

From: Esther P< >

Sent: Wednesday, March 19, 2025 11:40 AM

To: AllStaff_MNHC

Subject: Re: Important: Epic Active Directory Migration Plan

Importance: High

The **Epic Team** wants to thank you for your patience while we troubleshoot the AD migration. **Ochin has completed the Active Directory Migration.**

Things to remember:

Password Resets:

- Going forward, **Your Epic Analysts will no longer be able to reset passwords for users in Epic**, we can only "unlock" your account if needed.
- Users should **utilize Ella to reset their Epic password** at:
<https://portal.ochin.info/Citrix/PortalWeb/#>

by entering the **account name** and then selecting **“Forgot Password”**.

MFA link backup.

- Another useful tool is Microsoft Self-Service Password Reset at:
<https://aka.ms/sspr>
- This link will allow you to set a MFA link backup.

Please remember that in EPIC, you don't need to enter the whole community-health account:

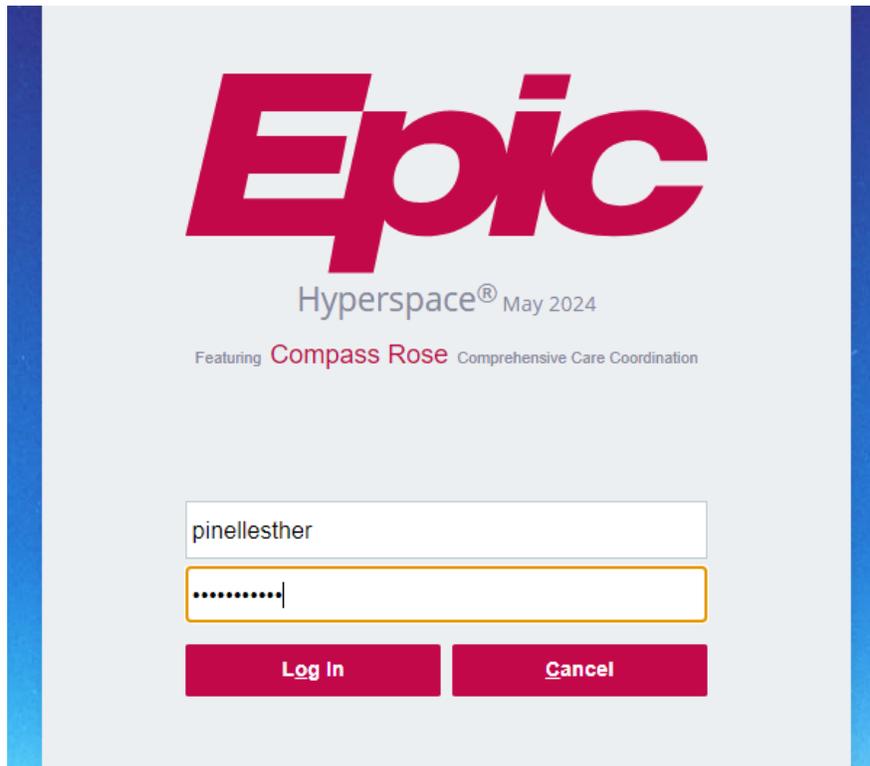
Example:

Ella account:

zzztestuser@community-health.org or SA236-zzztestuser@community-health.org

EPIC account: **zzztestuser** or **SA236-zzztestuser**

See the screenshot below for reference.



Please let the Epic team know if you continue to encounter any issues.

DAS -MNHC Password Resets, New Cell Phone & 2MFA Reset

Password Resets: Submit a DAS ticket to reset your Computer or Outlook password.

Users are unable to perform a password reset via self-service portals.

New Cell Phone & 2MFA Reset: The Self-Service Link Below Should be Used Before Purchasing a New Phone for Best Success

"We recommend using this Link

(<https://mysignins.microsoft.com/security-info>)

to set up a backup MFA method (e.g. SMS) to allow users to self-manage their authentication methods in the event that they lose their phone (but retain their same cell phone number). They would be able to MFA with their phone number then remove the old Authenticator App and set up a new method independently."

MNHC Account: If you purchase a new phone and want your 2 MFA—Multi-Factor Authentication Reset for MNHC Account—Try the Self-Service Link Above or Submit a DAS Ticket requesting a reset for your personal device.