



## **CVS Health MyChart Updates**

Here at CVS Health, we take your patient information seriously.

We care about your safety and want to make sure your CVS Health MyChart account is always protected. That's why we are introducing something called **Multi-Factor Authentication** (MFA). But what is MFA, and how does it help keep your account safe? Let's break it down!

### **What is Multi-Factor Authentication?**

Multi-Factor Authentication (MFA) is like having two locks on your door instead of just one. When you log into your account, you usually enter your password. With MFA, you will need to do one more thing to prove it's really you. This extra step makes it much harder for someone else to get into your account.

### **Why is MFA Important?**

Think of your account as a treasure chest. Your password is the key, but if someone else gets your key, they can open the chest. MFA adds another lock that only you can open. Even if someone knows your password, they can't get in without the second step.

### **How Does It Protect Your Account?**

- **Extra Security:** It makes it much harder for hackers to get into your account.
- **Peace of Mind:** You can feel safe knowing your information is protected.

- **Easy to Use:** It only takes a few extra minutes to complete the second step.

### How Does It Work?

1. **Login to MyChart:** First, you enter your MyChart username and password.
2. **Authentication:** Once you are logged in, you will then be asked to register for MFA.
  - If you have previously registered for MFA, then no further action is required on your part.



### Set Up Two-Step Verification

Two-step verification allows us to keep your account secure even if somebody knows your password. After turning on this security feature when you log in from a new device we will ask you for an additional verification code. This will help make sure only you have access to your account.



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3. Enter your email address associated with your MyChart account.



## Verify Your Identity

\* Indicates a required field.

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

Your email

4. You will receive an email from CVS Health MyChart with a temporary, one-time code. Enter that code into the field to continue.



## Verify Your Identity

\* Indicates a required field.

We've sent a security code to   
[Learn more](#)

Enter your code below to continue.

Skip this step next time

Didn't receive the code?

[Resend code](#)



Hello Doc!

When prompted, enter the code below to finish authenticating with CVS Health MyChart.

**652492**

Your code will expire after 10 minutes

Didn't request this code from CVS Health MyChart? If you continue to get these emails in error consider changing your password.

Sent from CVS Health MyChart.

This is a system generated email. Replies will not be read or forwarded for handling.

We are here to help whenever you need. If you have any questions or need help with setting up MFA. Please reach out to our dedicated MyChart call centers.

#### **Questions about MyChart?**

- MinuteClinic/Primary Care/Behavioral Health patients call: 1-866-389-ASAP (2727)
- Coram Home Infusion patients call: 1-800-718-5031
- FEP Patient-Centered Care patients call: 1-866-465-2505

Thank you,

CVS Health

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