

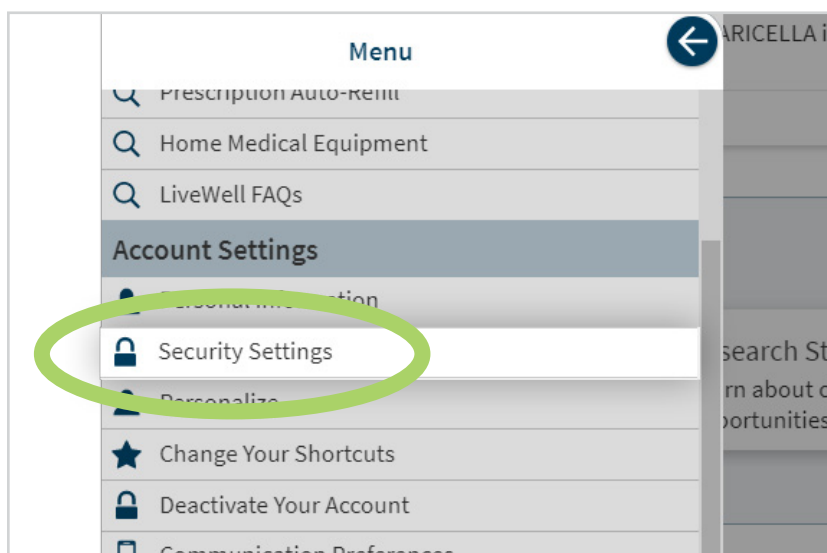
ONE LiveWell EXPERIENCE EVERYWHERE—FROM APP TO LAPTOP

How to use two-step verification in LiveWell on a desktop computer

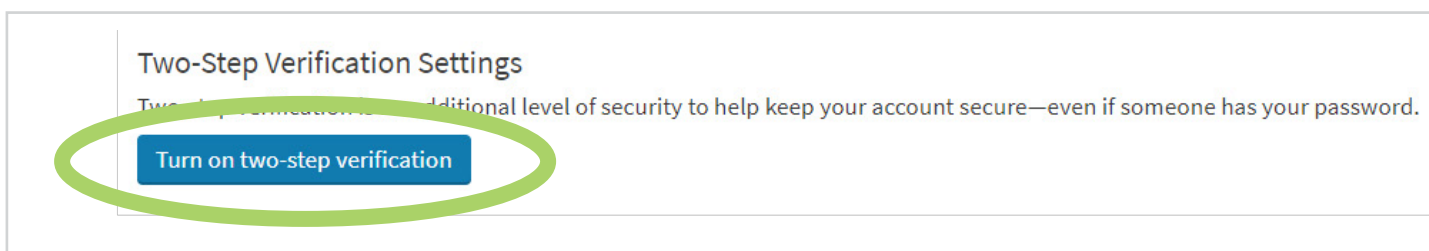
Learn how to turn two-step verification on and off, plus how to opt in and out of SMS text messages when receiving one-time use security codes.

How to turn on two-step verification

- 1 Log into **LiveWell**. Select **Menu** and then select **Security Settings**.



- 2 Under Two-Step Verification Settings, select the **Turn on two-step verification** button.



- 3 Follow the instructions and fill out any required information, then select **Continue**.

Verify Your Identity

Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date and enter your password.

Your email

Your phone

* Password

Continue Cancel

- 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.

