EPIC 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".**
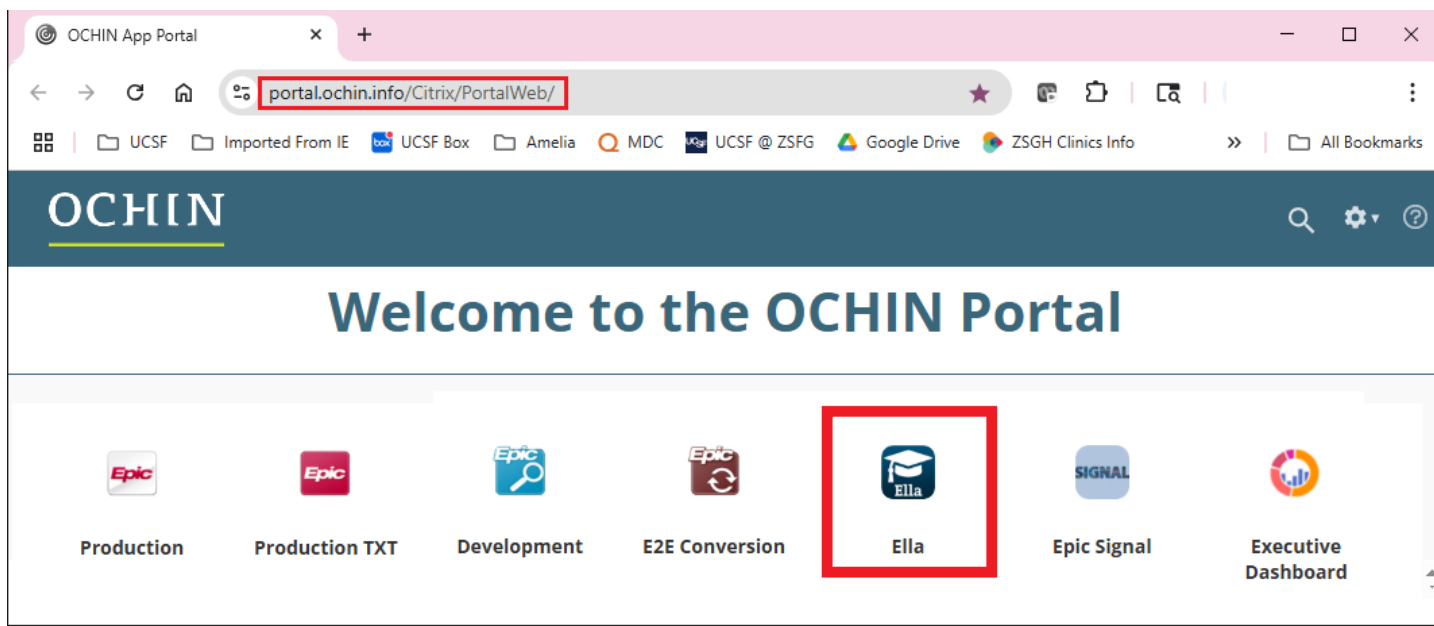
New Phone and EPIC MFA Reset

- **You can always reset your MFA with Microsoft at this link: https://mysignins.microsoft.com/security-info**
- Enter your **Name@community-Health.org** credentials.
- This link allows users to self-manage their auth methods in the event that they lose their phone (but retain their same cell phone number).
- You would be able to MFA with your phone number then remove the old Authenticator App and set up a new method independently.
- **You must have registered your EPIC account with MFA previously.**
- If you are unable to Regester with your new phone, please submit an EPIC ticket.

MFA link backup.

- Another useful tool is Microsoft Self-Service Password Reset at: https://aka.ms/sspr

- This link will allow you to set up a MFA link backup.