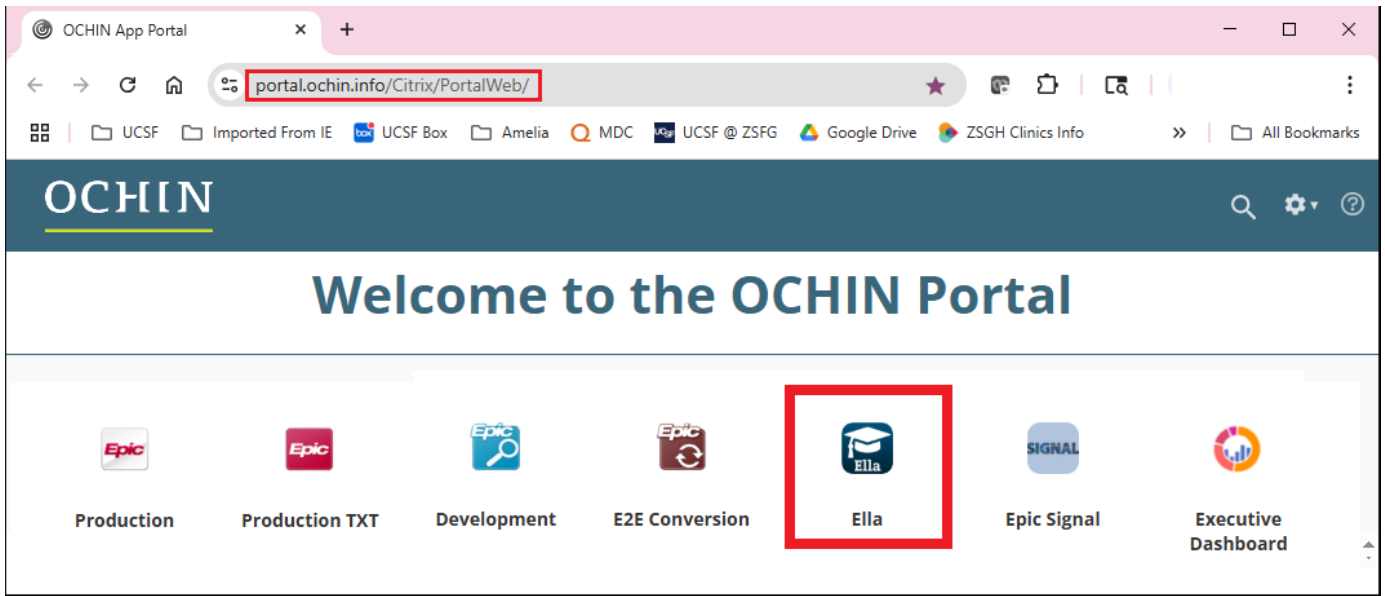


To Unlock Your EPIC Account See Below

Log into Ella or <https://mysignins.microsoft.com/security-info>



OCHIN

Sign in

example@community-health.org

[Can't access your account?](#) [Next](#)

OCHIN

Which type of account do you need help with?

☒ Work or school account
Created by your IT department

☐ Personal account
Created by you

OCHIN

Get back into your account

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

sa236-gregtrema@community-Health.org

Example: user@contoso.onmicrosoft.com or user@contoso.com

**Enter Your Community-Health.org account
NOT Your MNHC**

VQWS
KNDN

VQWSHWDN

Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

OCHIN

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

OCHIN

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

OCHIN

Get back into your account

✓ Your account has been unlocked

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