# Two-Step Verification for myUHN

Patient Tip Sheet

Two-step verification makes your myUHN Patient Portal (myUHN) account more secure. As part of two-step verification, you will be asked to verify contact information, such as your email address or mobile phone number the next time you log in. This will be the contact method that receives verification codes to confirm your identity when you log in to your myUHN account.

Follow these steps to log in to myUHN Patient Portal using two-step verification, or you can watch this video tutorial.

1. Log in to www.myUHN.ca

2. You will be prompted to set up two-step verification when this screen appears. Click **Set up two-step verification.**
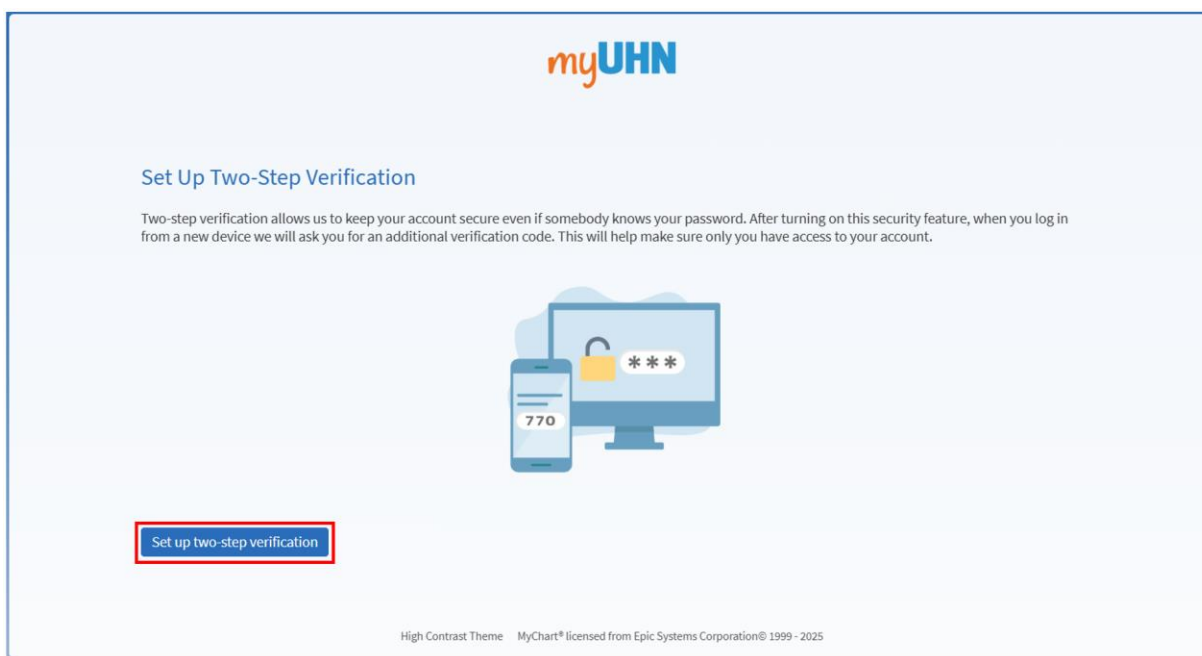
3. Before you verify your identity, you will have a chance to update your contact information. Make sure you are using an email address and mobile phone number that you have access to, so you can receive the email or text message with the verification code. **Note: Only Canadian mobile phone numbers can receive codes.**

   After you confirm your contact information, click **Continue.**

Note: Any time you change your contact information from your myUHN account, you will be asked to verify the new mobile phone number or email address. **Do not skip this step, or you will not receive verification codes.**

4. Next, select how you want to receive the verification code.

5. You will see a prompt to type in the 6 digit code sent to the contact you selected. A **Trust this device** check box will automatically be selected. If you are using a personal device, you can leave this selected, and the system will remember this email/phone for 365 days.

   Note: Uncheck the 'Trust this device' box if you are you using a shared device, like a library computer.

6. myUHN will send a 6 digit verification code in the next few minutes to the contact you selected. The following message will be sent.

Email:
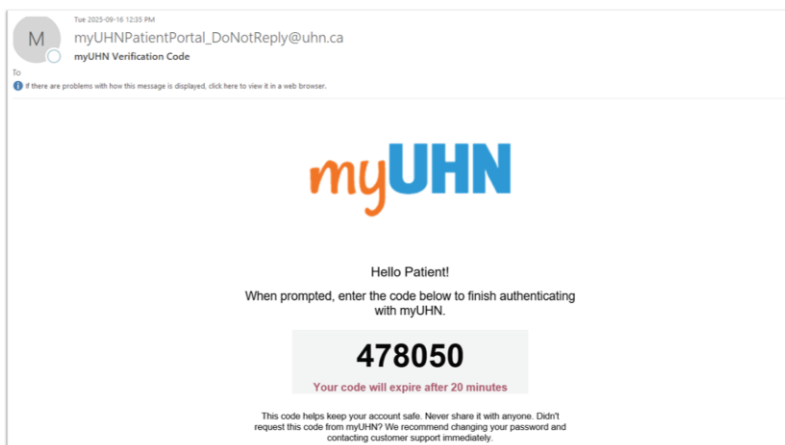
Text message:

7. Check your email or text message to get your code. Return to the myUHN **Verify your identity** page, enter the 6 digit code, then click **Verify.** If you selected email and do not receive the code, check your spam or junk folder. If needed, click **Resend code**.

8. You have 20 minutes to enter the code. You will then be logged into your myUHN account - two-step verification is now active!

Note: You must complete two-step verification for each contact type, email and mobile phone. If you log in to your myUHN account from a new device or on a new browser, you will have to complete two-step verification again.

9. If you need more help, contact myUHN Support at 416-340-3777 or myuhn@uhn.ca. The myUHN Support office is open Monday – Friday, 9 am to 5 pm.

To learn more, you can watch the following videos:

How to Log-in to myUHN Patient Portal Using Two-Step Verification
What is Two-Step Verification?
What is a Verification Code?
How to Use Browser Tabs on a Cellphone or Tablet
How to Switch Between Apps on a Cellphone or Tablet