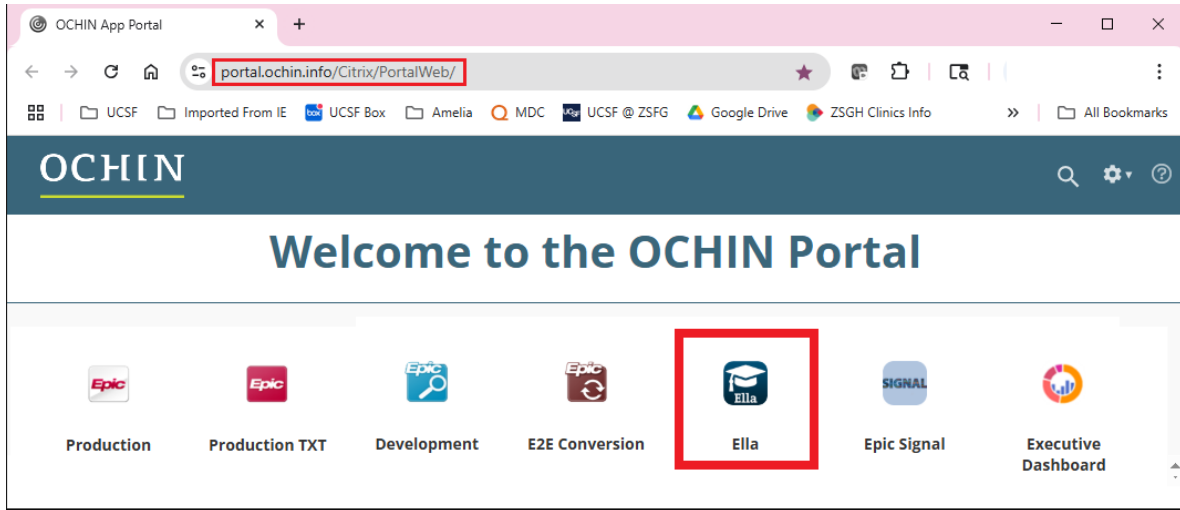


EPIC Password Resets or Change: 3 Options

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/#>



OR

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



3 Password Change - <https://mysignins.microsoft.com/security-info>

- Change your EPIC password. **You must know your password**, link:
- Enter your Name@community-Health.org credentials.
- This link allows users to manage their passwords themselves, such as changing them before they expire or when security requires it.
- You must have previously registered your EPIC account with MFA.

 My Sign-Ins 



Greg Tremo
Greg.Tremo@dashealth.com

 My Account 

Overview

Security info


Devices



Change Password

Organizations

Settings & Privacy

Recent activity


 My Apps









 My Access 

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

 Add sign-in method

 Phone	+1 7572566606	Change	Delete
 Password	Last updated: 3 years ago	Change	
 App password	Standard		Delete
 Microsoft Authenticator Passwordless sign-in	iPhone 13		Delete
 Passkey (device-bound) Microsoft Authenticator	Authenticator - iOS iOS device	Delete	
 Passkey (device-bound) Microsoft Authenticator	Authenticator - iOS iOS device	Delete	

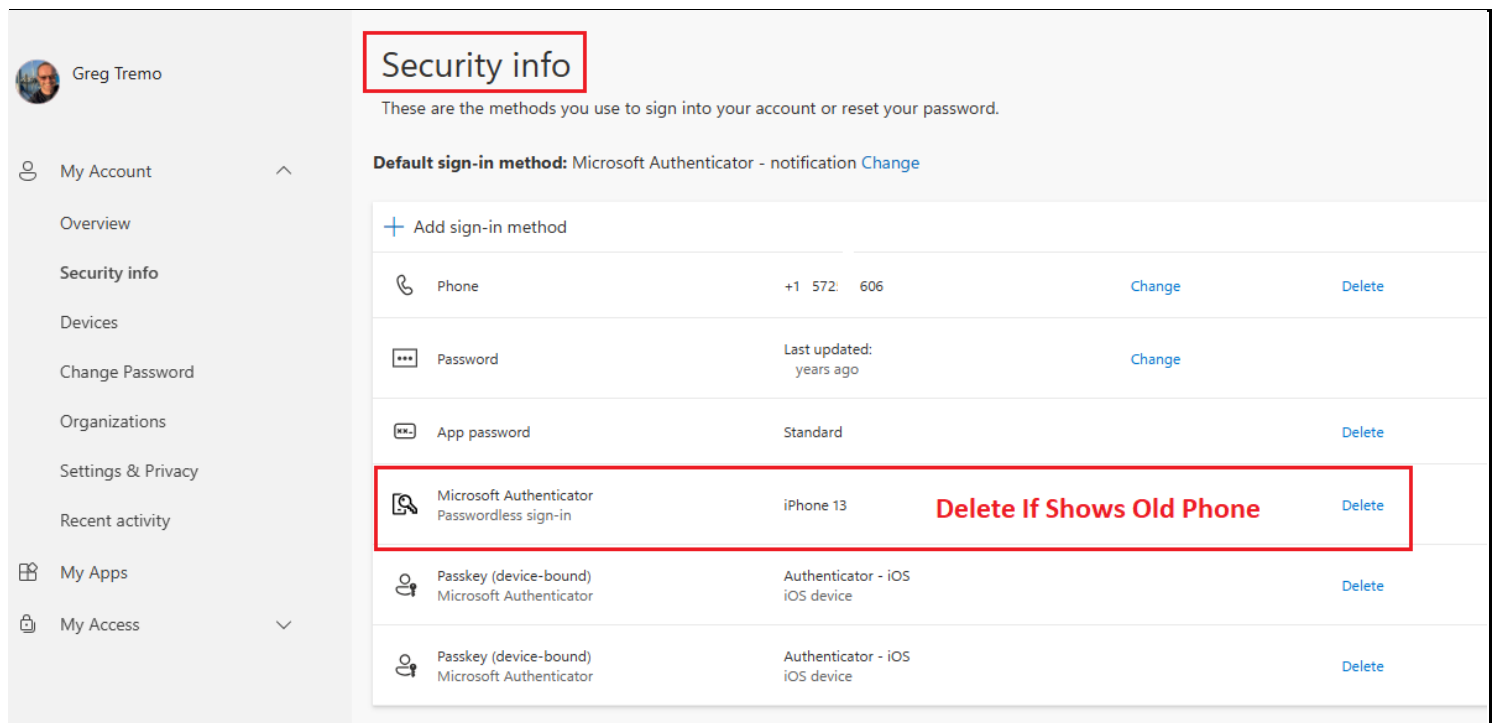
Lost device? [Sign out everywhere](#)

