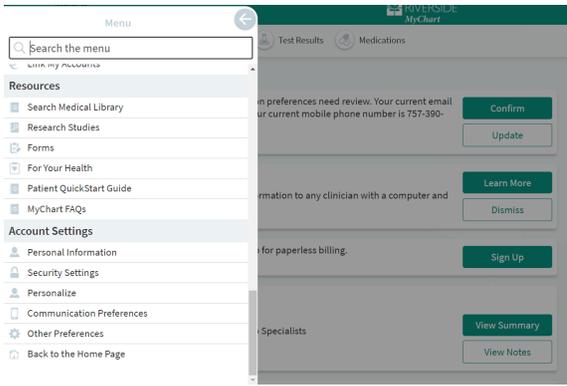
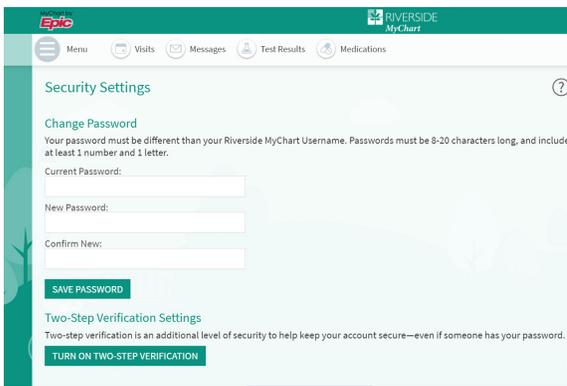


# SETTING UP YOUR MULTI-FACTOR AUTHENTICATION :

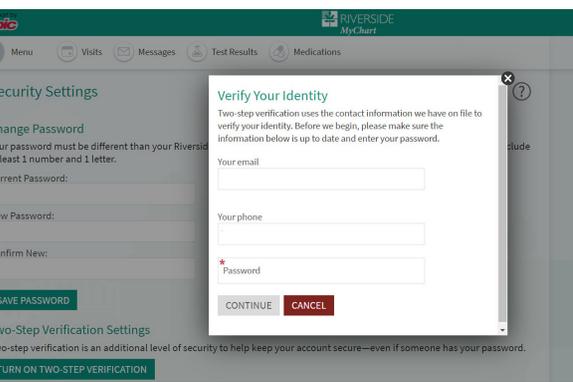
1. Go to your Security Settings in My Chart.



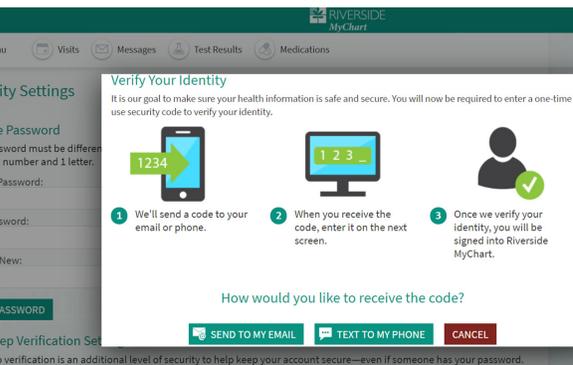
2. Click Turn on 2-Step Verification



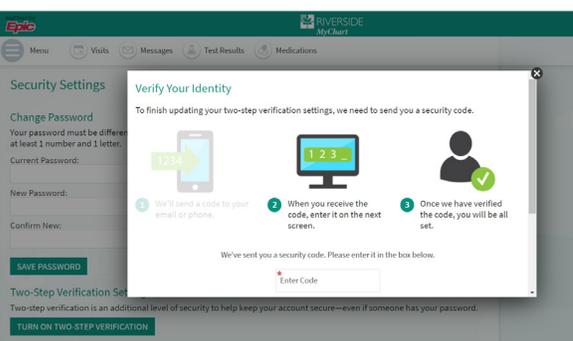
3. Your email and phone number will auto populate. Enter your password again to verify your identity before setting this up.



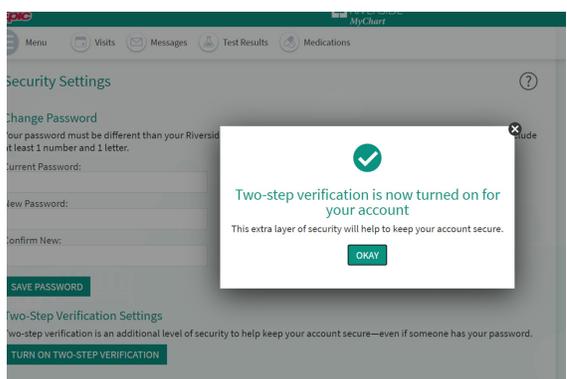
4. Identify how you want to receive your codes, email versus text.



