

DO **VIRTUALLY** ANYTHING FOR YOUR HEALTH

LiveWell

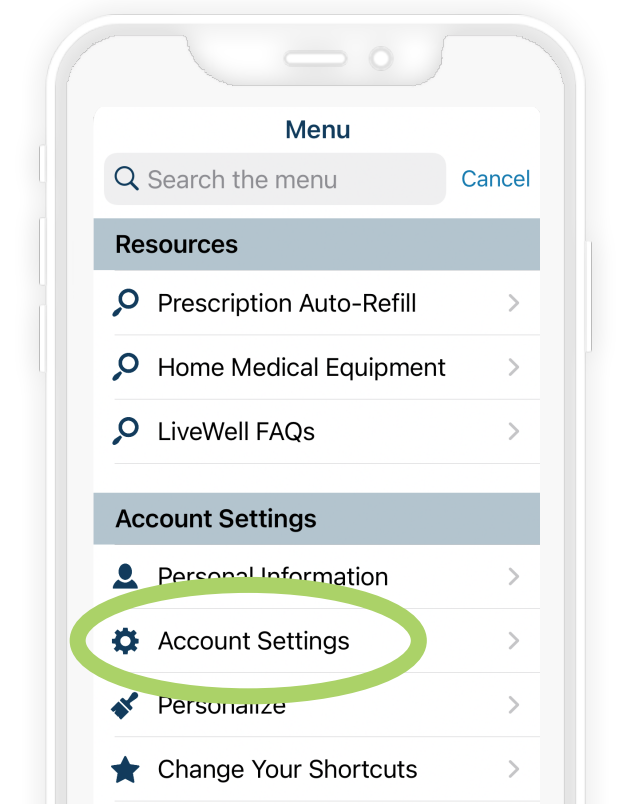
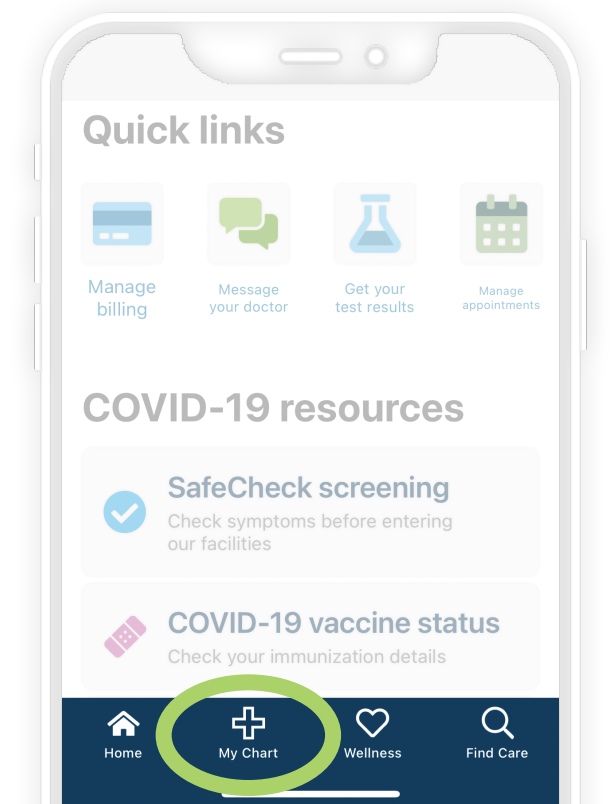
How to use two-step verification in the LiveWell app

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.

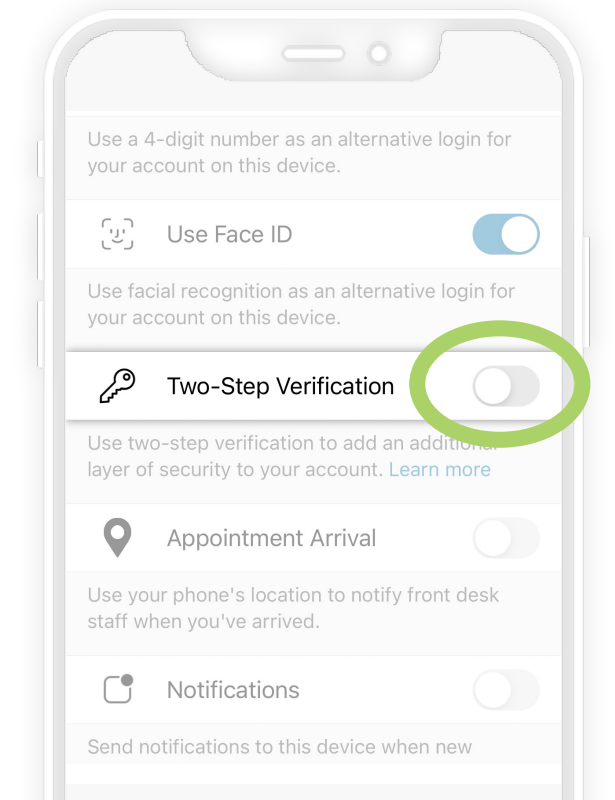
How to turn off two-step verification

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

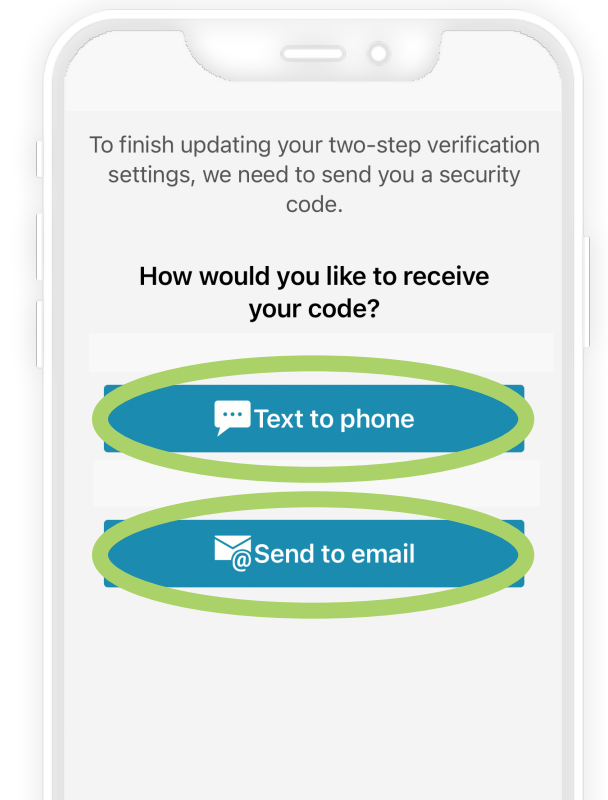
2 Tap the **Menu** button, then tap **Account Settings** under the Account Settings section.



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



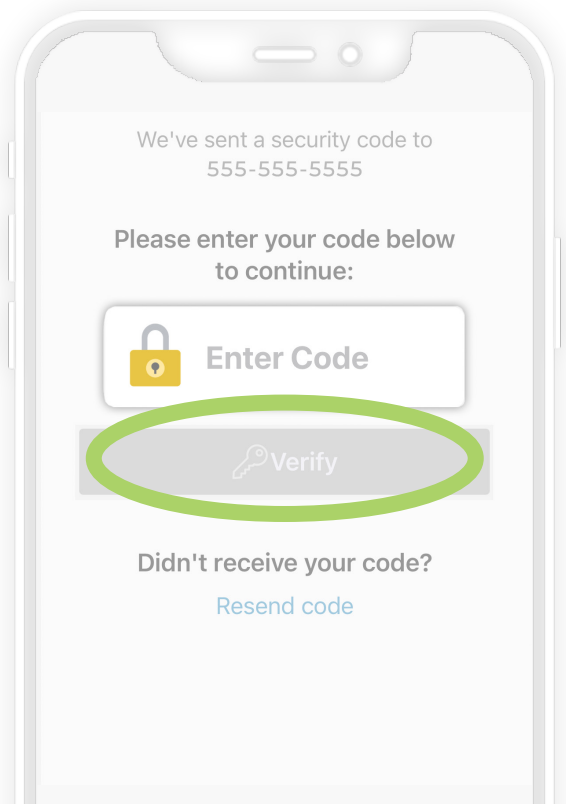
- 4** Choose to receive your one-time use security code via **email** or **text message**. Note: Receiving your code via text message is often the faster option.



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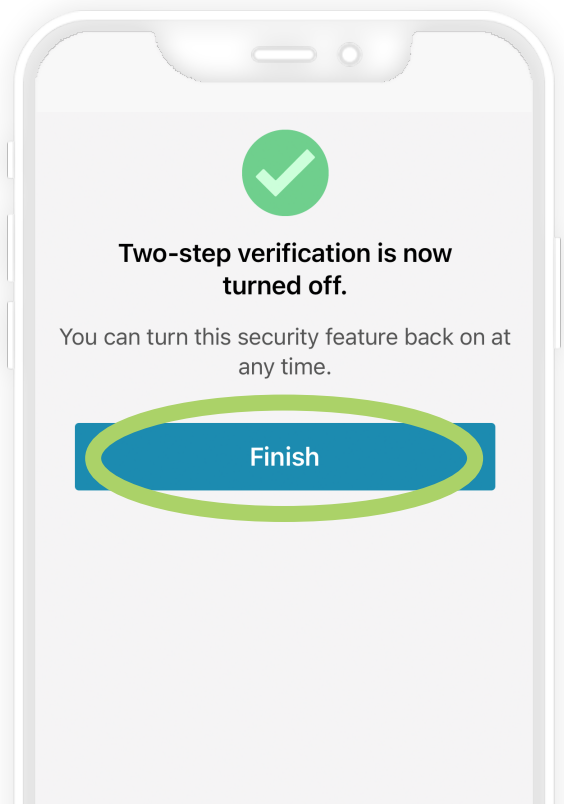
Enter the code and tap **Verify**.

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.



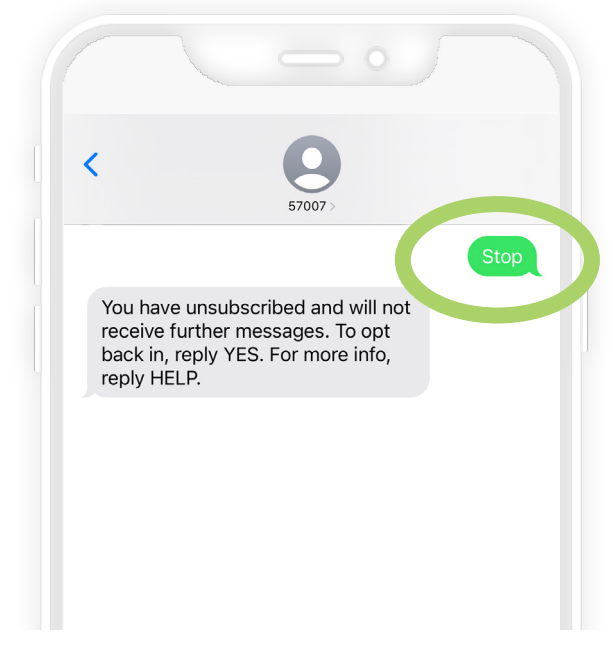
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Once we verify your identity, two-step verification is turned on.

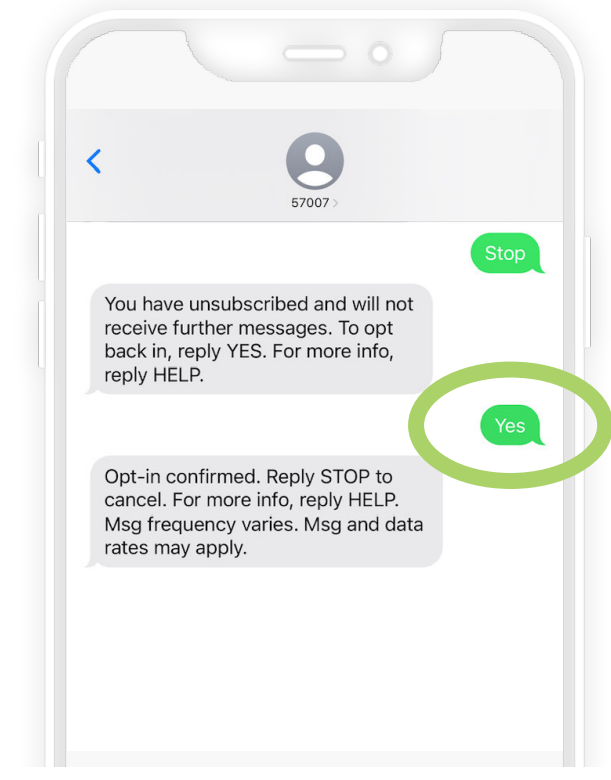


How to opt in and out of SMS text messages

- 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.



