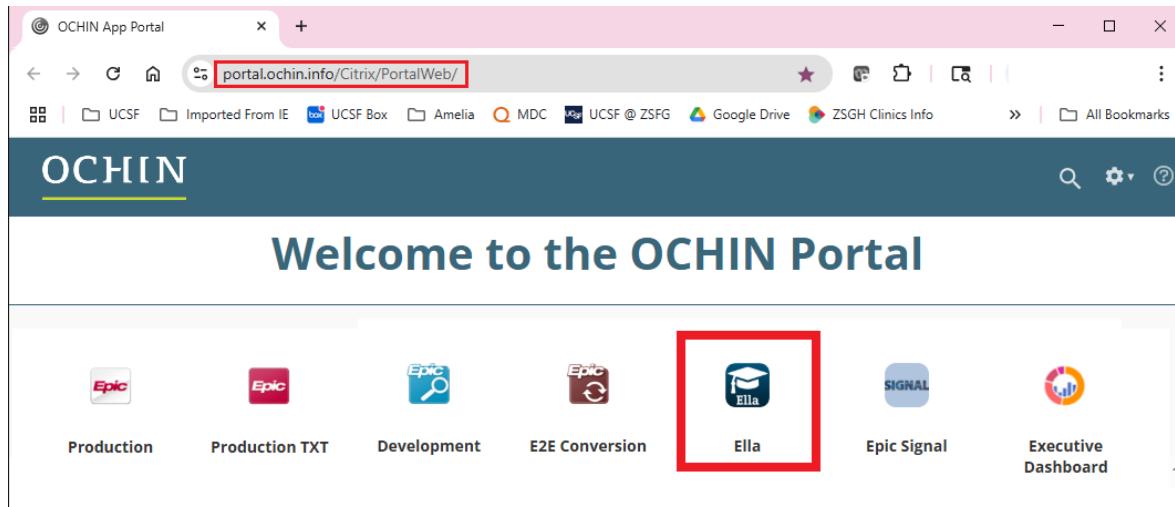


## EPIC Password Resets or Change: 3 Options

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/#>



Two screenshots of the OCHIN sign-in process. The left screenshot shows the initial sign-in page with the text 'Enter Your Community-Health not Your MNHC account'. It has an input field containing 'sa236-gregtremo@community-health.org' and a 'Next' button. The right screenshot shows a CAPTCHA verification page with the text 'To recover your account, begin by entering your email or username and the characters in the picture or'. It has an input field containing 'sa236-gregtremo@community-Health.org' and a text area with 'VQWSHWDN'. Both screenshots have a red box around the 'Next' button.

A screenshot of the OCHIN password reset page. It shows a password input field with '.....' in it, a 'Forgot my password' link (which is highlighted with a red box), and a 'Sign in' button.



## 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.

The screenshot shows the Microsoft My Sign-Ins interface. On the left, there's a sidebar with a user profile for 'Greg Tremo' and links to 'My Account', 'Overview', 'Security info' (which is currently selected and highlighted with a red box), 'Devices', 'Change Password' (also highlighted with a red box), 'Organizations', 'Settings & Privacy', and 'Recent activity'. On the right, the 'Security info' page displays a table of sign-in methods. The table has columns for method type (e.g., Phone, Password, App password, Microsoft Authenticator, Passkey), device information (e.g., '+1 7572566606', 'Last updated: 3 years ago', 'Standard', 'iPhone 13', 'Authenticator - iOS'), and actions (e.g., 'Change', 'Delete').

Default sign-in method: Microsoft Authenticator - notification <a href="#">Change</a>				
<a href="#">+ Add sign-in method</a>				
Phone	+1 7572566606	<a href="#">Change</a>	<a href="#">Delete</a>	
Password	Last updated: 3 years ago	<a href="#">Change</a>		
App password	Standard	<a href="#">Delete</a>		
Microsoft Authenticator Passwordless sign-in	iPhone 13	<a href="#">Delete</a>		
Passkey (device-bound) Microsoft Authenticator	Authenticator - iOS iOS device	<a href="#">Delete</a>		
Passkey (device-bound) Microsoft Authenticator	Authenticator - iOS iOS device	<a href="#">Delete</a>		

