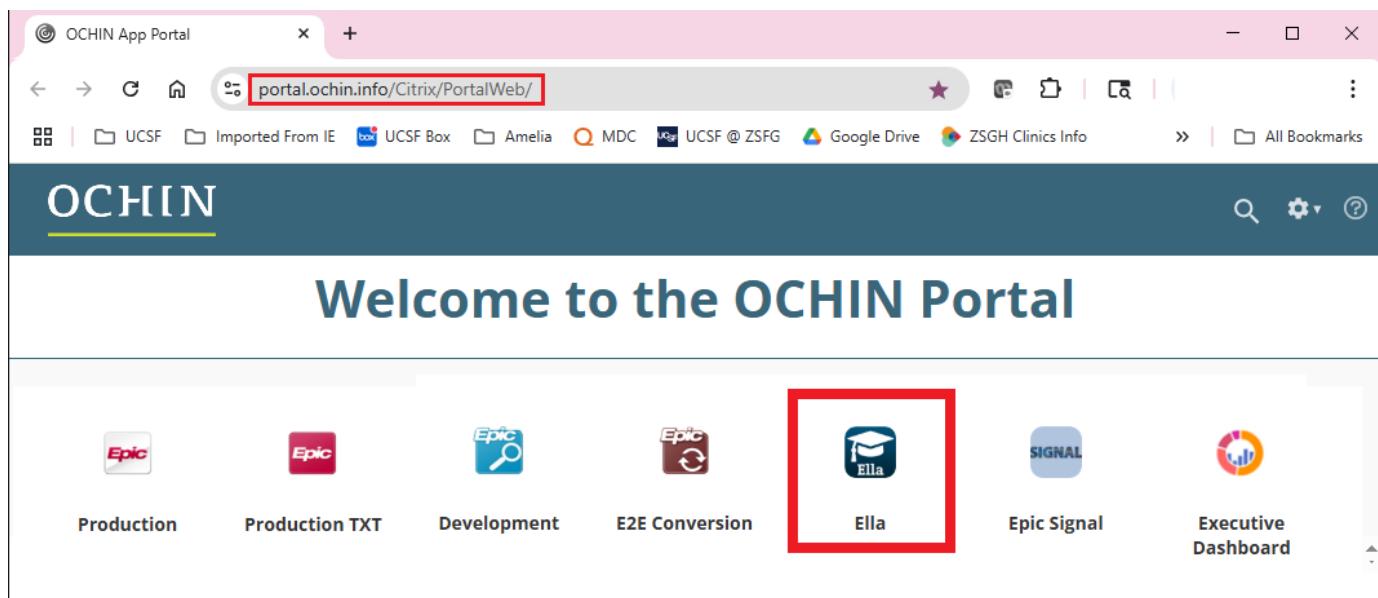


To Unlock Your EPIC Account See Below

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



The screenshot shows the OCHIN App Portal homepage. The URL in the address bar is portal.ochin.info/Citrix/PortalWeb/. The page title is "Welcome to the OCHIN Portal". Below the title are several icons representing different systems: Production, Production TXT, Development, E2E Conversion, Ella, Epic Signal, and Executive Dashboard. The "Ella" icon is highlighted with a red box.



The screenshot shows the Ella sign-in page. The title is "Sign in" and the email input field contains "example@community-health.org". Below the input field are two buttons: "Can't access your account?" (highlighted with a red box) and "Next". To the right, there is a list of account types: "Work or school account" (highlighted with a red box) and "Personal account".



The screenshot shows the Ella password recovery page. The title is "Get back into your account". It instructs the user to enter their email or username and the characters in the picture or audio. The email input field contains "sa236-gregtremo@community-Health.org" (highlighted with a red box). To the right, a red box highlights the text "Enter Your Community-Health.org account NOT Your MNHC". Below the input field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". There is a CAPTCHA image with the text "VQWS HWDN" and a text input field "VQWSHWDN" (highlighted with a red box). Below the CAPTCHA is the instruction "Enter the characters in the picture or the words in the audio. *". At the bottom 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

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.

enter your cell number

Text



Get back into your account

Your account has been unlocked

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