

Two-Step Verification

Two-Step Verification is a feature that adds an extra layer of security to your account. Two-Step Verification will ask you to use a second method to confirm your identity before logging into Patient Gateway.

What's new?

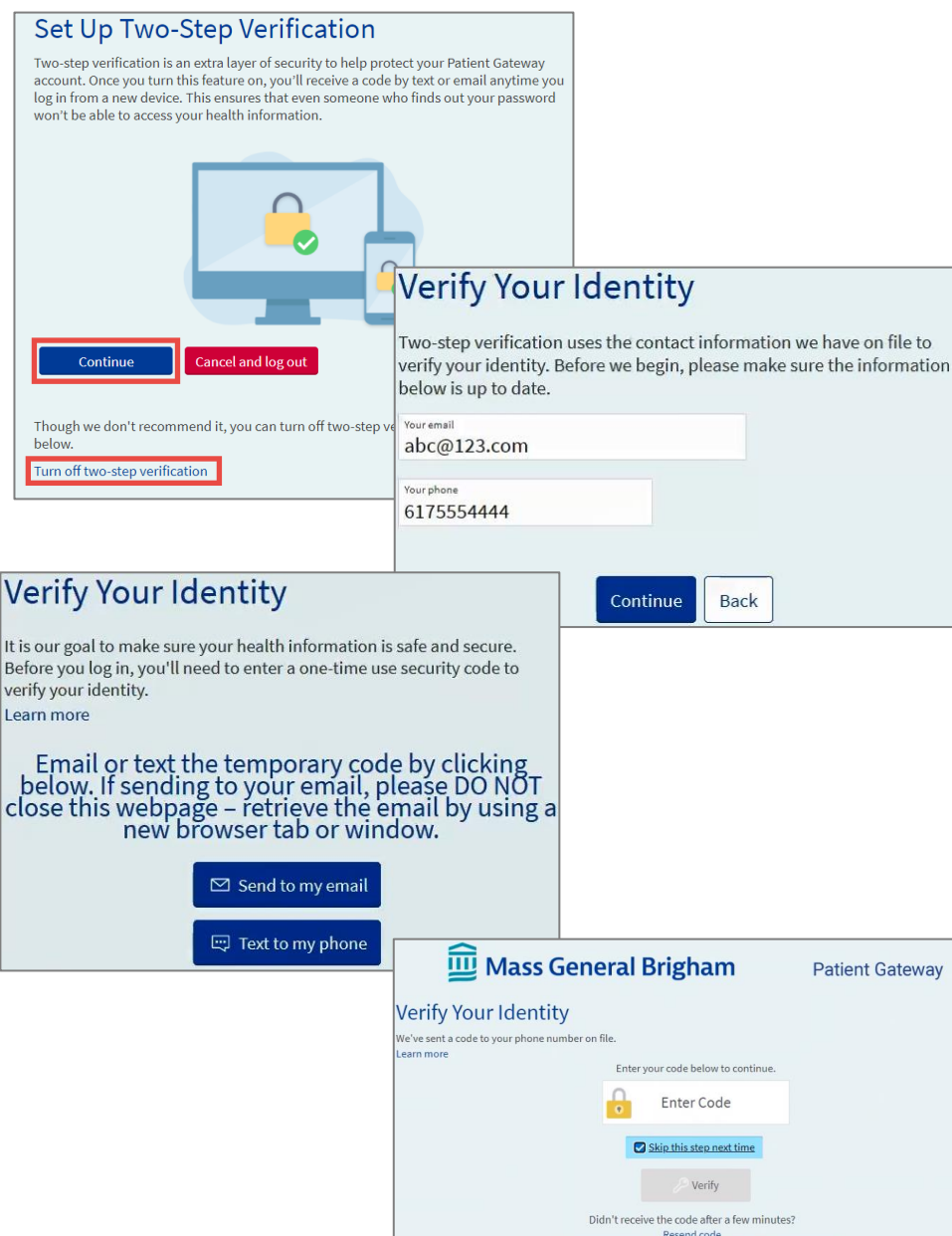
Patient Gateway will prompt you to set up two-step verification. Once set up, two-step verification will instruct you to verify your identity when you sign into your account by entering a verification code sent by email or text message.

Two-step verification setup:

1. A prompt will ask you to turn on two-step verification when you sign into Patient Gateway. *You can opt out by selecting "Turn off two-step verification."*
2. Patient Gateway will ask you to confirm your email and phone number.
3. Verify your identity by requesting a verification code sent by email or text. Do not close out of the current browser window if you choose email. Open a new browser window to open the email containing your code.
4. Retrieve and enter the verification code sent to your email or text, then click Verify to log in.

Notes:

- You have the option to complete steps 3 and 4 each time you sign in after setting up two-step verification.
 - You can also choose to bypass two-step verification on this device for 90 days by checking the box that says, **"Skip this step next time."**
- For help, please click **Technical Support/FAQ** at the bottom of the log-in and home page or call the Patient Gateway Support Desk at 800-745-9683.



The image displays four screenshots of the Patient Gateway interface during the two-step verification setup process:

- Set Up Two-Step Verification:** A screen explaining the feature and providing a "Continue" button (highlighted with a red box) and a "Cancel and log out" button. A "Turn off two-step verification" link is also visible at the bottom.
- Verify Your Identity (Form):** A screen asking for "Your email" (abc@123.com) and "Your phone" (6175554444) with "Continue" and "Back" buttons.
- Verify Your Identity (Options):** A screen explaining the goal and providing "Send to my email" and "Text to my phone" buttons.
- Verify Your Identity (Code Entry):** A screen with an "Enter Code" field, a "Skip this step next time" checkbox (checked), a "Verify" button, and a "Resend code" link.

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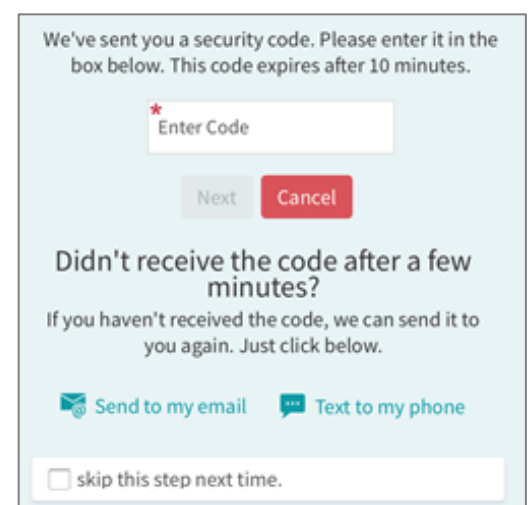
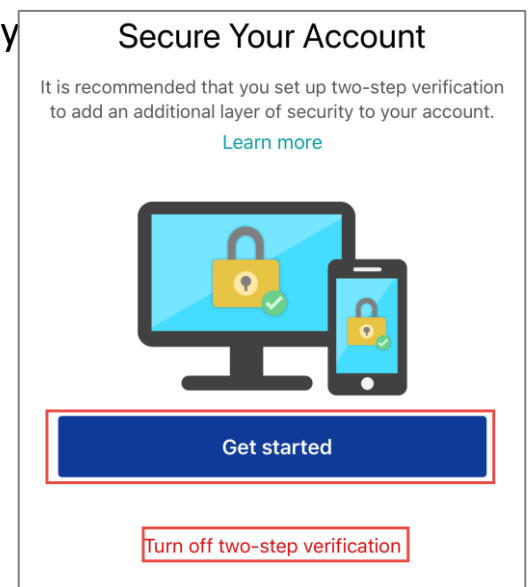
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