

Two-Factor Authentication for MyChart

It is our goal to make sure your health information is as safe and secure as possible. To improve your security, starting on May 19, 2023, you will be asked to set up two-factor authentication to access your MyChart. Two-factor authentication adds a level of security to protect your data by requiring a code to be sent to your email or cell phone upon login. To learn more, please view this video:

www.youtube.com/watch?v=koPkT5piYUs.

Axis recommends that you turn this feature on before May 19 in order to avoid delays in accessing your MyChart account at your upcoming video visit. If you take no action, then you will be automatically prompted to set up two-factor authentication the first time you login after May 19th. After May 19th, you will be able to turn off two step verification.

If you have any questions or need support, please call Axis at 925-462-1755.

To turn ON Two step verification:

1. Navigate to OCHIN MyChart
<https://mychart.ochin.org/mychartaxis/Authentication/Login> and sign in using your username and password. You may also log on using the application on your phone.
2. Select **"Menu"** in the top right-hand corner.
3. In **"account settings"** select **"security settings"**
4. Select **"turn on two-factor authentication"**
5. Enter the information to verify your identity and select **"continue"**
6. Choose if you would like to receive your code via email or text.
7. Check your email or text (depending on what you selected in the previous step).
8. Enter the code that was sent to you and select **"verify"**.
9. Your account is now set up with MFA. Select **"ok"** to continue.

To turn OFF Two step verification after May 19:

1. Navigate to OCHIN MyChart
<https://mychart.ochin.org/mychartaxis/Authentication/Login> and sign in using your username and password. You may also logon using the application on your phone.
2. Select **"Menu"** in the top right hand corner.
3. In **"account settings"** select **"security settings"**
4. Select **"turn off two-factor authentication."**