

ONE **LiveWell** EXPERIENCE EVERYWHERE—**FROM APP TO LAPTOP**

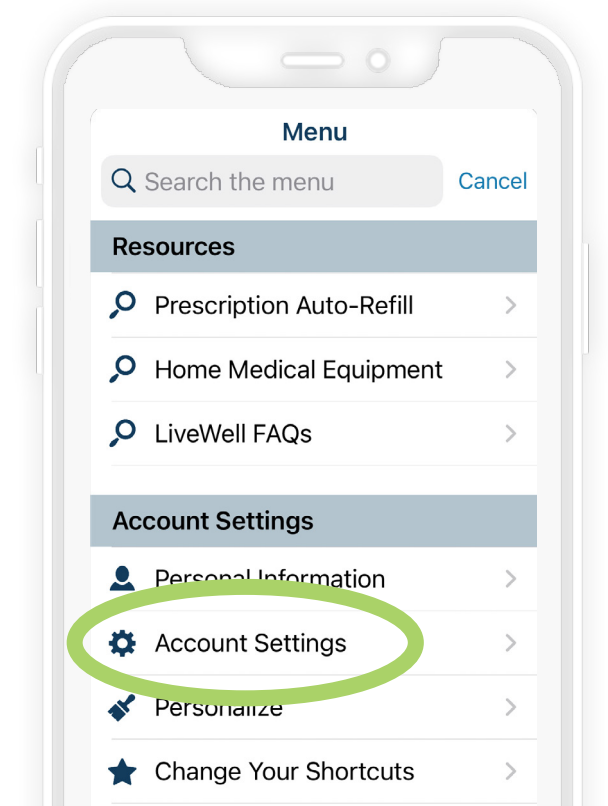
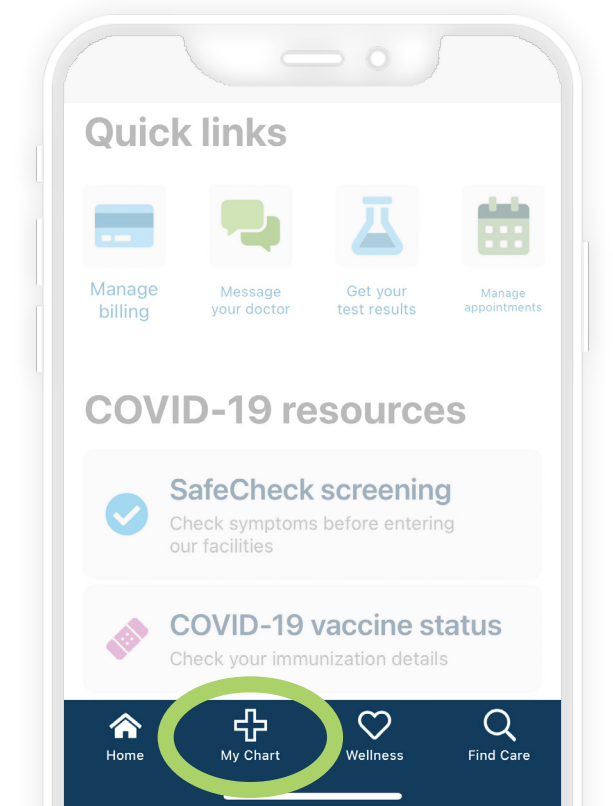
How to use two-step verification in the LiveWell app

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

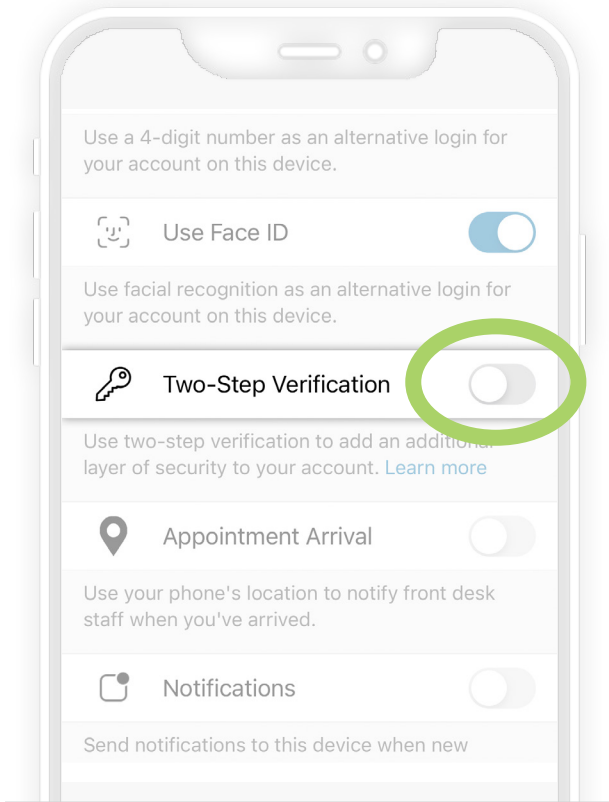
1 Log into **LiveWell** and tap the **My Chart** tab.

