

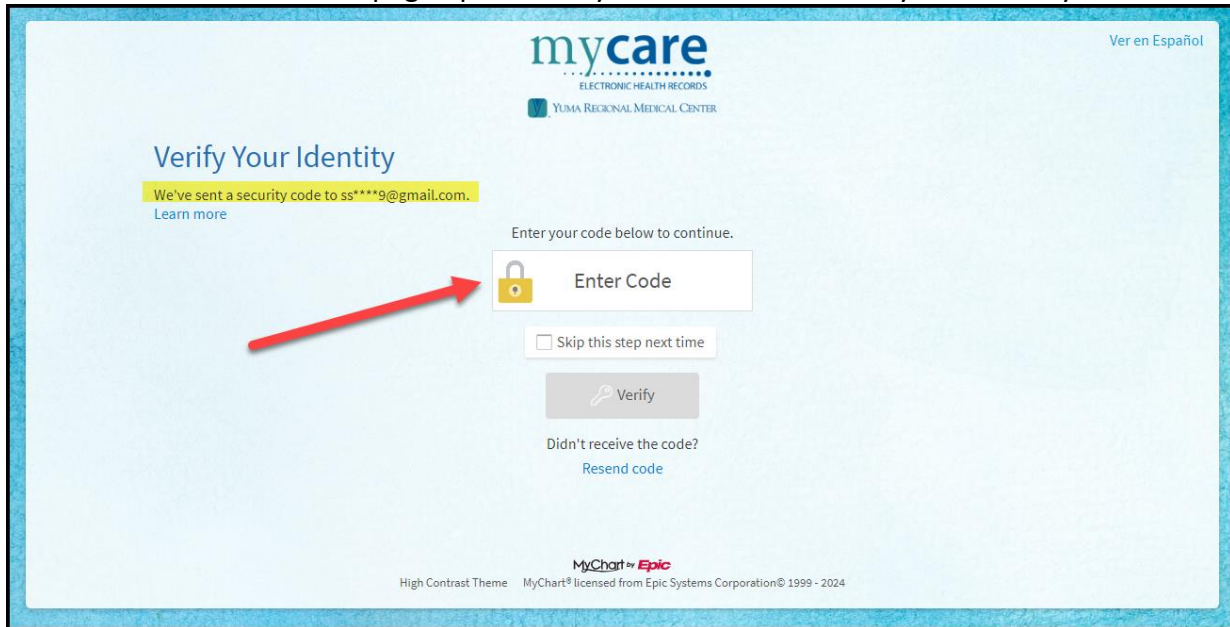
## MyCare Two-Factor Authentication (2FA)

Two-Factor Authentication is an extra layer of security designed to verify the identity of the person accessing the account. To enhance the security of patient accounts, Two-Factor Authentication (2FA) is now enabled for both the MyCare website and mobile devices.

Follow the outlined steps below to successfully complete the Two-Factor Authentication process.

### Try it out...

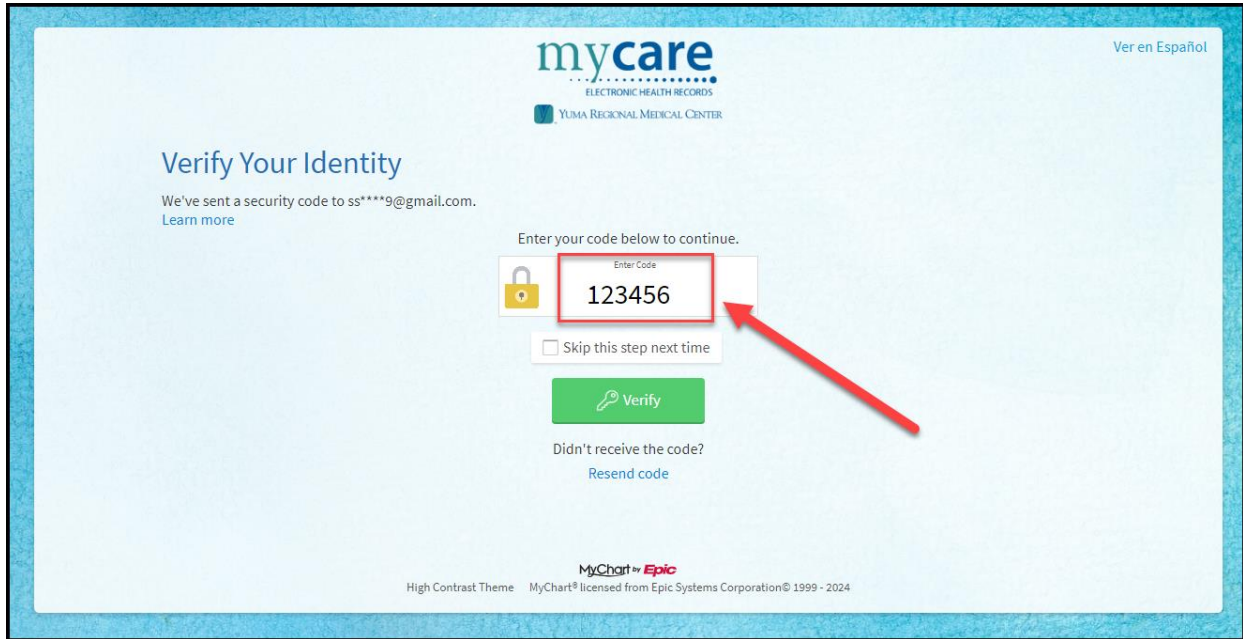
1. On the MyCare Login screen, enter **username** and **password**.
2. The following screen will appear, indicating that a security code has been sent to your **email** on file. Please leave this page open while you retrieve the security code from your email.



