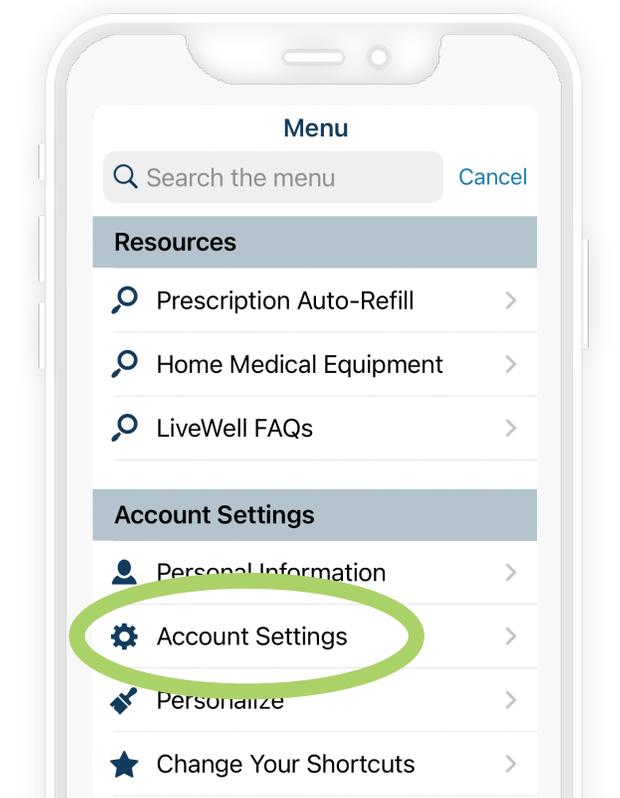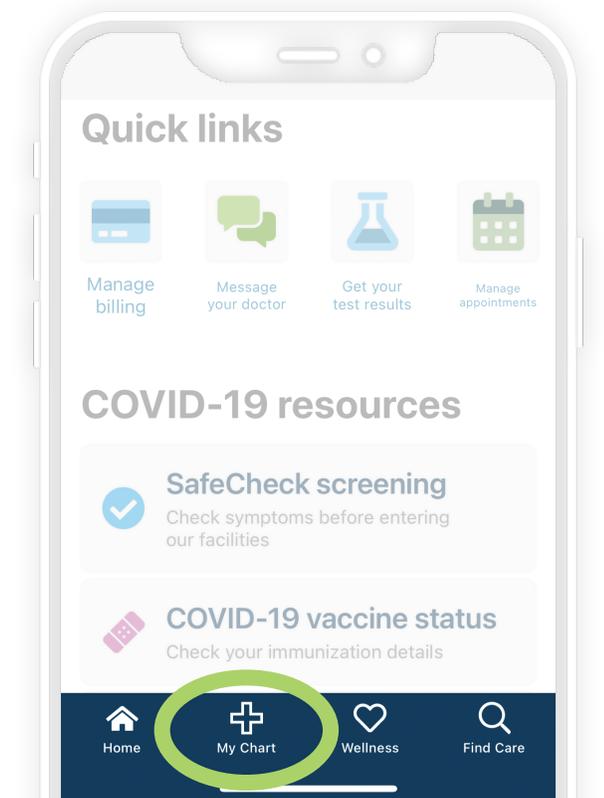# DO VIRTUALLY ANYTHING FOR YOUR HEALTH

LiveWell

How to use two-step verification in the LiveWell app

Learn how to turn two-step verification on and off, plus how to opt in and out of SMS text messages when receiving one-time use security codes.
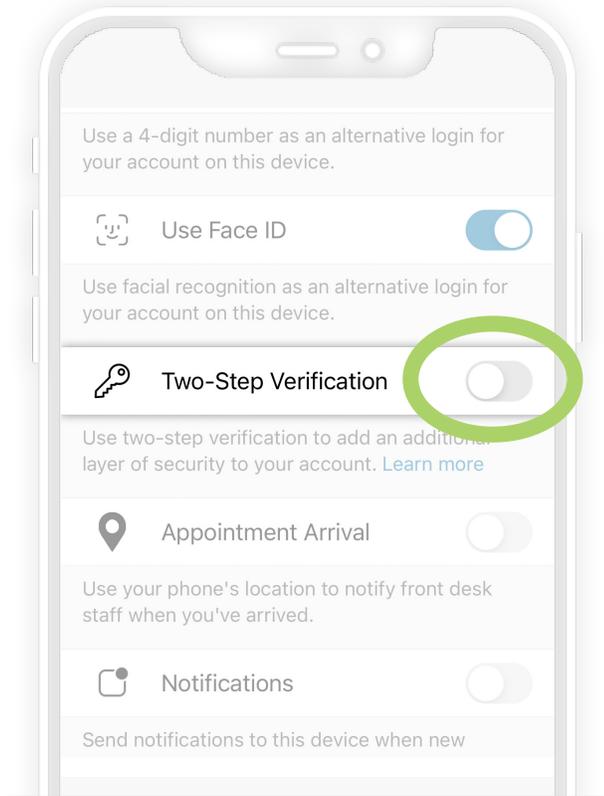
How to turn off two-step verification

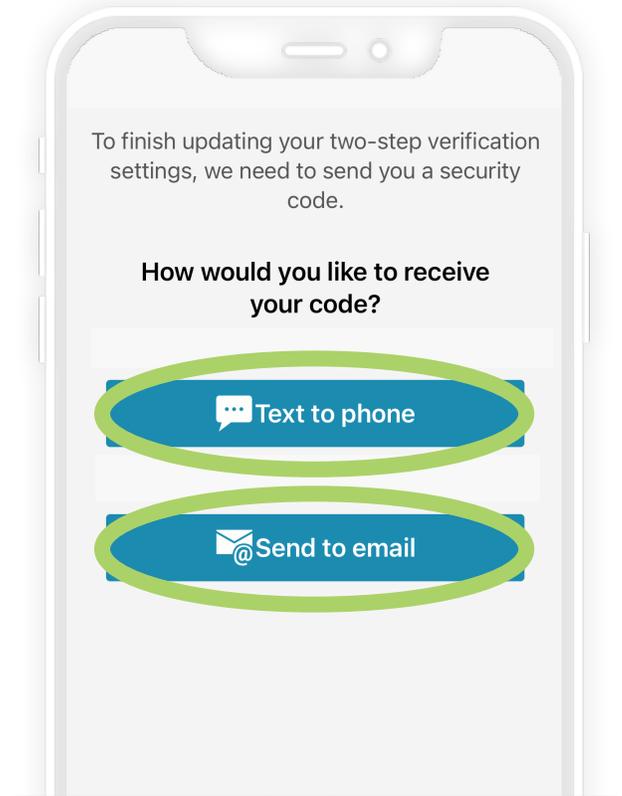**1** Log into **LiveWell** and tap the **My Chart** tab.

2 Tap the **Menu** button, then tap **Account Settings** under the Account Settings section.

3 Toggle **Two-Step Verification** off, then follow the instructions and fill out any required information. Tap **Continue.**

Use a 4-digit number as an alternative login for your account on this device.

Use Face ID

Use facial recognition as an alternative login for your account on this device.

Two-Step Verification

Use two-step verification to add an additional layer of security to your account. Learn more

Appointment Arrival

Use your phone's location to notify front desk staff when you've arrived.

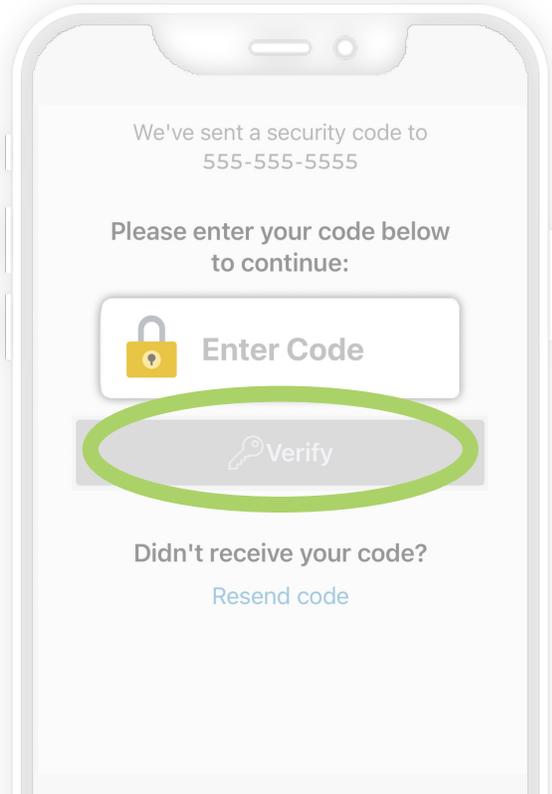Notifications

Send notifications to this device when new

4 Choose to receive your one-time use security code via **email** or **text message.** Note: Receiving your code via text message is often the faster option.
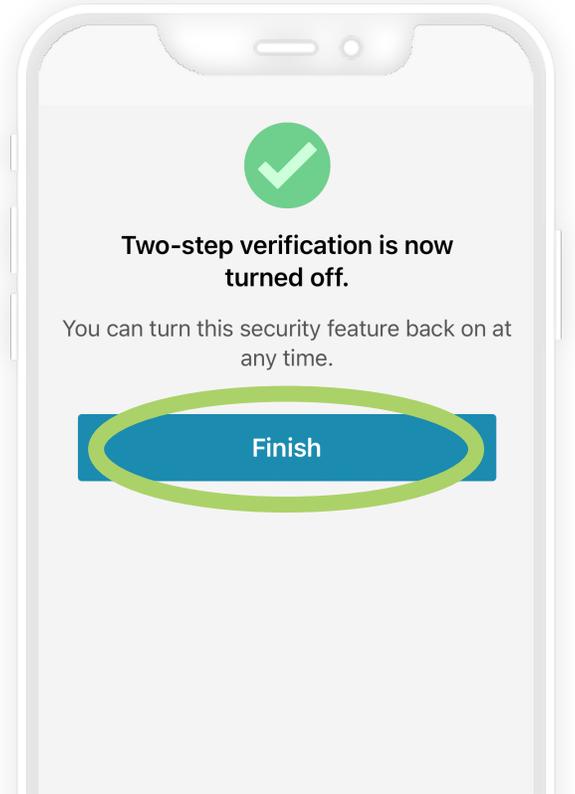
To finish updating your two-step verification settings, we need to send you a security code.

How would you like to receive your code?

Text to phone

Send to email

5 **Enter the code** and tap **Verify.**

Note: If you don't receive your code within a few minutes, select Resend code and check your email or text messages again. You can also try receiving your code via the other verification method instead.

We've sent a security code to
555-555-5555

Please enter your code below
to continue:

🔒 Enter Code

🔑 Verify

Didn't receive your code?

Resend code

6 Once we verify your identity, two-step verification is turned on.

✓

Two-step verification is now turned off.

You can turn this security feature back on at any time.