5. After you select the method, a code is sent and you will enter that code to finish setting up the two-step verification.



6. Once the code is entered, the you will receive a confirmation that your two-step verification is now turn on for your account.



# FAQs for Multi-factor Authentication

Multi-factor Authentication, or MFA, adds an extra layer of security to your My Chart account. When MFA is enabled, we can verify your identity by sending you a security code to use along with your password when you log in. Even if someone has your account password, they won't be able to login and access your information without the extra security code.

## Why are we implementing multi-factor authentication?

Cyber-attacks have increased enough to make headlines on an almost daily basis. Cyber-criminals are compromising user-ID and password combinations using phishing attacks that trick even the savviest of email users. Computers don't know when a password has been compromised, it just grants access to whoever enters it. An analysis of recent breaches shows that if there had been additional authentication factors, the breaches probably wouldn't have happened.

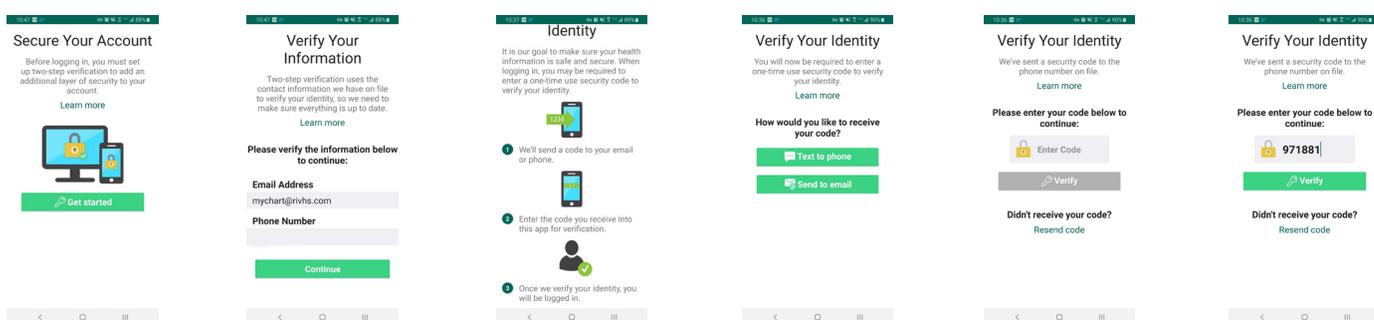
The data contained within the My Chart patient portal is highly confidential information that deserves the best protections that can be offered. Therefore, My Chart is implementing multi-factor authentication to better protect the information contained within your My Chart account.

## What if I don't want to enable MFA?

For the security of your account and personal health information, it is optional; however, we encourage MFA.

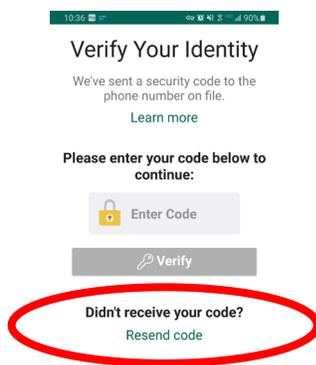
## How do I enable MFA?

You may also enable MFA from the My Chart Account Settings > Two-Step Verification. "Two-Step Verification" slide the toggle to "Turn On" and insert phone number. We'll send a code to your email or phone. Enter the code you receive into this app for verification. Once we verify your identity, you will be logged in.



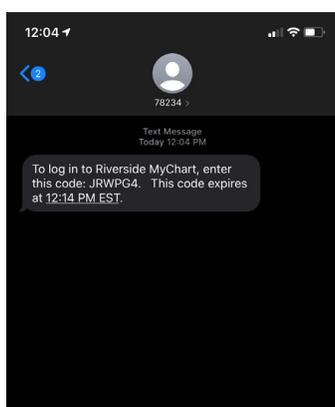
## What should I do if I don't receive a code or the code doesn't work?

If you do not receive a code, first make sure that the phone number you entered is correct. If the phone number is correct, click the "Resend code" button on the verification screen. If the phone number is correct, click the "Resend code" button on the verification screen. If you still do not receive a code or the code does not work, please call (757) 534-9440 or email us at my chart@rivhs.com for assistance.



## What does this 'verification code' look like?

This is what the verification code looks like when it is texted to you:



This is what the verification code looks like when it is emailed to you:

