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

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