Finish

continued

How to opt in and out of SMS text messages

1 If you choose to receive one-time use security codes via text message, you'll be automatically opted in to receiving SMS text messages from Advocate Aurora Health. To opt out and only receive one-time use security codes via email, **reply STOP** to the Advocate Aurora Health text from 57007.
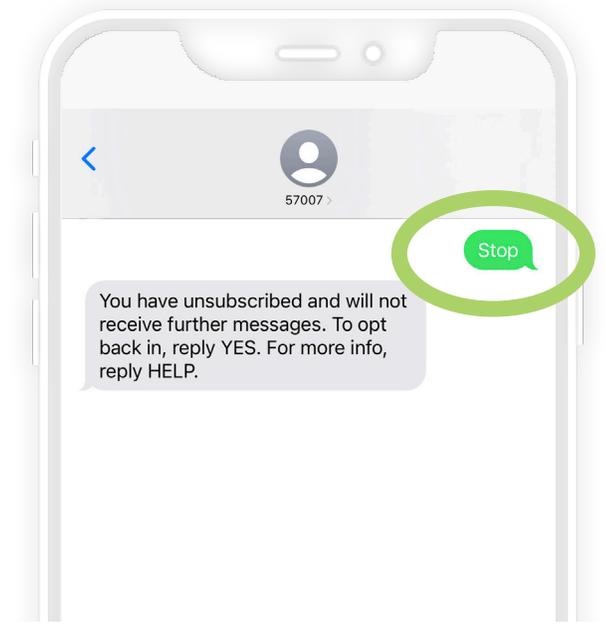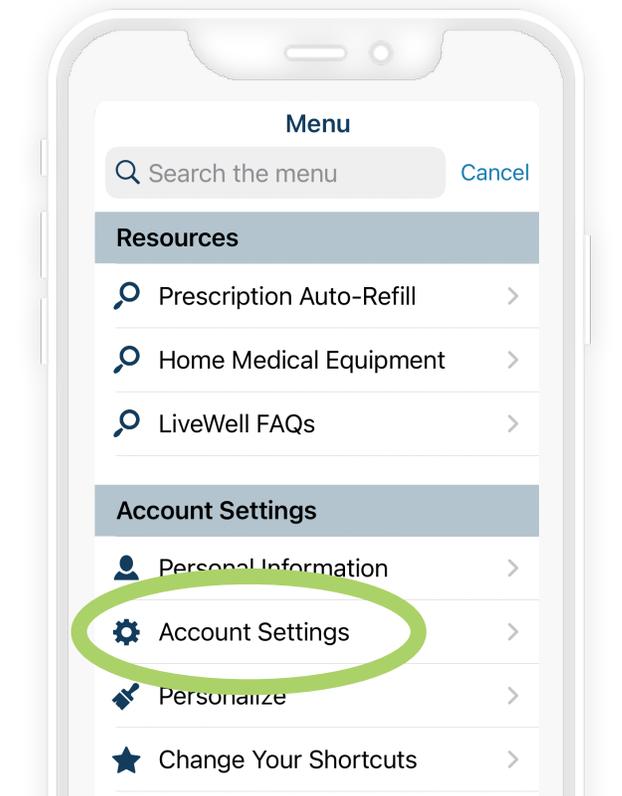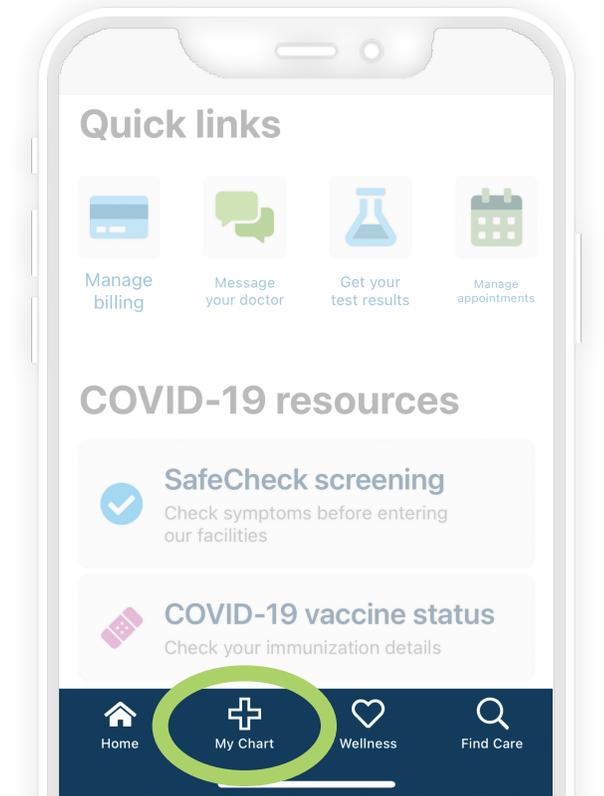
2 If you'd like to opt back in to receiving one-time use security codes via SMS text messages, **reply YES** to 57007 (Advocate Aurora Health).
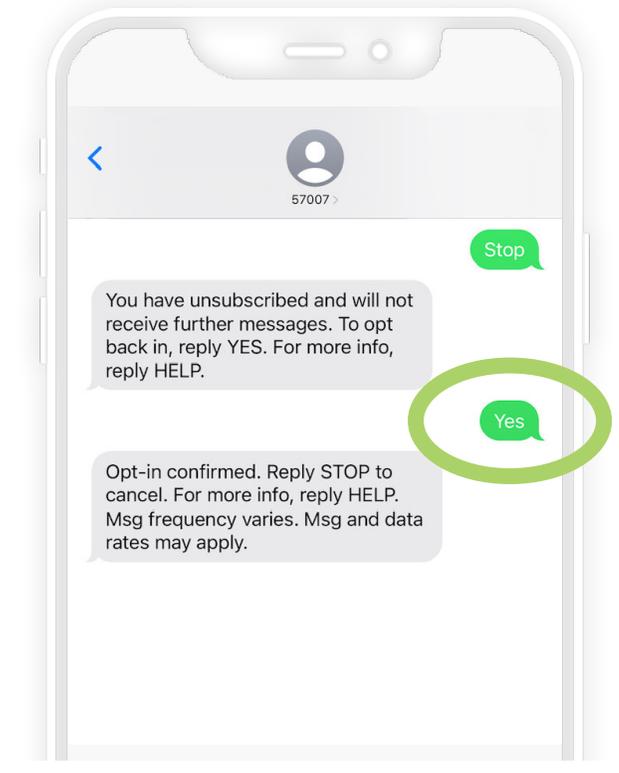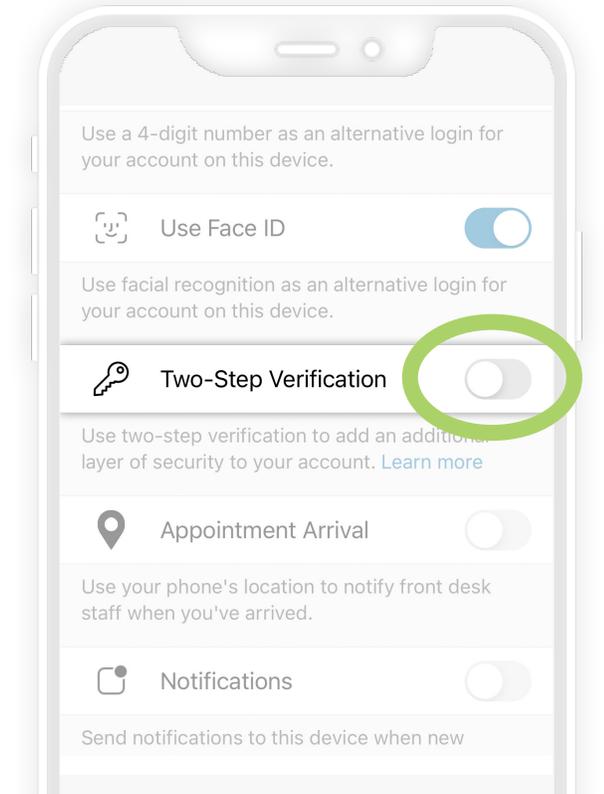
How to turn off two-step verification