Verify Your Identity

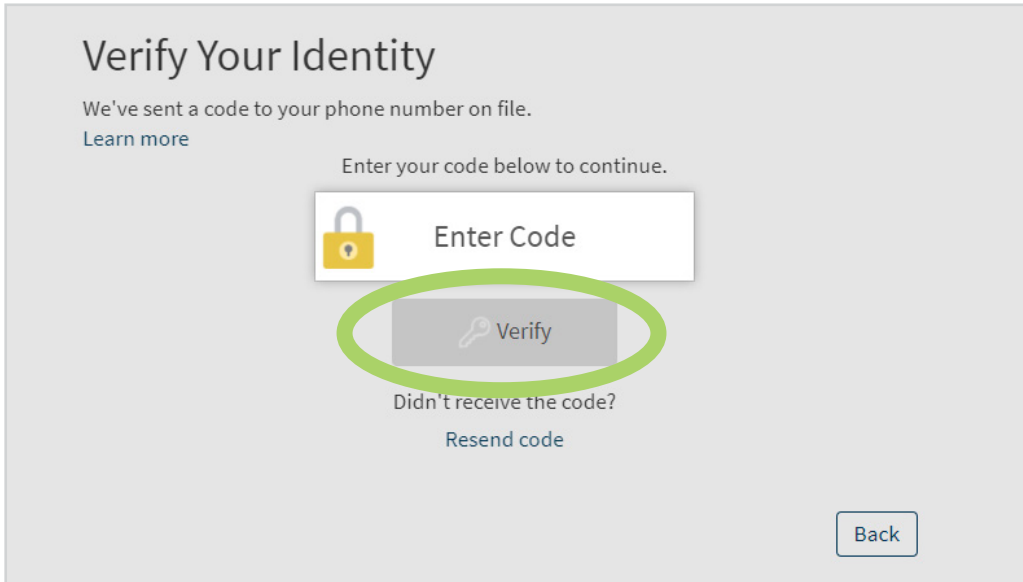
It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.
[Learn more](#)

Click the button below to generate a code

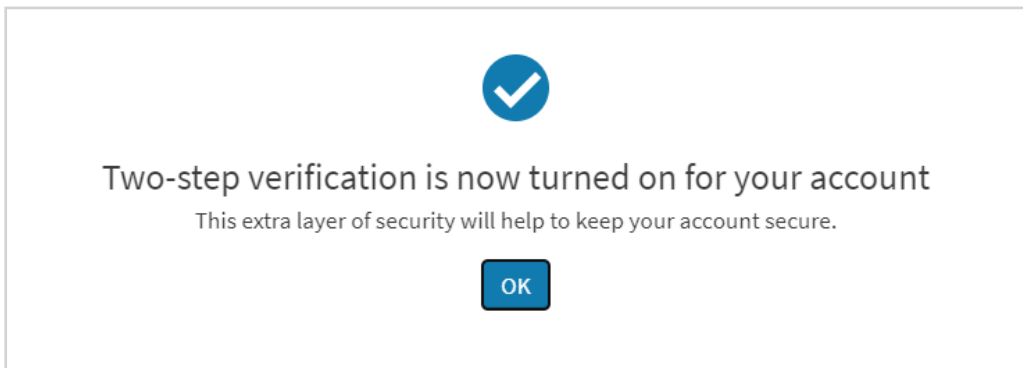
Send to my email Text to my phone

Back

- 5 **Enter the code** and select **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.

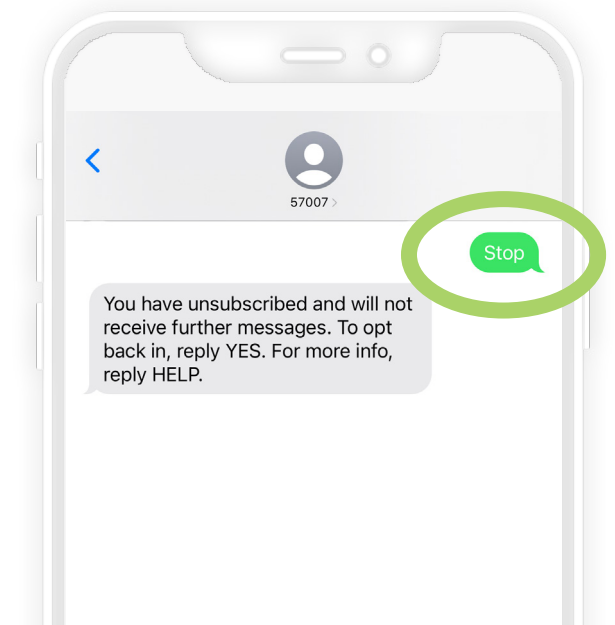


- 6 Once we verify your identity, two-step verification is turned on.