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

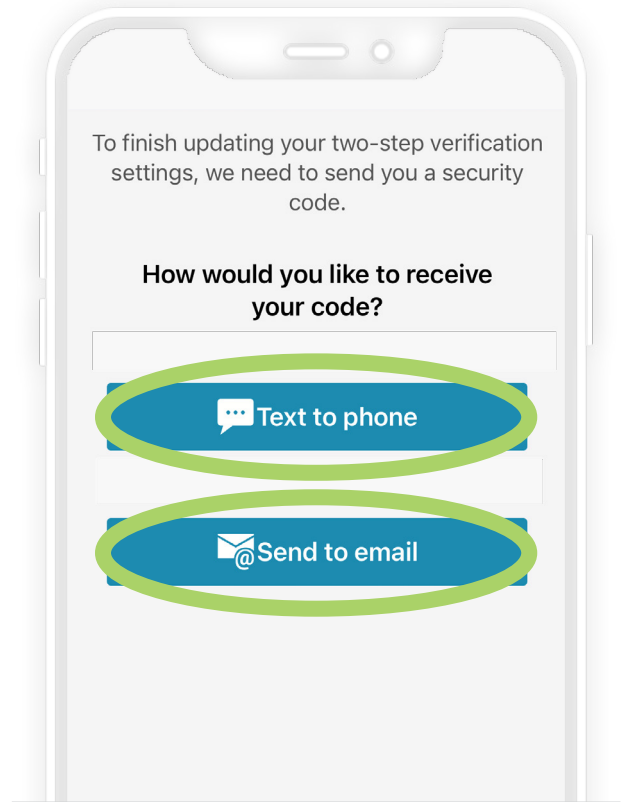


continued

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



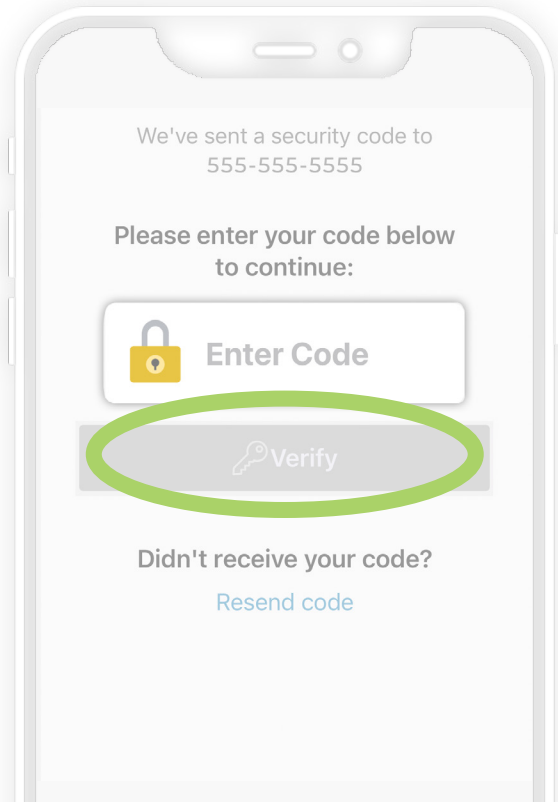
- 4 Choose to receive your one-time use security code via **email** or **text message**. Note: Receiving your code via text message is often the faster option.



5

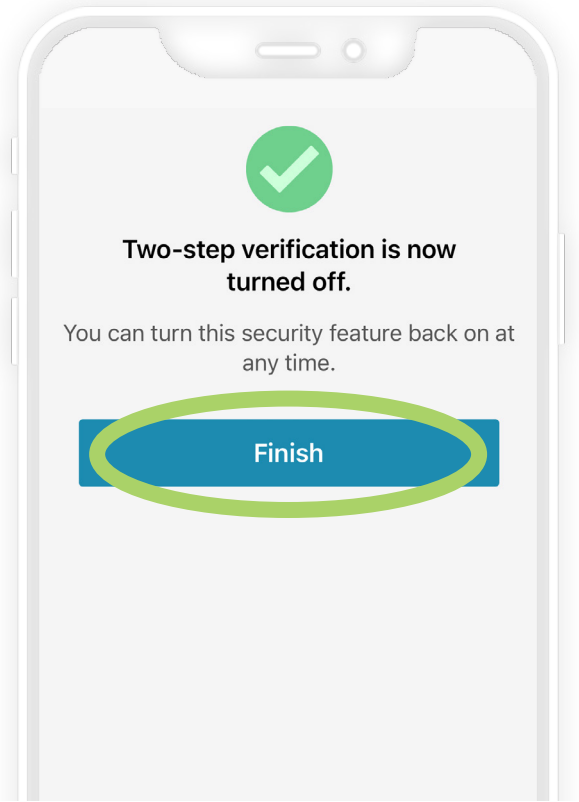
Enter the code and tap **Verify**.

