

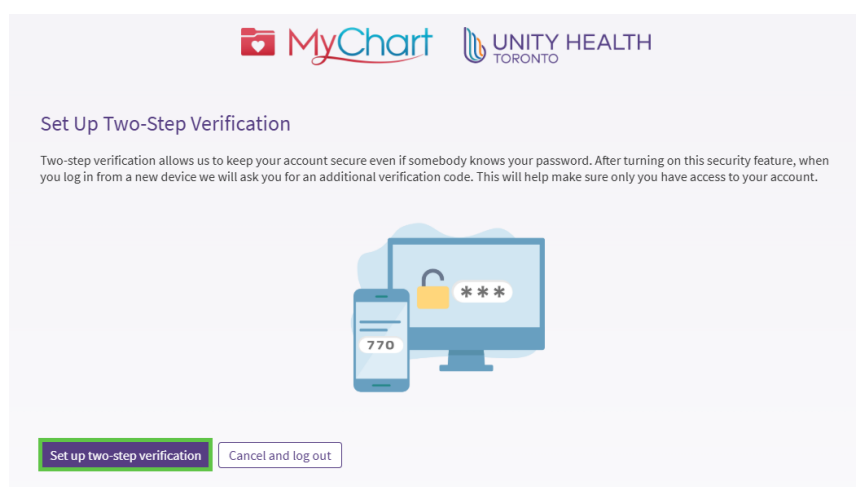
# How to set up Two-Factor Authentication and Passkey

Two-factor authentication (2FA) for MyChart is always enabled for all patients. 2FA is an industry-standard security measure that helps protect patients' accounts and information by sending a code via email, text message, or an authenticator app, which the patient must enter after logging in.

## How to set up Two-factor authentication

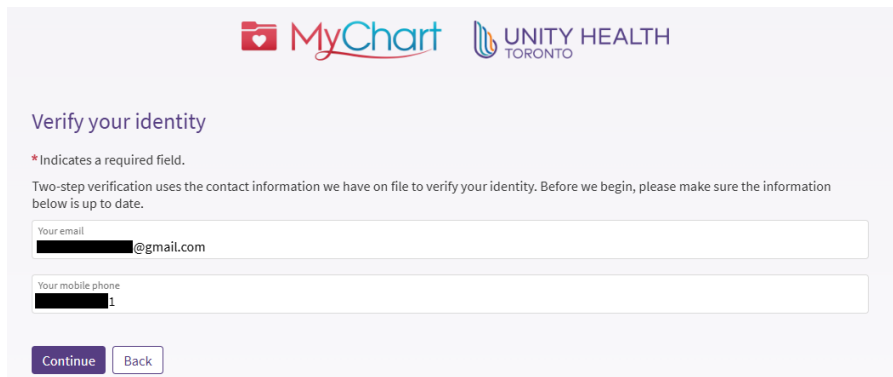
**Step 1:** Log in to your Unity Health MyChart Account

**Step 2:** You will be prompted to set up two-step authentication when this screen appears. Click Step-up two-step authentication.



**Step 3:** Enter your contact information to verify your identity. Make sure you are using an email address and mobile phone number you have access to, so you can receive the verification code via email or text message.

**Note:** Only Canadian mobile phone numbers can receive codes. After you confirm your contact information, click Continue

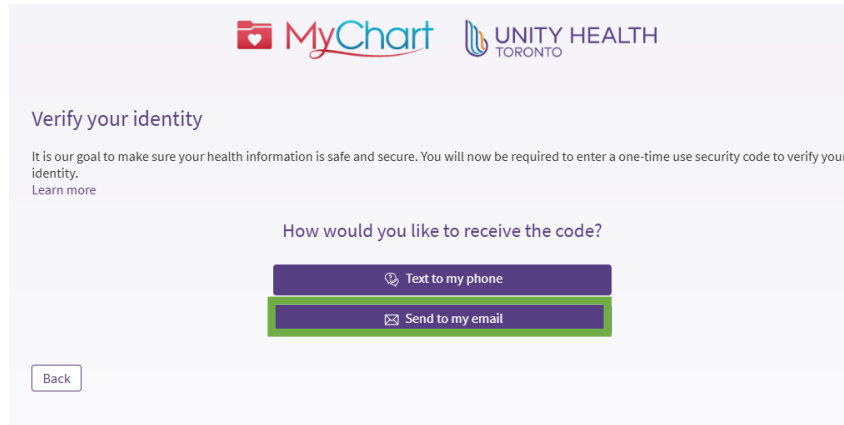


April 10, 2026



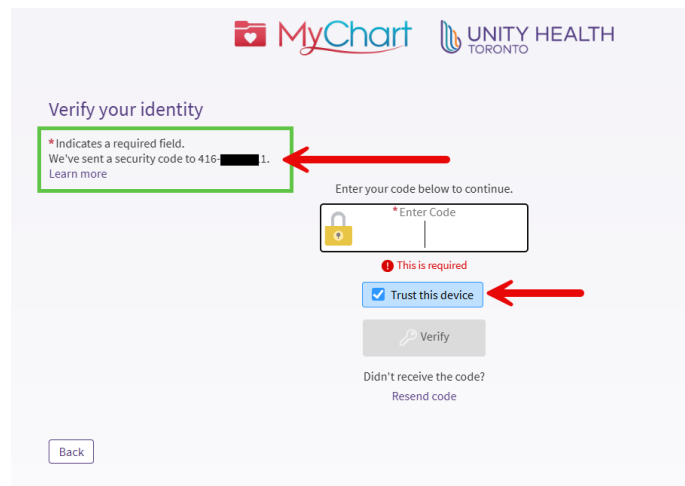
**Note:** Any time you change your contact information from your Unity Health account, you will be asked to verify the new mobile phone number or email address. Do not skip this step, or you will not receive verification codes.