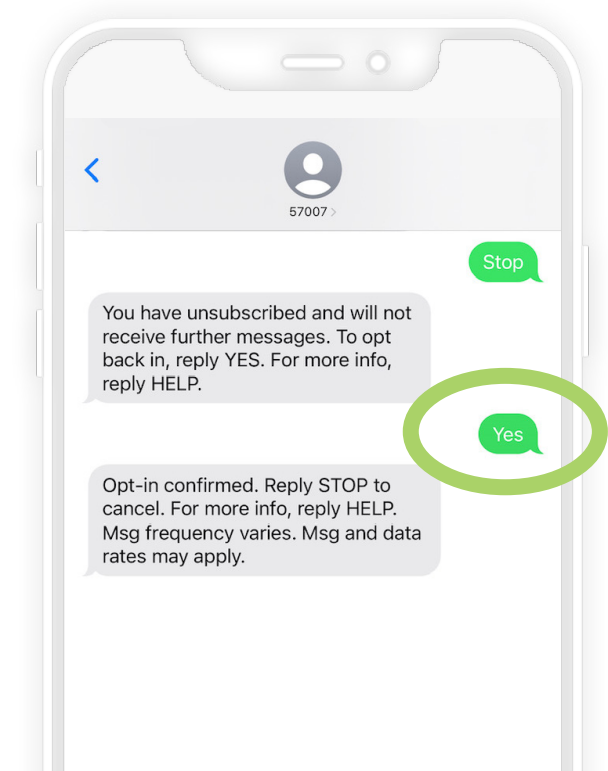


How to opt in and out of SMS text messages

- 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.

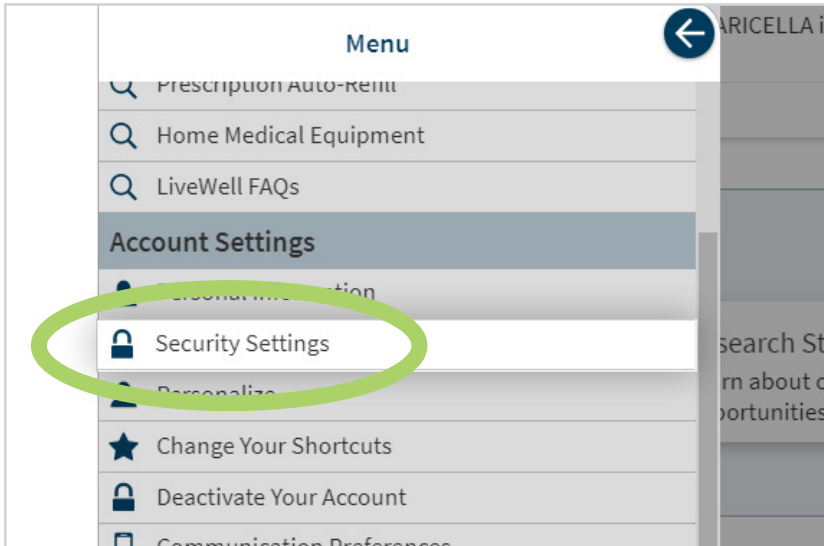


- 2 If you'd like to opt back in to receiving one-time use security codes via SMS text messages, **reply YES** to 57007 (Advocate Aurora Health).

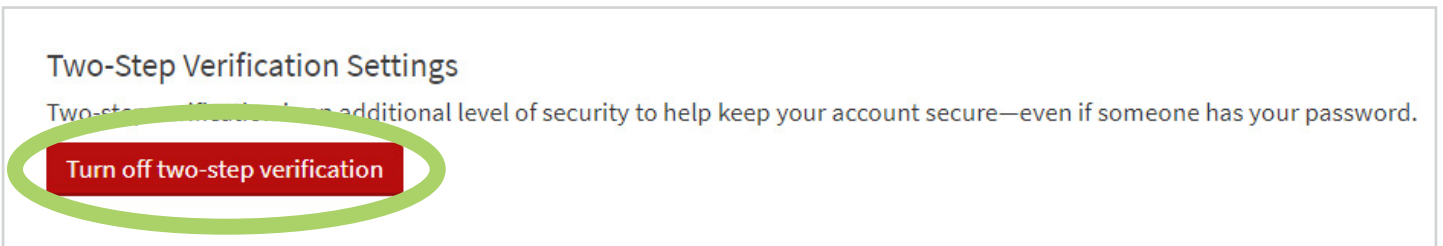


How to turn off two-step verification

- 1 Log into **LiveWell**. Select **Menu** and then select **Security Settings**.