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

- Reset your 2-MFA or Change Phone, link:
- Enter your Name@community-Health.org credentials.
- This link allows users to self-manage their auth methods when they replace their phone (while retaining their cell phone number).
- You must have previously registered your EPIC account with MFA.

If you are re-registering a new phone for Microsoft Authenticator:

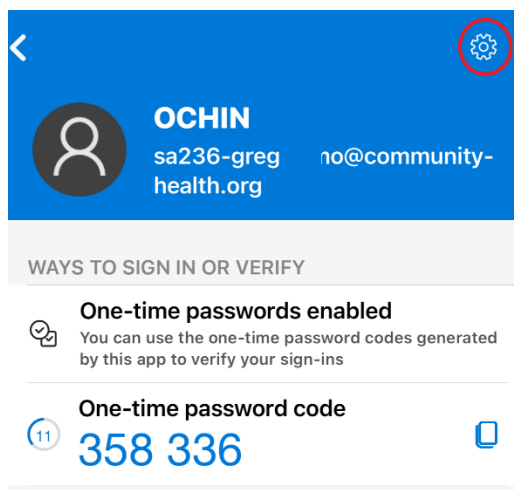
- Delete the **Ochin-related Account** from the Microsoft Authenticator app on your **new phone** first.
- **If no Ochin account is listed in the app, disregard this step.**
- If you don't remove it, the re-registration will fail.



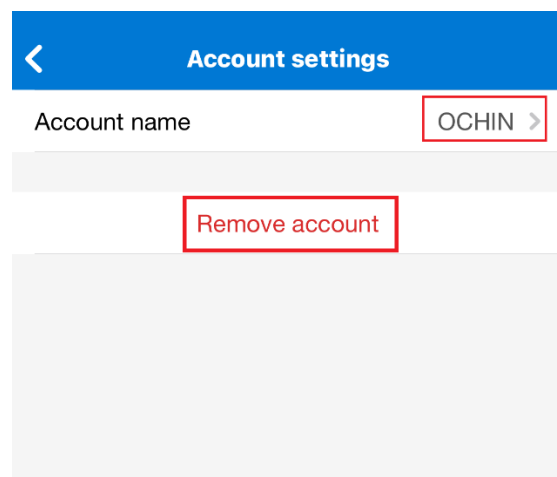
The screenshot shows the Microsoft account security settings page for Greg Tremo. The 'Security info' section is highlighted with a red box. Below it, the 'Default sign-in method' is listed as 'Microsoft Authenticator - notification'. A table lists various sign-in methods, including Phone, Password, App password, and Microsoft Authenticator. The Microsoft Authenticator entry is highlighted with a red box and labeled 'Delete If Shows Old Phone'.

Sign-in method	Details	Action
Phone	+1 572 606	Change Delete
Password	Last updated: years ago	Change
App password	Standard	Delete
Microsoft Authenticator Passwordless sign-in	iPhone 13	Delete If Shows Old Phone Delete
Passkey (device-bound) Microsoft Authenticator	Authenticator - iOS iOS device	Delete
Passkey (device-bound) Microsoft Authenticator	Authenticator - iOS iOS device	Delete

To delete an account, click on the gear, then select **Remove Account**.



The screenshot shows the OCHIN account settings page. The gear icon in the top right corner is highlighted with a red circle. Below the account name, the 'WAYS TO SIGN IN OR VERIFY' section is visible, showing 'One-time passwords enabled' and a 'One-time password code' of 358 336.



The screenshot shows the 'Account settings' page. The 'Account name' field is highlighted with a red box and contains the text 'OCHIN'. Below it, the 'Remove account' button is highlighted with a red box.