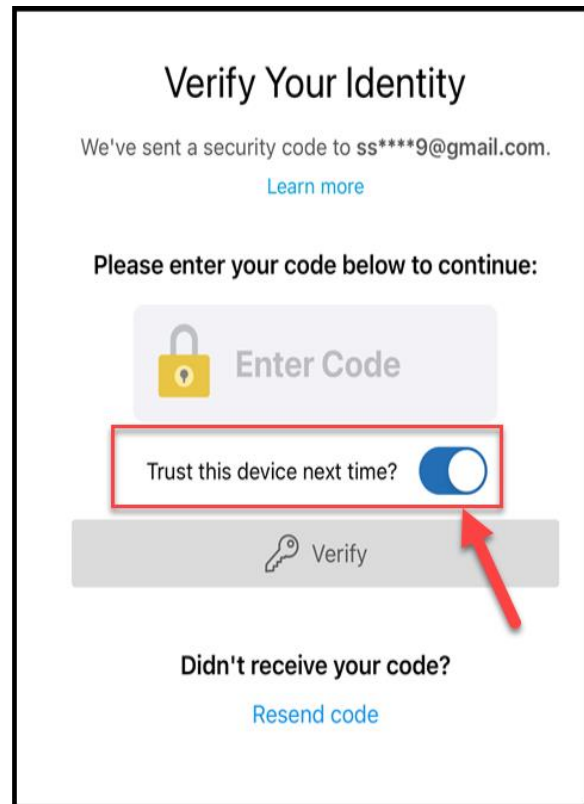
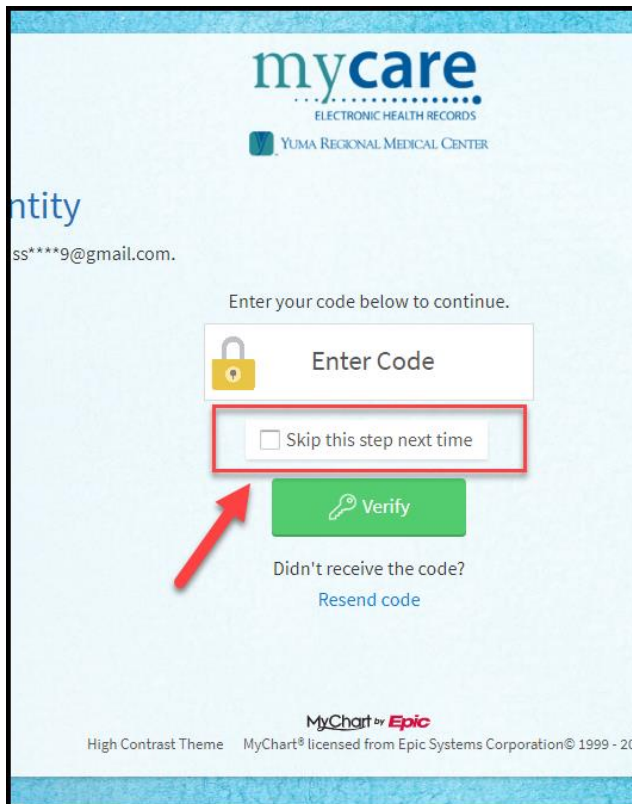
3. Your code will expire after **20 minutes**.



