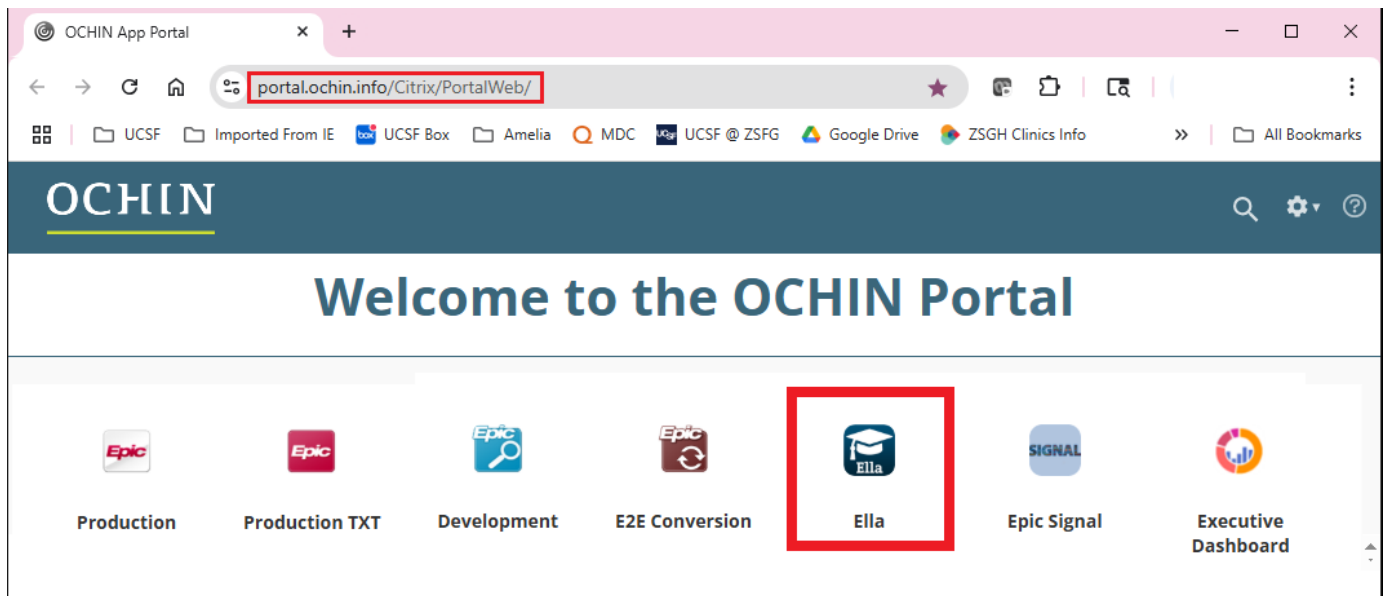


To Unlock Your EPIC Account See Below

Log into Ella



A screenshot of the OCHIN Sign in page. The 'OCHIN' logo is at the top. Below it, the text 'Sign in' is followed by an email input field containing 'example@community-health.org'. A blue 'Next' button is to the right. A red box highlights a link that says 'Can't access your account?'.

A screenshot of the OCHIN account selection page. The 'OCHIN' logo is at the top. Below it, the text 'Which type of account do you need help with?' is followed by two radio button options. The first option, 'Work or school account Created by your IT department', is selected and highlighted with a red box. The second option is 'Personal account Created by you'.

A screenshot of the OCHIN account recovery page. The 'OCHIN' logo is at the top. Below it, the text 'Get back into your account' is followed by instructions: 'To recover your account, begin by entering your email or username and the characters in the picture or audio below.' An input field for 'Email or Username: *' contains 'sa236-gregtrema@community-Health.org'. Below this is an example email address: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. A CAPTCHA image shows the text 'VQWS HWDN' in a stylized font. Below the image is an input field containing 'VQWSHWDN'. A red box highlights the CAPTCHA image. At the bottom, there are 'Next' and 'Cancel' buttons.



Get back into your account

Why are you having trouble signing in?

☐ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☒ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel



Get back into your account

verification step 1 > unlock your account

☒ Text my mobile phone

☐ Call my mobile phone

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****06) below. You will then receive a text message with a verification code which can be used to reset your password.

Text



Get back into your account



Your account has been unlocked

To sign in with your existing password, [click here](#).