- 2 Under Two-Step Verification Settings, select the **Turn off two-step verification** button.



- 3 Follow the instructions and fill out any required information, then select **Continue**.

Verify Your Identity

Two-step verification adds an additional layer of security to your account. If you still wish to disable two-step verification, begin by entering your password below.

Continue **Cancel**

- 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.

Verify Your Identity

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.

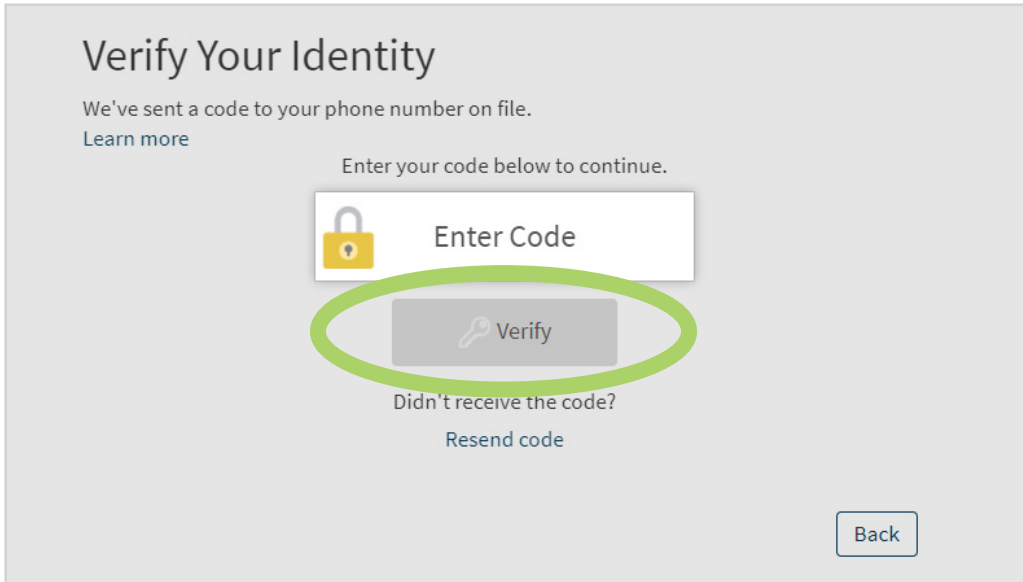
[Learn more](#)

Click the button below to generate a code

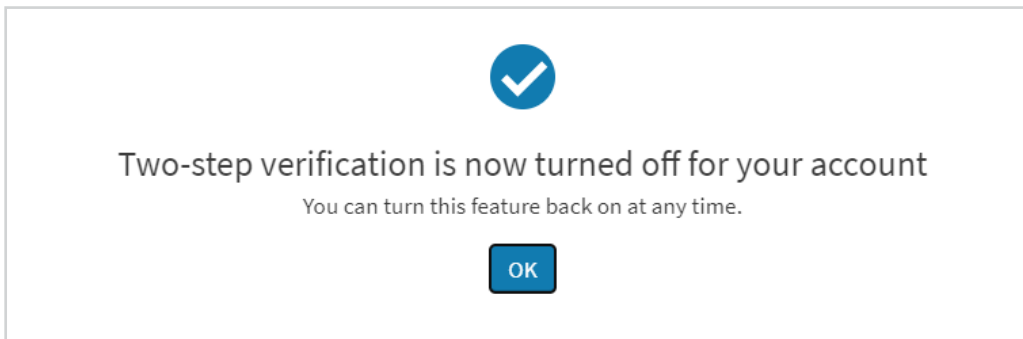
Send to my email **Text to my phone**

Back

- 5** **Enter the code** and select **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 off.



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



Download the LiveWell app or learn more at aah.org/livewell

