

OSF MyChart: Log-In Tip Sheet

To help keep your health information secure, OSF MyChart now requires two-factor authentication (also known as two-step verification) when logging in. This extra step helps protect your account, preventing others from accessing your account.

Two-step verification enhances the security of your account by using a secondary device or account to verify your identity. This additional security feature provides an extra layer of protection for health care data, preventing others from accessing your account, even if they know your password.

What is Two-Step Verification?

This two-step process adds an extra layer of security by requiring:

- Your OSF MyChart username and password, plus
- A one-time, six-digit code sent to the email or mobile phone on file within your account



- 1** Receive a security code via email, text, or on your authenticator app.



- 2** Enter the security code you received.



- 3** Once we verify your identity, we will update your OSF MyChart security settings.

Logging in With Two-Step Verification

- 1) **Log in** to OSF MyChart with your username and password (or other login methods).
- 2) If prompted, enter your email and/or mobile number, and click **Continue**.
- 3) Choose how you would like to receive the code: **Text or Email**.

Important: Do NOT close the "Verify Your Identity" page. If you mistakenly close it, select "Resend Code" and begin again. If you choose email, open your email in a new browser tab. Keep the MyChart tab open to copy and paste the code.

- 4) Retrieve your six-digit code from your text message or email (what you chose in step #3).
 - Texts will come from: **90373**
 - Emails will come from: **SystemMsg**

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- 5) Enter the six-digit code into the "Enter Code" box and click **Verify**. Messages can take up to 10-15 minutes.

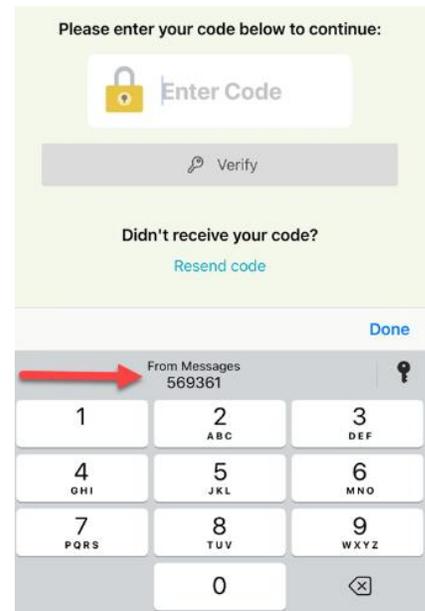
Important: Keep "**Trust this device**" on mobile or "**Skip this step next time**" on website selected to remember the device you are using for 365 days. This allows you to skip two-step verification on your personal device (e.g., computer, smartphone, or tablet) or Internet browser (e.g., Microsoft Edge, Chrome, Firefox, or Safari).

If you are using a shared or public computer (i.e., library), we recommend you deselect this option, as it should only be used on your personal device or Internet browser.

Troubleshooting Tips

For Text Messages:

- If using a mobile device, we recommend selecting text message.
- Many smartphones automatically detect a two-step code and offer a shortcut to paste it directly into the verification box.
 - If your phone has this feature, simply tap the "Enter Code" box and select the "From Message" prompt to paste the code. Then click **Verify**.
- Still not seeing the code?
 - Make sure your phone is displaying all messages, including those from unknown numbers.
 - Search for the number 90373 and check the most recent message.
 - Review your device settings to ensure you haven't blocked messages from OSF. These steps vary by device (i.e., iPhone or Android).



For Emails:

- Check your spam or junk folder for messages from **SystemMsg**.
- If you requested a code more than once, use the most recent email.

If you are still having trouble,
contact our OSF MyChart Help Desk at (855) 673-4325.