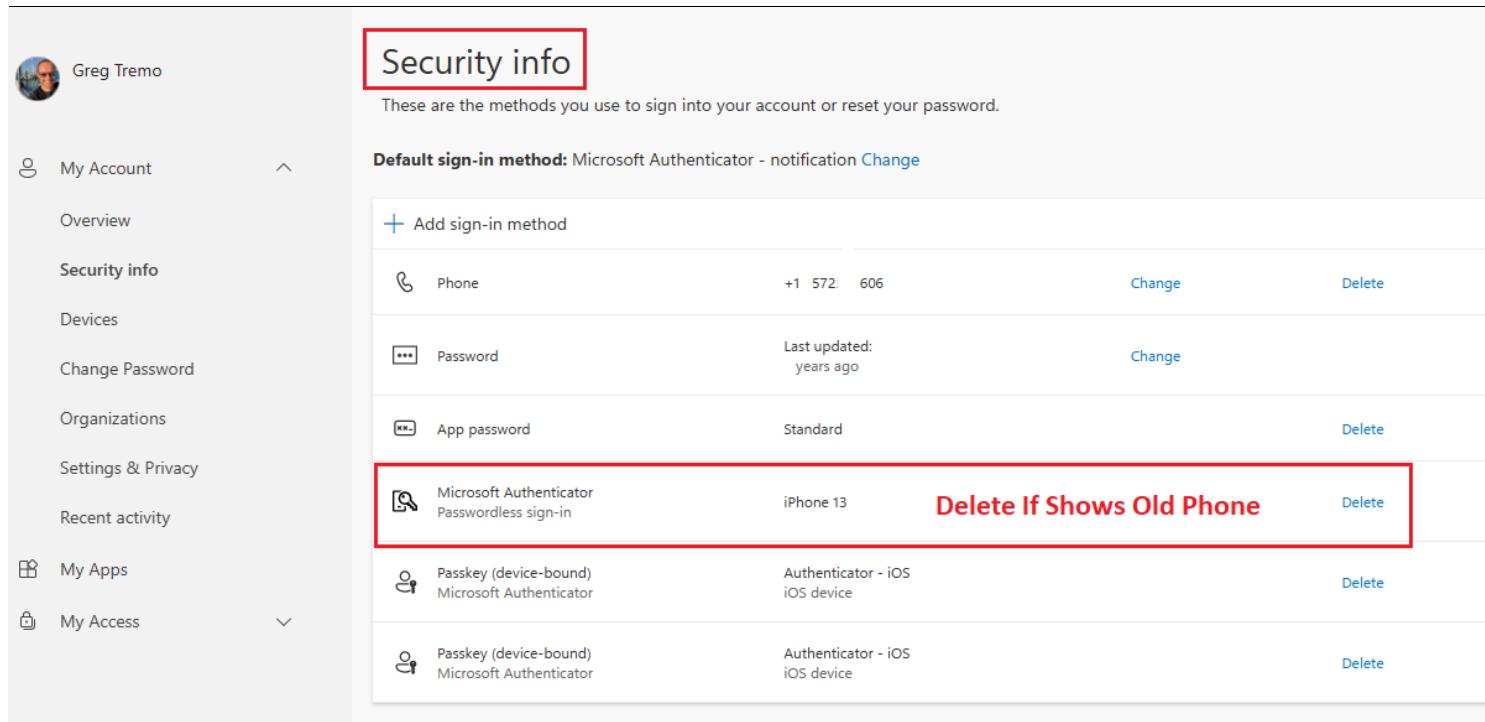
[Lost device? Sign out everywhere](#)

#### 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.

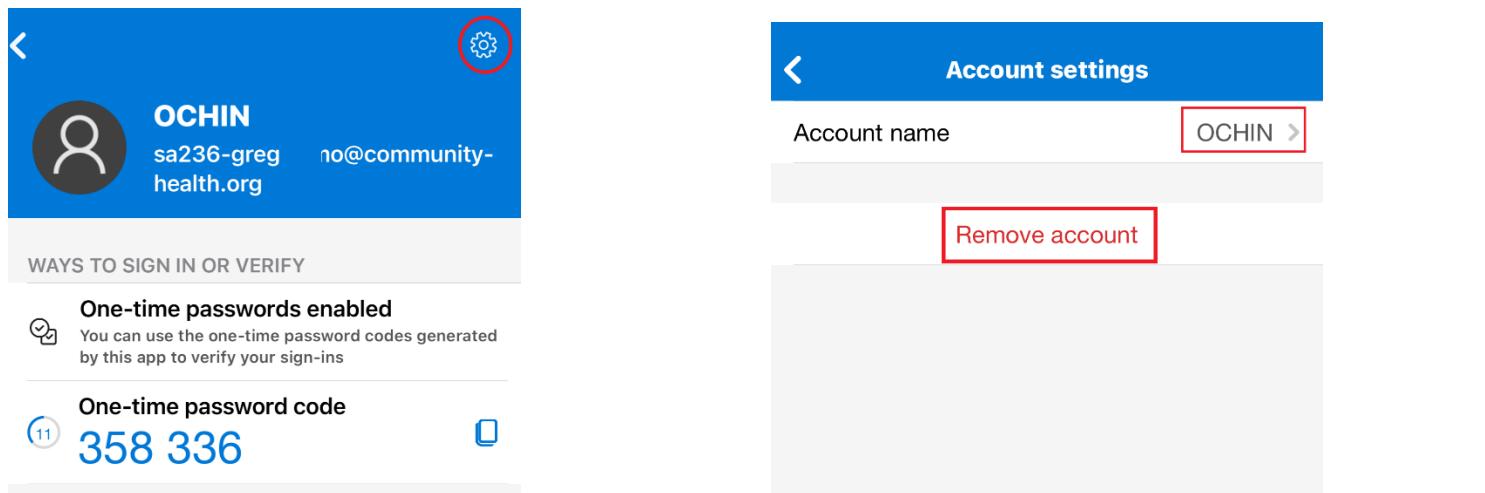
##### If you are re-registering a new phone for Microsoft Authenticator:

- 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 'Security info' section of the Microsoft Sign-in page. On the left, a sidebar lists 'My Account' (Overview, Security info, Devices, Change Password, Organizations, Settings & Privacy, Recent activity), 'My Apps' (My Apps), and 'My Access'. The main area is titled 'Security info' and contains a sub-section 'Default sign-in method: Microsoft Authenticator - notification Change'. It lists sign-in methods: Phone, Password, App password, Microsoft Authenticator (selected and highlighted with a red box), Passkey (device-bound), and another Passkey entry. Each method has a 'Change' or 'Delete' link.

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



The screenshot shows the 'Account settings' page. At the top, it displays the account name 'OCHIN'. Below that, under 'WAYS TO SIGN IN OR VERIFY', it shows 'One-time passwords enabled' (with a gear icon) and 'One-time password code' (with a phone icon). The code '358 336' is displayed. On the right, there is a 'Remove account' button, which is highlighted with a red box.