LMC MyChart Two-Step Verification gives patients a unique, time-sensitive code that must be used with their username and password.

If you haven't set up two-step verification in LMC MyChart, your next login will prompt you to complete or opt out of it.

When setting up two-step verification:

• You have an opportunity to update your account email and/or phone number.

• Choose the method you'd like to receive a code – email or text message.

• Enter the code. It will be a numeric six-digit code.

Set Up Two-Step Verification

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

Patients who choose "continue" will have an option to review/update their phone number or email and choose which method to receive the code.

Continue | Cancel and log out
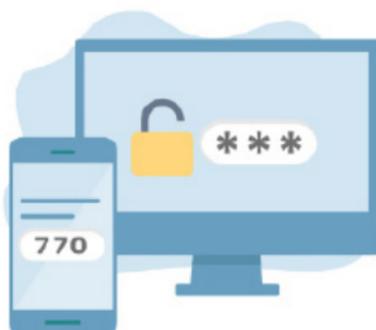
Though not recommended, you can turn off two-step verification by clicking the link below.

Turn off two-step verification ← Disable two-step verification link.

Verify Your Identity

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

Your email
yourname@lexhealth.org

Your mobile phone
803-555-5555

Continue | Back

To make sure your health information is safe and secure, you will now be required to enter a one-time security code to verify your identity.

How would you like to receive the code?

☑ Send to my email   ☷ Text to my phone

Back

Enter your code below to continue.

🔒 Enter Code
041368

Patients can select to skip two-step verification when logging in from this device/browser next time (not recommended when using public access computers). ➡ ☑ Skip this step next time

🔑 Verify

Didn't receive the code?
Resend code

Back

What if I don't receive a two-step verification code?

Check your email to make sure your code didn't go to your Junk or Spam folders. The email will come from MyChart@lexmed.com. If you selected to receive a text message, make sure you can receive them from unknown senders.

What if I don't want a two-step verification prompt at every login?

If you access LMC MyChart from a personal device, you can select "Skip this step next time" to not receive a two-step verification until you reach the "Days to remember browser/device" threshold, which is 180 days from the last two-step verified login.

What if I can't log in with the provided code?

You may not be able to log in if you have tried multiple times to receive a code in a short span of time. In this case, only the most recent code will work to successfully log into LMC MyChart.

What if I want to disable two-step verification?

Two-step verification makes accounts more secure than using a username/password combination alone; however, you can disable two-step verification in LMC MyChart under the Security Settings menu (web) or Account Settings menu (mobile).