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.



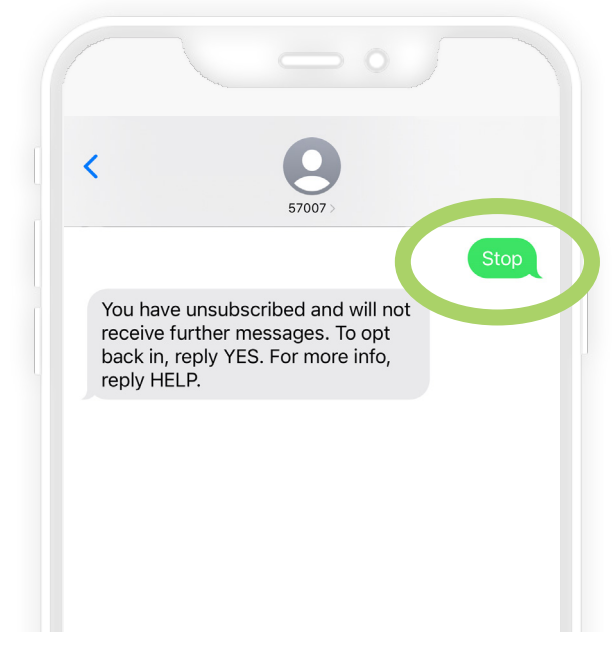
6

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

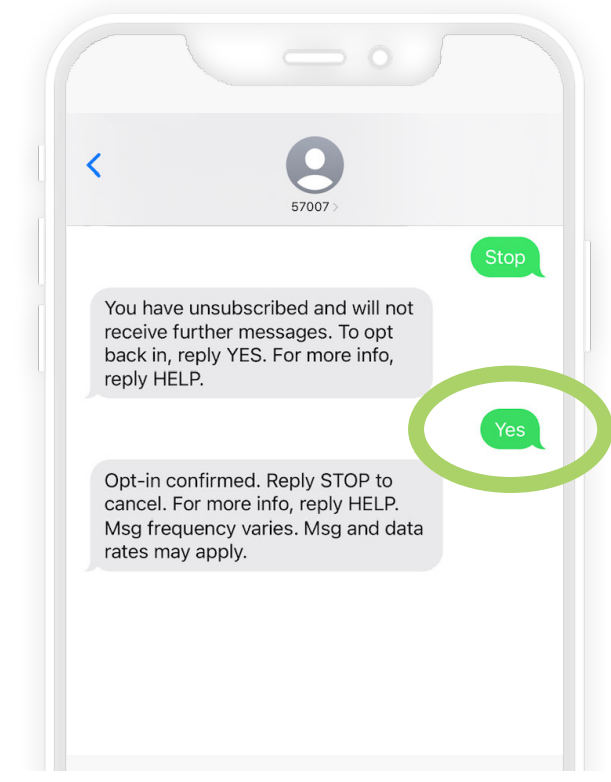


How to opt in and out of SMS text messages

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.



