

Reset Secure Verification (Multi-Factor Authentication)

1. On the **MyCarePortal Home** page, click the ellipsis icon (**...**).

The screenshot shows the MyCarePortal Home page. The navigation menu on the left includes 'Home', 'My Health Record', and 'My Appointments'. The main content area features a header with the MyCarePortal logo, a 'Frequently Asked Questions' button, a 'Support' button, and a 'Manage Account' button. Below these are logos for various hospitals and a welcome message. On the right, there are sections for 'Allergies' (listing Metals, Detergents/Cleaning Products, caffeine, acetaminophen-oxycodone, and Peanuts) and 'My Key Results' (showing Systolic BP 130 mmHg and Diastolic BP 75 mmHg as of Nov 17, 2023). A user profile section at the bottom left shows 'Patient Name' with an ellipsis icon.

A menu of options displays.

The screenshot shows a dropdown menu with the following options: Account, Notifications, Patient Information, Access Logs, Help, and Sign Out. The 'Account' option is highlighted.

2. Click **Account**.

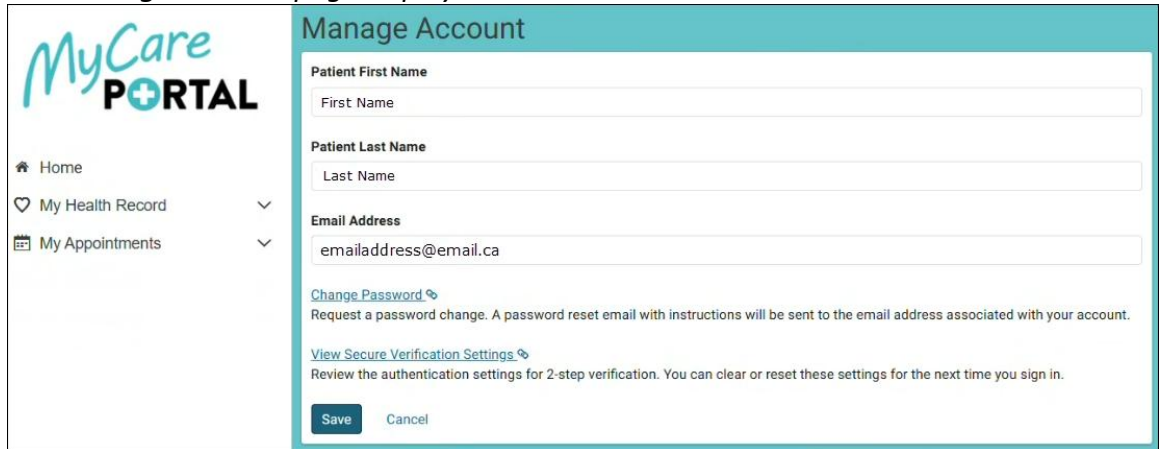
*The **Account** page displays.*

The screenshot shows the MyCarePortal Account page. The navigation menu on the left includes 'Home', 'My Health Record', and 'My Appointments'. The main content area is titled 'Account' and contains text explaining that the site uses an account provider to securely manage user information. A link labeled 'Update account settings' is provided.

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3. Click the blue **Update account settings** link.

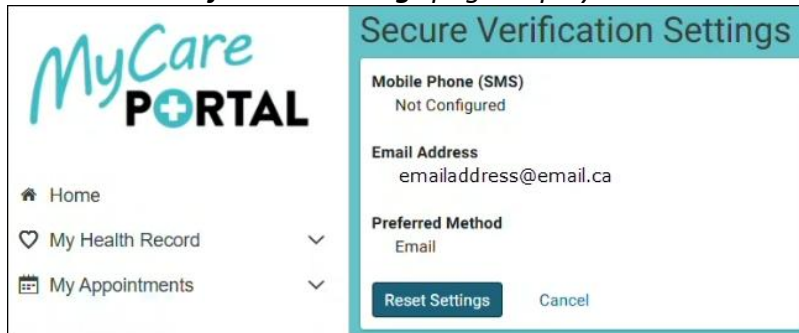
*The **Manage Account** page displays.*



The screenshot shows the 'Manage Account' page in the MyCare Portal. On the left is a navigation menu with 'Home', 'My Health Record', and 'My Appointments'. The main content area has a teal header 'Manage Account' and three input fields: 'Patient First Name' (with 'First Name' below it), 'Patient Last Name' (with 'Last Name' below it), and 'Email Address' (with 'emailaddress@email.ca' below it). Below the fields are two links: 'Change Password' and 'View Secure Verification Settings'. The 'View Secure Verification Settings' link has a tooltip that reads: 'Review the authentication settings for 2-step verification. You can clear or reset these settings for the next time you sign in.' At the bottom are 'Save' and 'Cancel' buttons.

4. Click the blue **View Secure Verification Settings** link.

*The **Secure Verification Settings** page displays.*



The screenshot shows the 'Secure Verification Settings' page in the MyCare Portal. On the left is the same navigation menu. The main content area has a teal header 'Secure Verification Settings' and three sections: 'Mobile Phone (SMS)' with 'Not Configured' below it, 'Email Address' with 'emailaddress@email.ca' below it, and 'Preferred Method' with 'Email' below it. At the bottom are 'Reset Settings' and 'Cancel' buttons.

5. Click the **Reset Settings** button.

*The **Secure Verification** method has been reset.*

Note: Sign out of MyCarePortal, then sign back in to complete the setup.