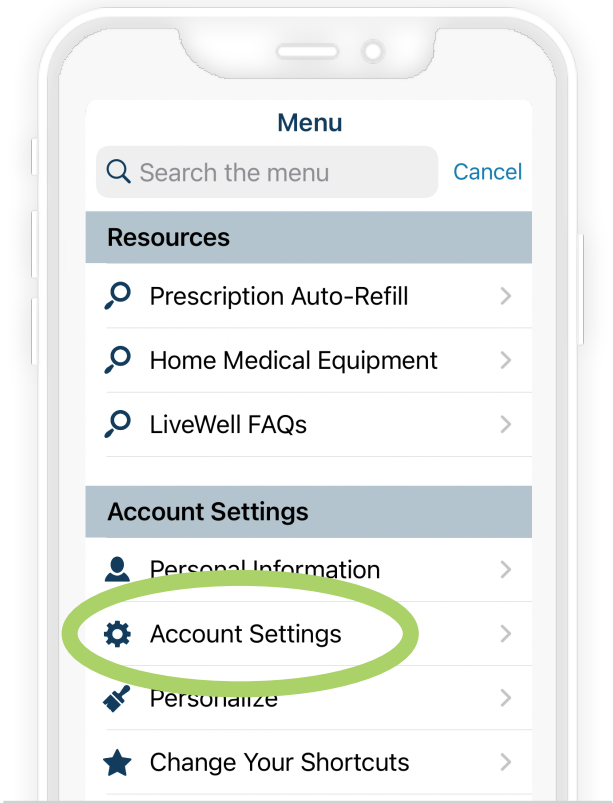
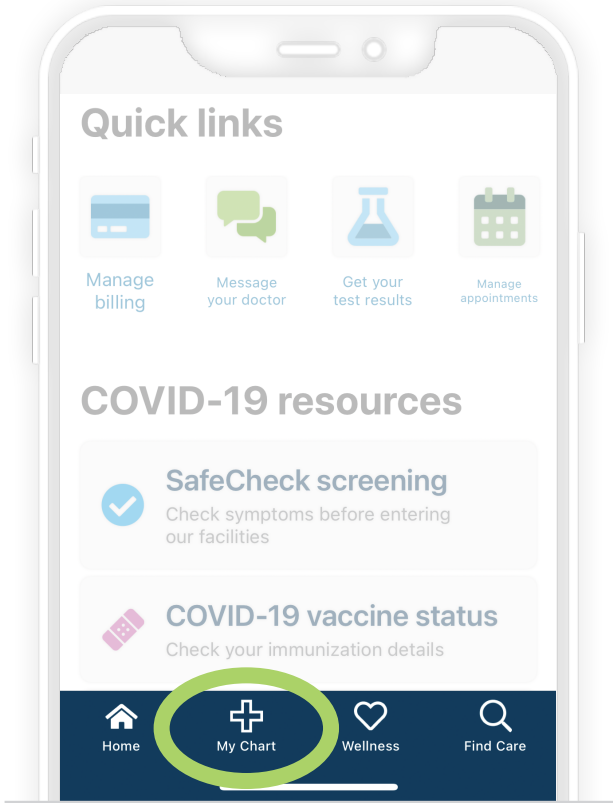
- 2 If you'd like to opt back in to receiving one-time use security codes via SMS text messages, **reply YES** to 57007 (Advocate Aurora Health).



How to turn off two-step verification

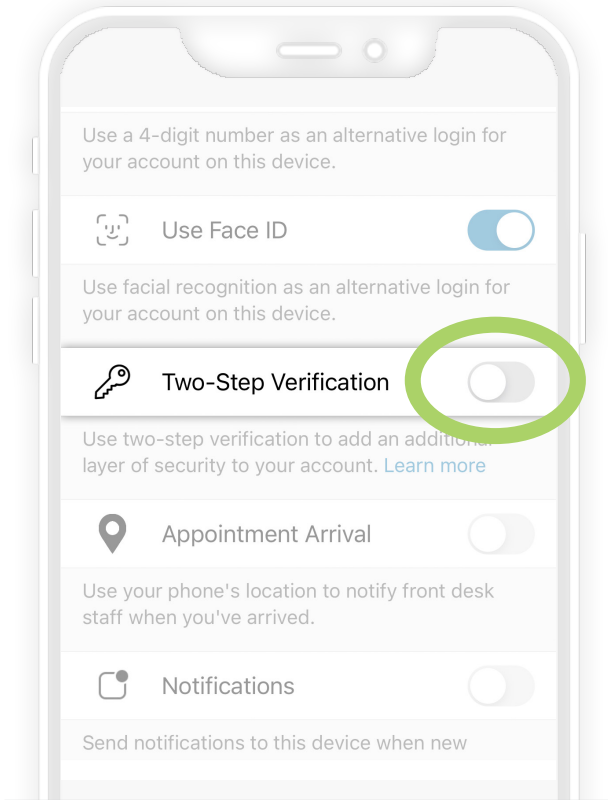
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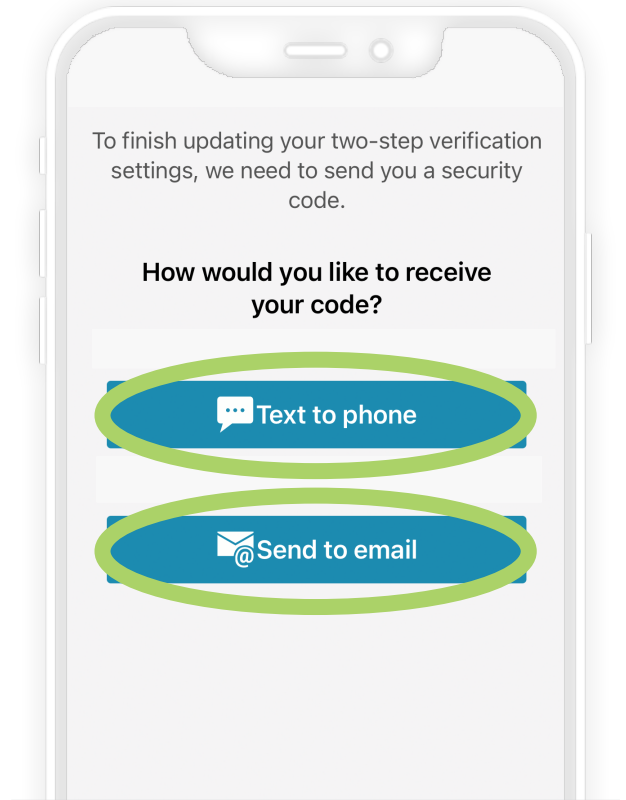
3