1 Log into **LiveWell** and tap the **My Chart** tab.

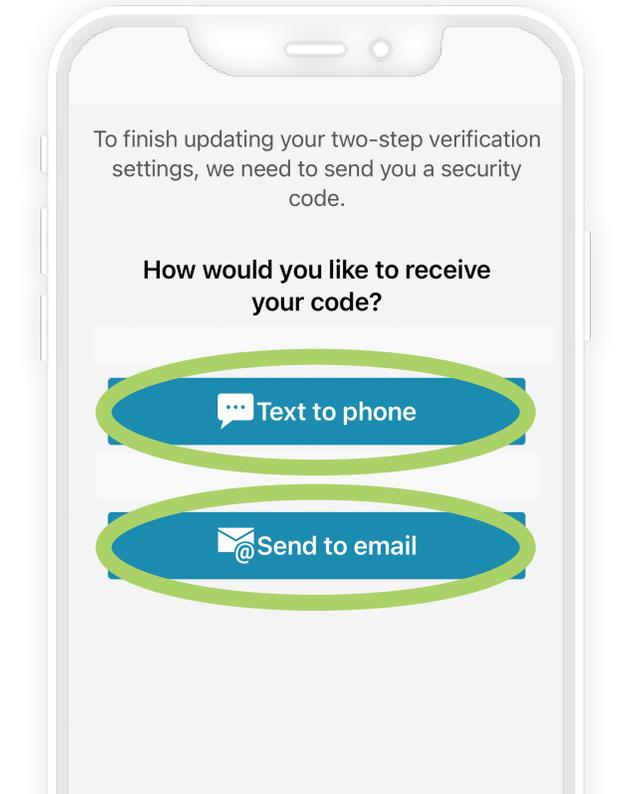**2** Tap the **Menu** button, then tap **Account Settings** under the Account Settings section.