**Step 4:** Select the method by which you would like to receive the two-factor code



**Step 5:** You will see a prompt to type in the 6-digit code sent to the contact you selected. Trust this device: the checkbox will be selected automatically. 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 using a shared device, like a public computer.



Check your email or text message to get your code. Return to the Unity Health MyChart to verify your identity page, enter the 6-digit code, then click Verify. If you select email and do not receive the code. Check your spam or junk folder. If needed, click Resend code.

Codes are valid for 10 minutes.

Your verification code is:  
647895. Expires at 12:01 PM EDT. This code helps keep your account safe. Never share it with anyone.

The screenshot shows the MyChart verification interface. At the top, there are logos for MyChart and Unity Health Toronto. Below the logos, the text reads "Verify your identity". A note states: "\* Indicates a required field. We've sent a security code to 416- [redacted]. Learn more". The main instruction is "Enter your code below to continue." Below this is a text input field with a lock icon on the left, containing the code "647895". To the right of the field is a red asterisk and the text "Enter Code". Below the input field is a blue button with a checkmark and the text "Trust this device". Below that is a purple button with a checkmark and the text "Verify". At the bottom, there is a link that says "Didn't receive the code? Resend code" with a red dashed arrow pointing to the left.

## How to complete Two-factor authentication on new devices

**If you do not trust this device, you will need to complete two-factor authentication every time you log in.**

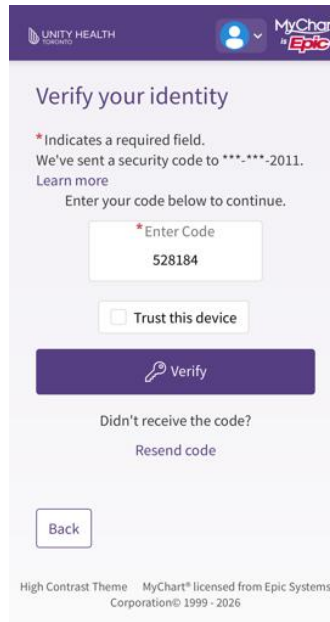
Step 1: Log in to your Unity Health MyChart Account

Step 2: Select the mode to receive the code

The screenshot shows the MyChart verification interface. At the top, there are logos for MyChart and Unity Health Toronto. Below the logos, the text reads "Verify your identity". A message states: "It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity. Learn more". Below this is the question "How would you like to receive the code?". There are two buttons: "Text to my phone" and "Send to my email".

**Step 3:** Enter the code you received and click "Verify"

Your verification code is:  
528184. Expires at 1:36 PM EDT. This code helps keep your account safe. Never share it with anyone.

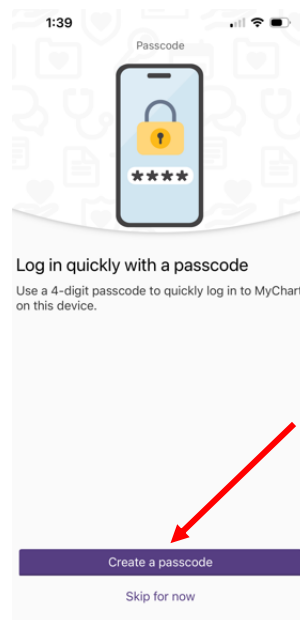


## How to set-up Passkey

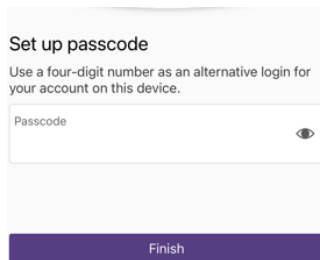
If you don't like remembering your password, you can log in by adding a passkey to your account. Passkeys are encrypted digital keys that allow you to log in to MyChart with your fingerprint, face, or personal identification number (PIN).

**Step 1:** Log in to your Unity Health MyChart account

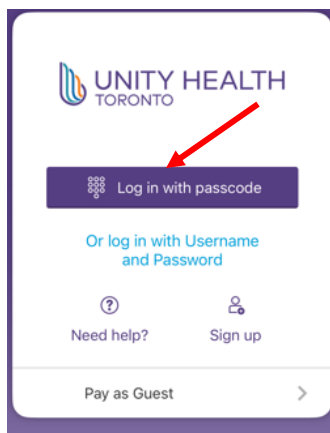
**Step 2:** Click "Create a passcode"



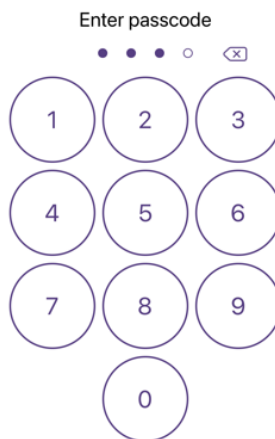
**Step 3:** Create a unique four-digit code and click “Finish”



**Step 4:** At login, the account holder will be able to log in with the passcode by clicking “Log in with passcode”



**Step 5:** Enter the passcode



### Contact us

If you have any questions, please contact the Unity Health MyChart Support team.

Email: [mychartsupport@unityhealth.to](mailto:mychartsupport@unityhealth.to)

Phone: 416-864-5494