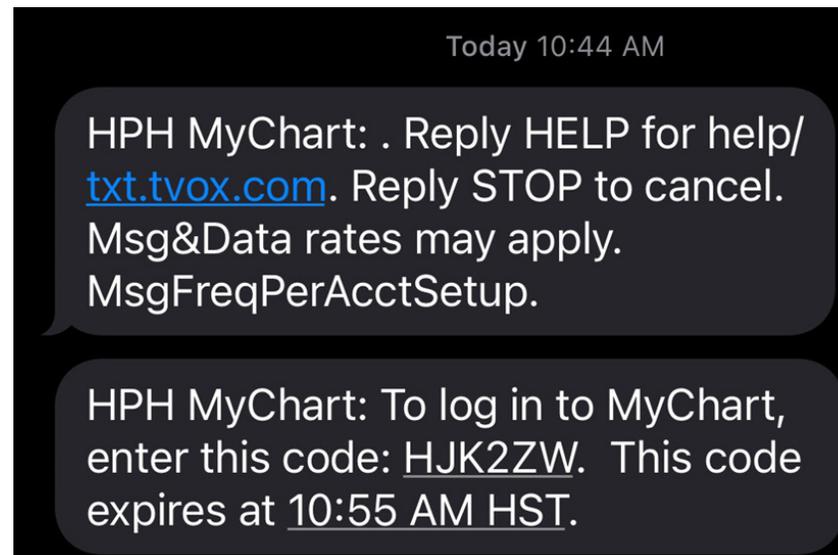
MyChart Login – Two-step Authentication

- If you opt to receive an email from MyChart, you will receive an email with subject, MyChart Verification Code.
- The code is valid for 10 minutes.
- please be sure the email address donotreply@hawaiiipacifichealth.org is not included in your “blocked” email list.



MyChart Login – Two-step Authentication

- If you have already opted to receive text messages from Mychart, you will receive a 6-character code with an expiration time from phone number 622622 - HPH MyChart.
- If you have never received a text from HPH MyChart previously, you may receive an informational text message from tvox.com. You can reply HELP for more information. Please do not reply stop – it will stop all future text messages and you will not receive the code.
- It may take up to 2 minutes for the code to appear. Please try again if you do not receive a code after 2 minutes.



MyChart Login – Two-step Authentication

- Enter the 6-character code sent to your email or mobile phone, click Next to continue log in

MyChart
by Hawai'i Pacific Health

To finish updating your two-step verification settings, we need to send you a security code.

- 1 We'll send a code to your email or phone.
- 2 When you receive the code, enter it on the next screen.
- 3 Once we have verified the code, you will be all set.

We've sent you a security code. Please enter it in the box below.

Enter Code
3X3XTB

[Next](#) [Cancel](#)

Didn't receive the code?
If you haven't received the code within a few minutes, we can send it to you again.

[Send to my email](#) [Text to my phone](#)

MyChart Login – Two-step Authentication

- On MyChart Mobile app,