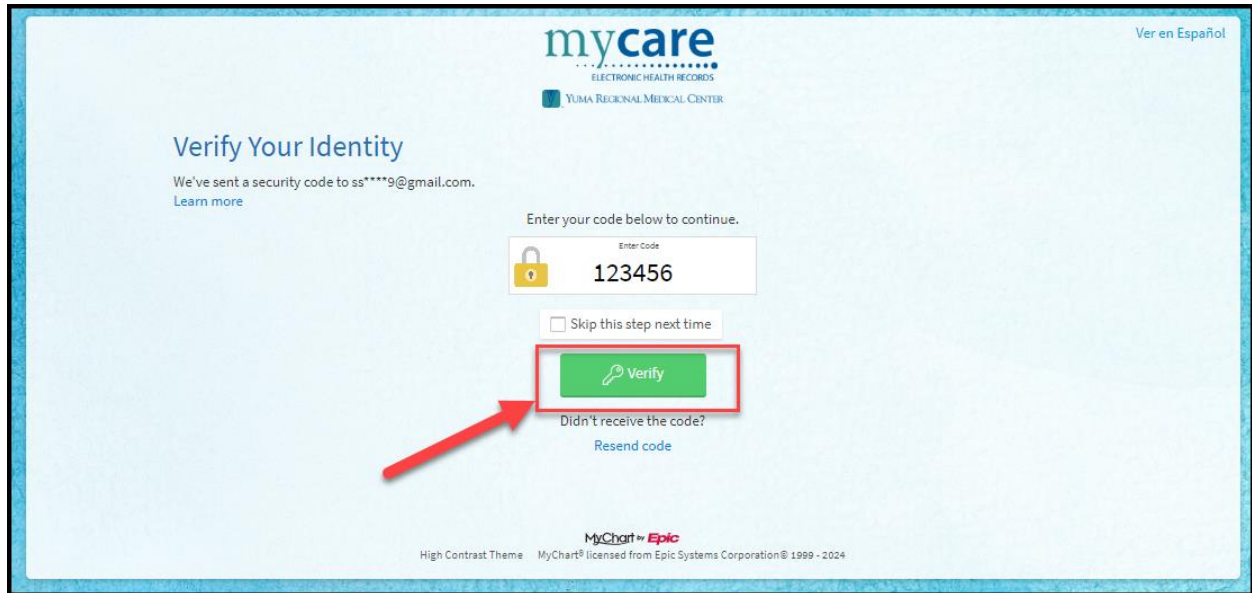
4. Enter 6 digit code from email.



5. If you select “skip this step next time” or “trust this device next time”. This will allow you to skip Two-Factor Authentication for 30 days on the same browser or device.

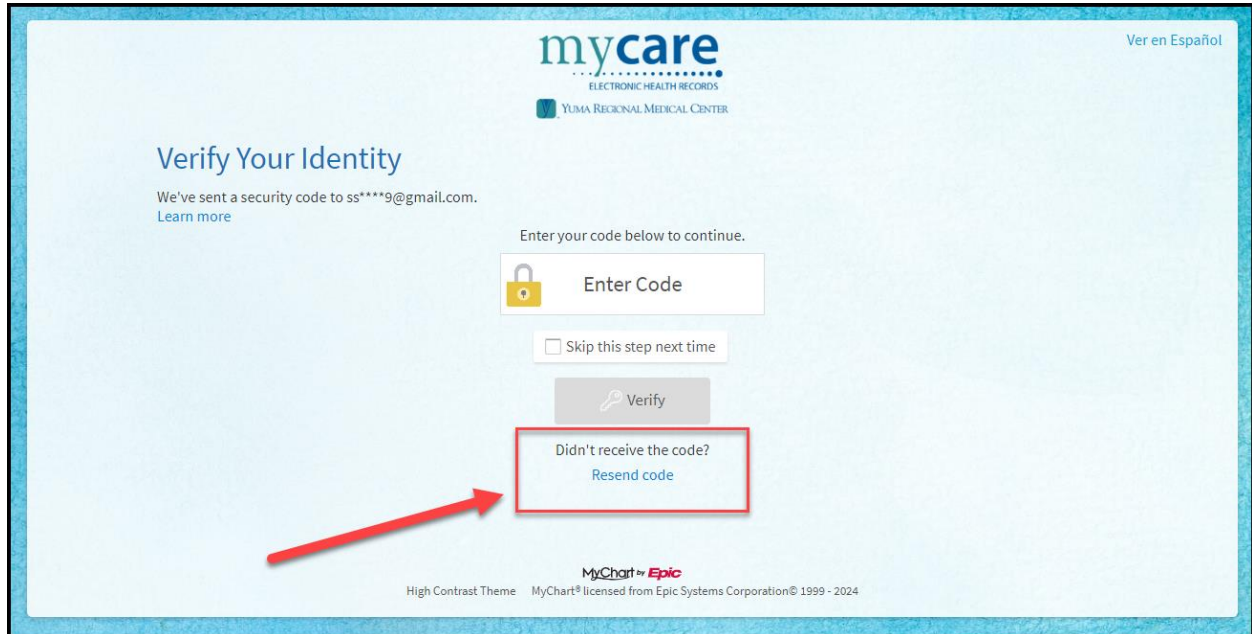


6. Finally, after typing in the six-digit code, select **Verify**, and you will be directed to the MyCare home page.



# What if I did not receive my login code?

If you have not received the code, please check your email's spam or Junk folder. If you still do not have the code, click the **Resend code** link.



If you need help accessing your MyCare account, please call our MyCare Patient Support Line at 928-336-7290.