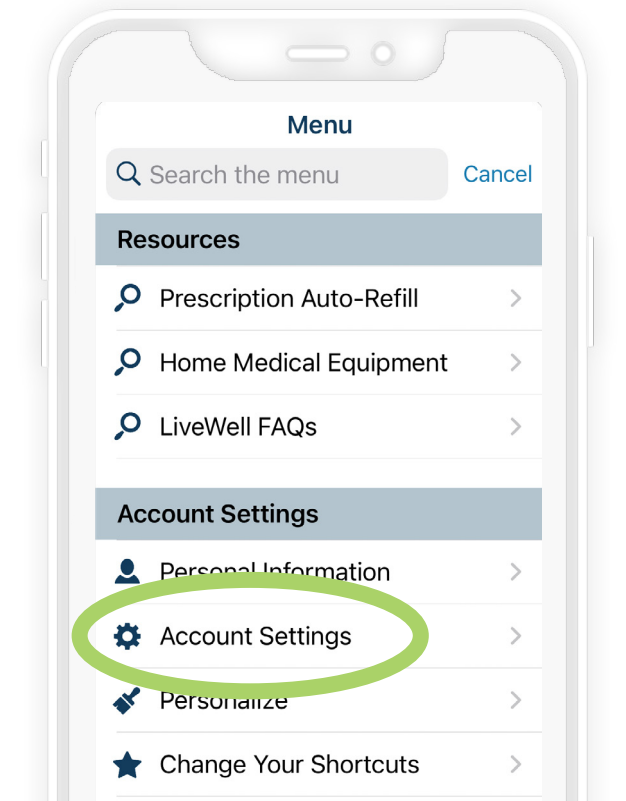
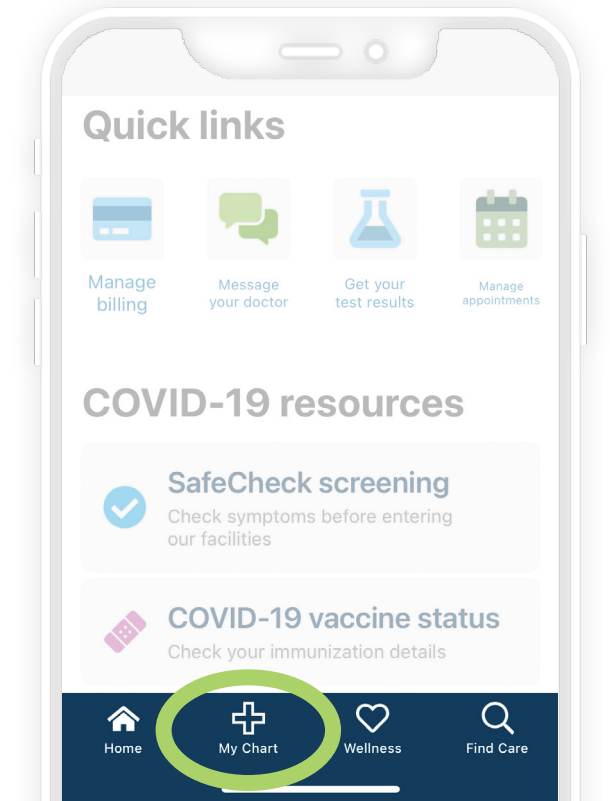
2 If you'd like to opt back in to receiving one-time use security codes via SMS text messages, **reply YES** to 57007 (Advocate Aurora Health).



How to turn off two-step verification

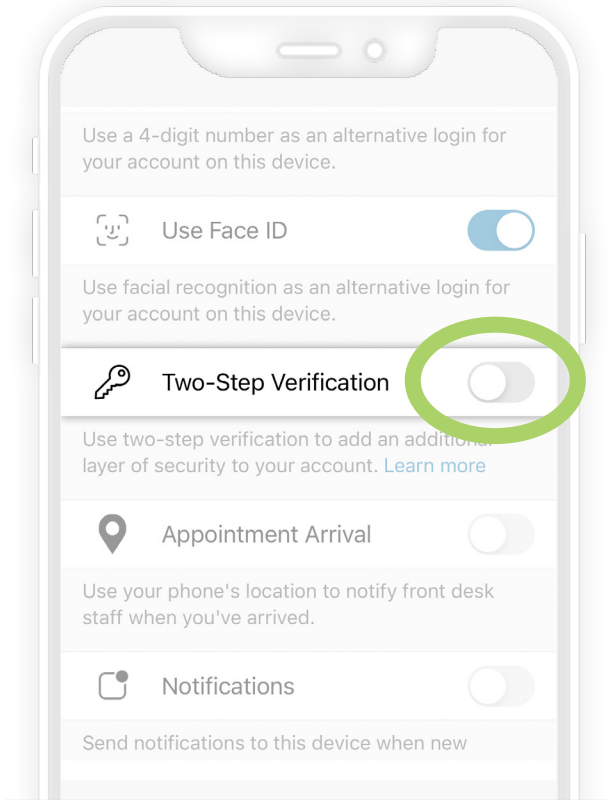
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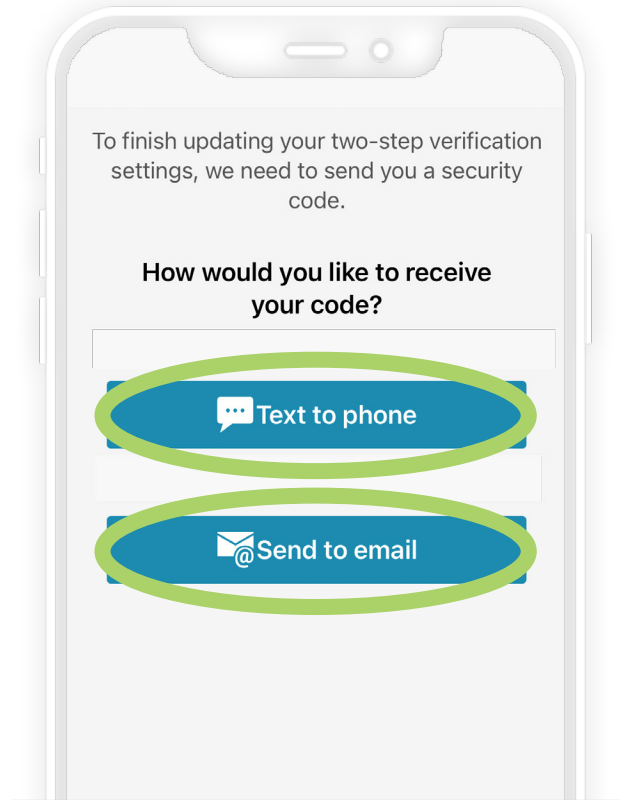
3