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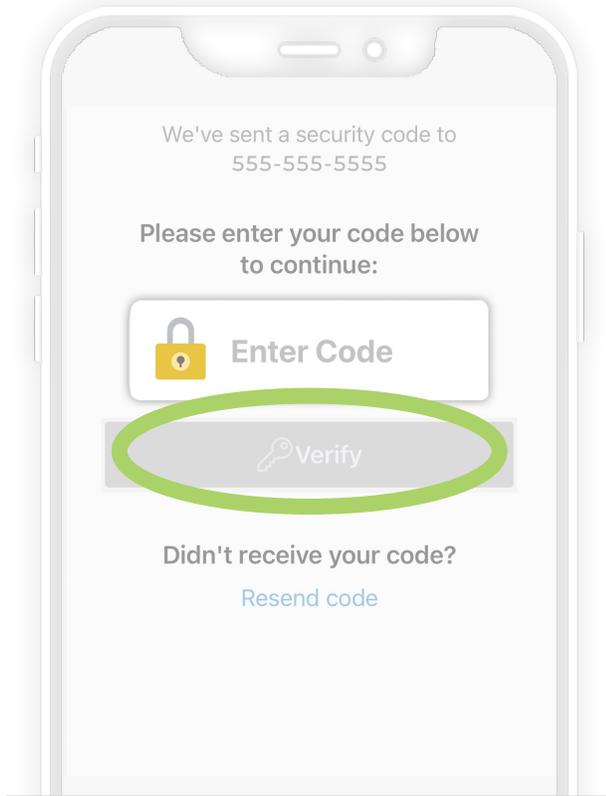

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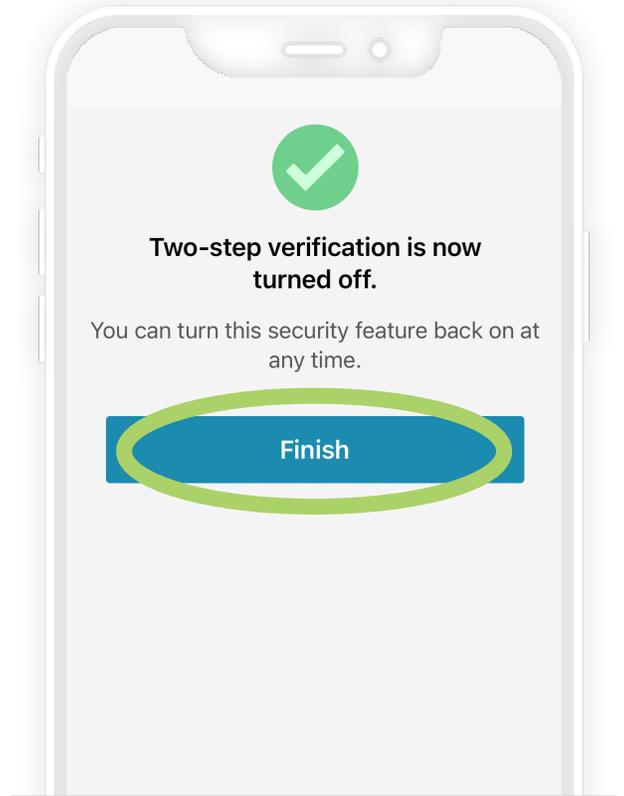
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6 Once we verify your identity, two-step verification is turned on.

We've sent a security code to
555-555-5555

Please enter your code below
to continue:

🔒 Enter Code

🔑 Verify

Didn't receive your code?
Resend code

✅

**Two-step verification is now
turned off.**

You can turn this security feature back on at
any time.

Finish

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To learn more, visit aah.org/livewell/faq

**Download the LiveWell app or learn
more at aah.org/livewell** App Store Google Play

LiveWell Support Team: 855-624-9366

LiveWell

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