

Welcome to MultiCare Link.

First you will configure your MHS Active Directory (AD)/Network Account **before** logging into <https://link.multicare.org>:

Example User ID: jdoe@multicare.org

The formula for initial AD/Network account password is:

1. first 2 characters of your legal first name in UPPERCASE (FN)
2. the two-digit month of birth (mm)
3. the first two characters of your last name in lowercase (ln)
4. the two-digit day of birth (dd)
5. the word "healthy"

*Example – User named John Smith born on 12/31: JO12sm31healthy (no spaces)

There are no spaces in the password.

There are two accounts created for Link users.

- 1) MHS Active Directory (AD)/Network Account – requires Microsoft Authenticator App (Username: jdoe@multicare.org Password: same for both accounts)
- 2) EpicCare Link Account – requires separate authentication with Microsoft Authenticator App or Email Address (Username: **jdoe** Password: same for both accounts)

Step 1: Log-In for the First time/Update Password

What You Need:

- An Android or Apple mobile device (smartphone or tablet).
- A computer running a current version of either Windows, MacOS, or a Chromebook.
- A reliable Internet connection.

Download and Install the Microsoft Authenticator (MFA) mobile app:

- Open the app store on your mobile device to download and install the “**Microsoft Authenticator**” app.

Setup the Microsoft Authenticator app:

- Using your computer, start your web browser and enable its “private” or “incognito” mode:
 - a. **Chrome:** At the top right, click the 3 dots and then click on **New Incognito Window**.
 - b. **Edge:** At the top right, click the 3 dots and then click on **New InPrivate Window**.
 - c. **Firefox:** At the top right, click the 3 lines and then click on **New Private Window**.
 - d. **Safari:** Click **File**, then click on **New Private Window**.
- On a computer private web browser, copy and paste this URL in the address bar: <https://aka.ms/mfasetup>. Sign in using your UserID@multicare.org login.
- You will then be taken to the MultiCare Hospital Login page where you will sign in using your initial password.
- Click the **Next** button when you reach the “More information required” screen after signing in.
- If you’ve already installed the Microsoft Authenticator app (Step 1, above), click the **Next** button.
- Have your smartphone handy and click the **Next** button once more.
- Open the “Authenticator” app on your smartphone and click the + symbol to add a new **Work or School Account**. **Note: You must choose “Work or School Account” first, **don’t** scan the QR from the first screen.*
- Tap on **Scan QR code** on your phone and allow the app to use your camera to scan the QR code which should be displayed on your computer’s web browser.
- Click **Next** on your computer to continue and click **Done** to complete the setup.

Step 2: Changing your Password- from initial password to user selected password.

- If you have just setup the MultiCare Authenticator, you can change your password from the screen that shows up at the end of the process. Click on the password tab.



If you are changing your password (required annually), use the link below-

- <https://myaccount.multicare.org> – Remember to use the MHS Active Directory (AD)/Network account information: username@multicare.org.

- It will ask for the authenticator code from the Microsoft Authentication app. Open the app on your phone and then tap the correct account. There will be a “one-time password code” that changes every 30 seconds. Enter that code in the field on the website.

Note: if you have setup the Microsoft Authenticator app for “password resets” and “EpicCare Link authentication” you will have two MultiCare Health System accounts.

1. The one that shows “username@multicare.org” should be used for “password resets”.
2. The one that shows only “**username**” should be used for “EpicCare Link Authentication”.

Password requirements:

- **Passwords must be at least 15 characters long.**
 - Must include characters from **three** of the following categories:
 - Uppercase letters
 - Lowercase letters
 - Base 10 digits (0 through 9).
 - Special characters '!"#\$%&()*+,-./:;?@[^_`{|}~+=<=>

Now you should be able to log on to EpicCare Link.

To Log-In to EpicCare Link please go to <https://link.multicare.org>

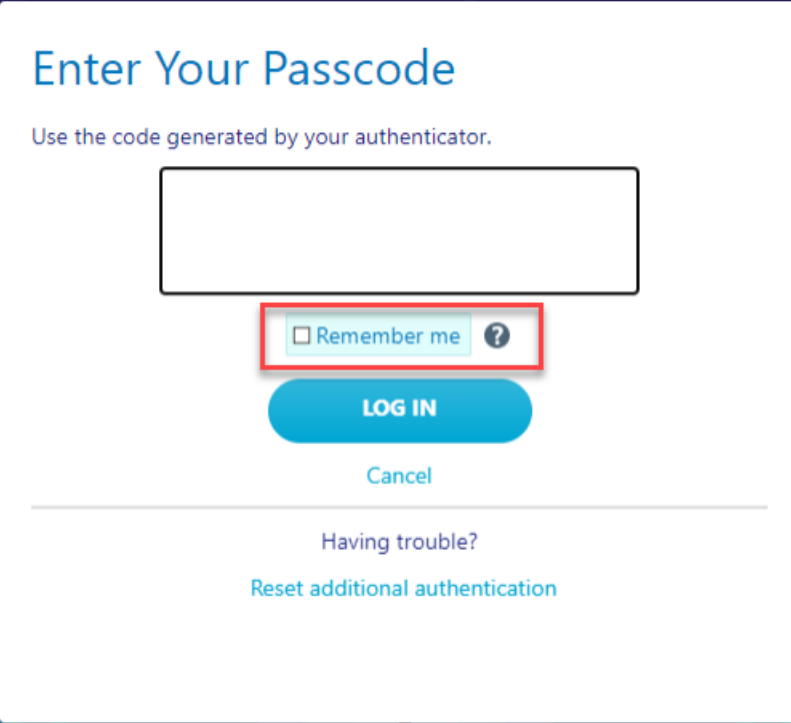
*Remember to **log into EpicCare Link use your username without the @multicare.org.**

When logging into Link-

1. Two Factor Authentication is required. Follow prompts on the screen to use email or you can use the Microsoft authenticator app for EpicCare Link Authentication.
 - a. If you choose Email – enter your work email address
 - b. If you choose App -To add the EpicCare Link Authentication, you will need to add another account to the Microsoft Authenticator app. Click on the “+” button in the upper-right corner. After you scan the QR code you will see a second account for “MultiCare Health System”. The EpicCare Link Authentication account is the one that just shows the “**username**” without @multicare.org at the end.
2. You will get a screen with a “**Reset Code**”. Write down you reset code and save it. This code is only used if you need to change your EpicCare Link Authentication method – for example from email to app, or app to email.
3. Accept Terms and Conditions.

4. Enter the code from your email or from the app.

Tip-Next time you log in, click the *remember me* check box to bypass authentication for 30 days.



The screenshot shows a login interface with the title "Enter Your Passcode" in blue. Below the title is the instruction "Use the code generated by your authenticator." in a smaller, lighter blue font. A large, empty rectangular text input field is centered. Below the input field is a checkbox labeled "Remember me" with a question mark icon to its right. This checkbox area is highlighted with a red rectangular border. Below the checkbox is a blue rounded rectangular button with the text "LOG IN" in white. Underneath the button is the word "Cancel" in a light blue font. A horizontal line separates this section from the bottom part of the screen. Below the line, the text "Having trouble?" is displayed, followed by a link "Reset additional authentication" in blue.