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



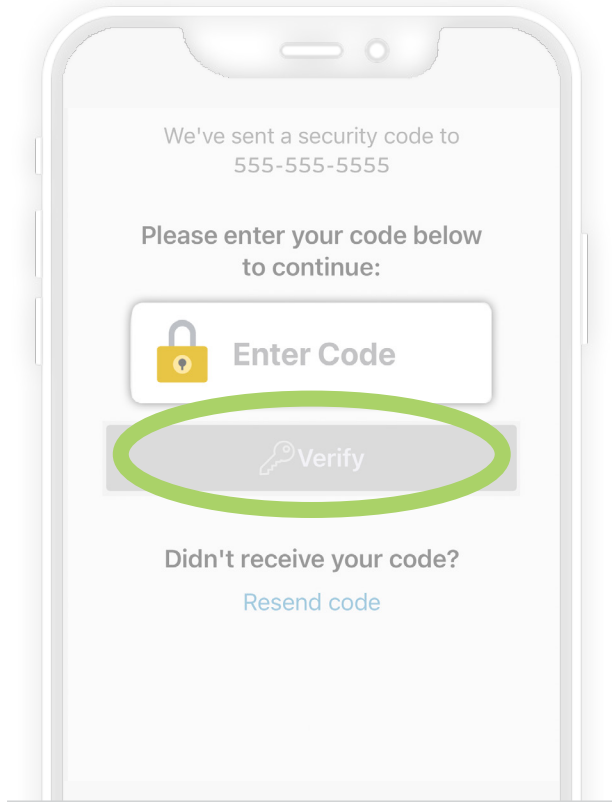
4

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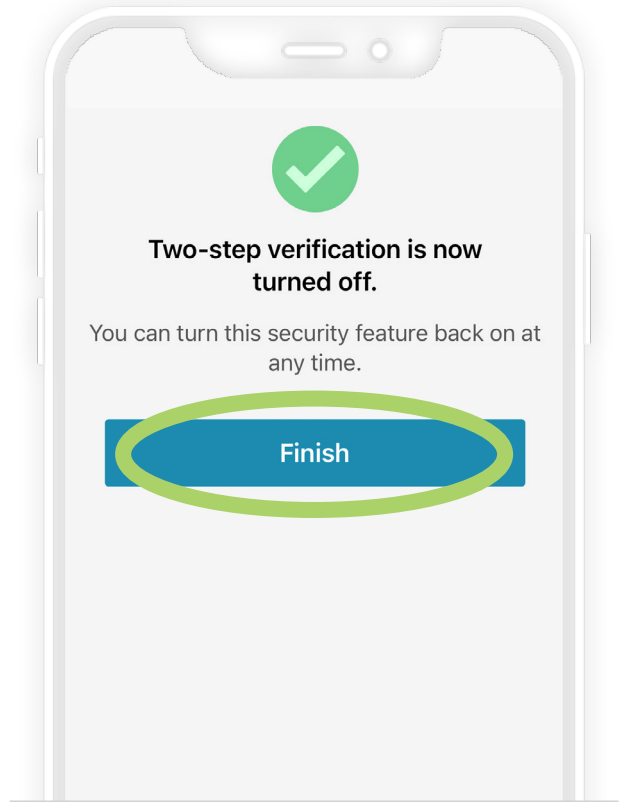


5 Enter the code and tap **Verify**.

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.



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



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