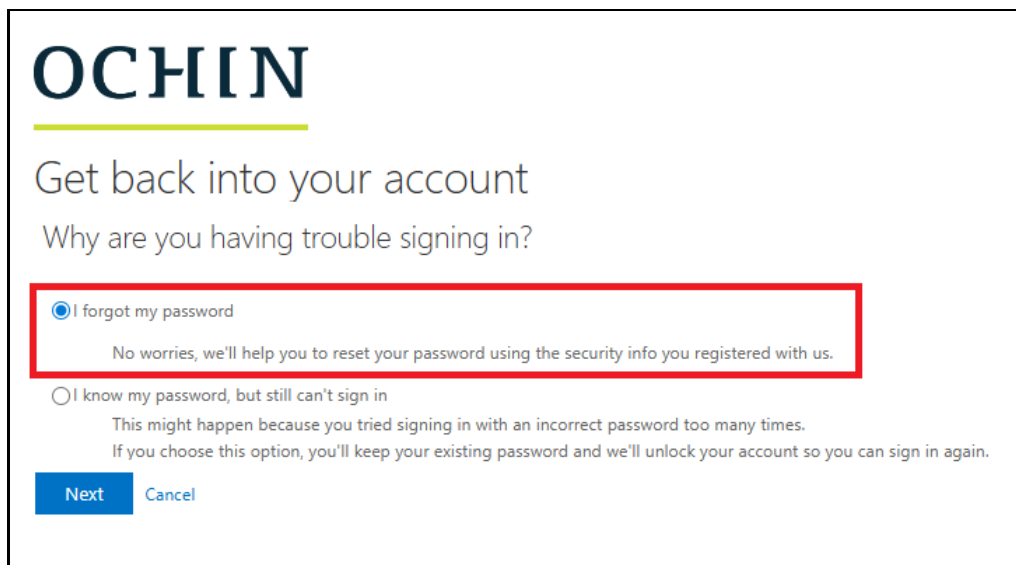
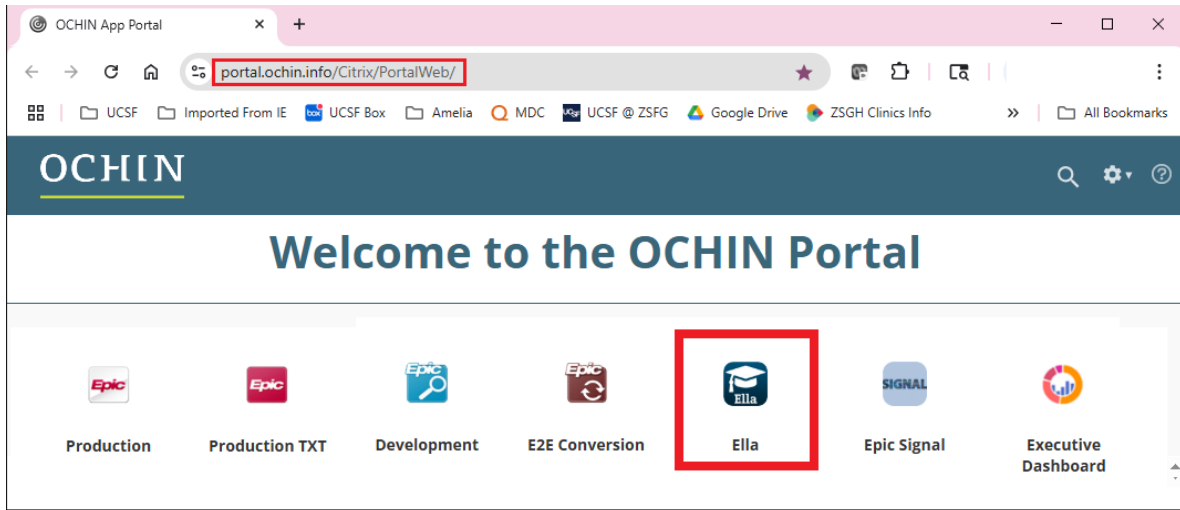


EPIC Password Resets: 3 Options - To Unlock Your Account See Below

1. Microsoft Self-Service Password Reset at:
<https://passwordreset.microsoftonline.com/>
2. Users can use Ella to reset their EPIC password
<https://portal.ochin.info/Citrix/PortalWeb/#> by entering their account name and then selecting "Forgot Password".



3 New Phone and EPIC MFA Reset - <https://mysignins.microsoft.com/security-info>

- Reset your 2-MFA, Change Phone, or change password (if not forgotten) link:
- Enter your Name@community-Health.org credentials.
- This link allows users to self-manage their auth methods if they lose their phone (but retain their same cell phone number).
- You must have registered your EPIC account with MFA previously.