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



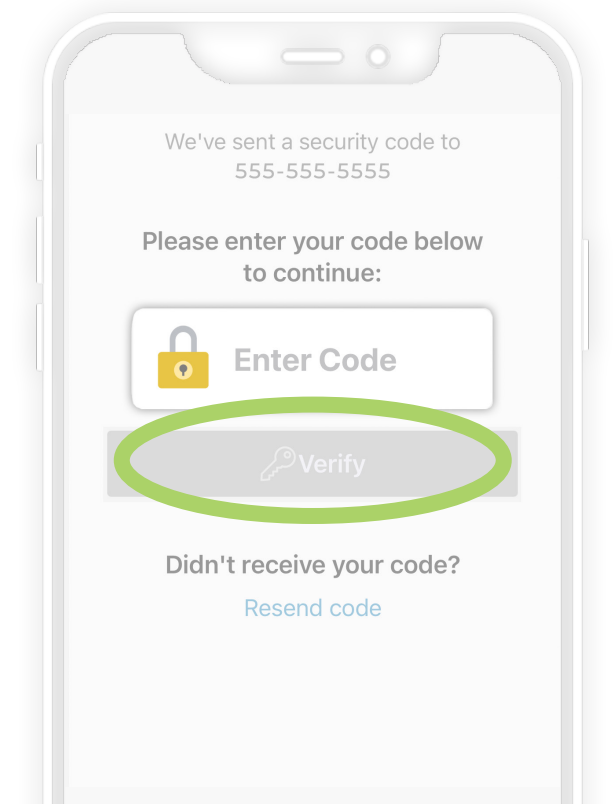
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Choose to receive your one-time use security code via **email** or **text message**. Note: Receiving your code via text message is often the faster option.



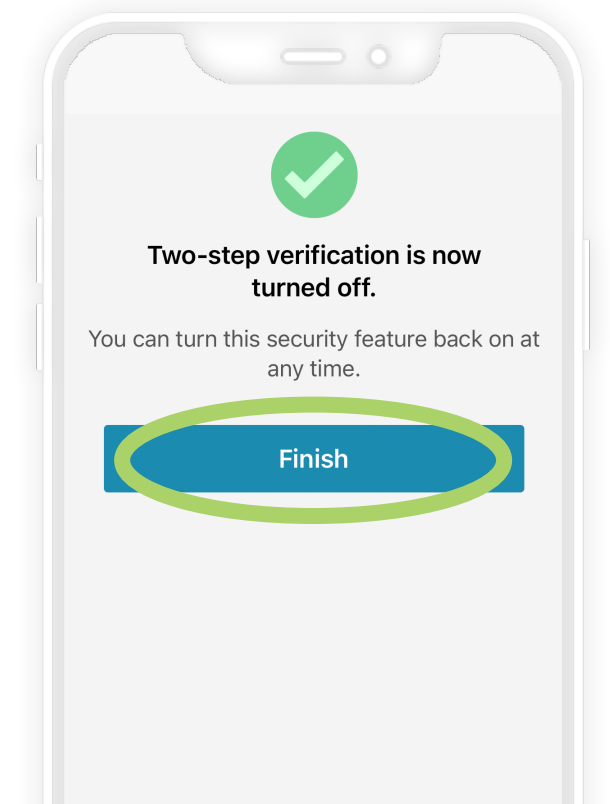
5 Enter the code and tap **Verify**.

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.



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



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LiveWell Support Team: 855-624-9366



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