

MultiCare

EpicCare Link

Change your password for MultiCare Link

Follow this [link](#) to watch a short video on the Change Password process

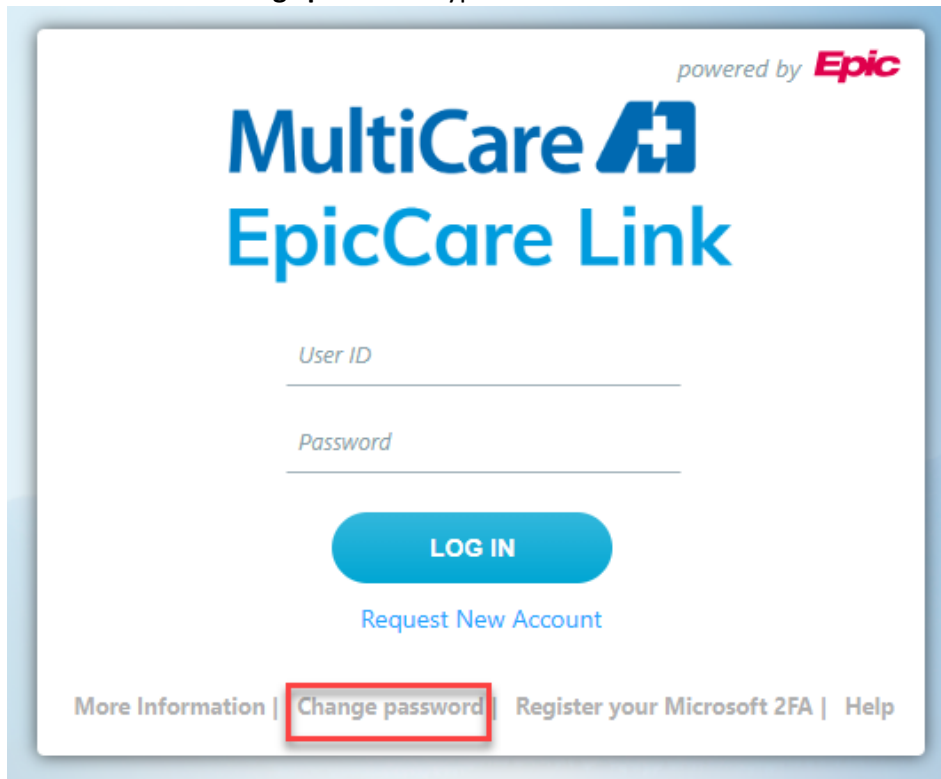
Use your computer to open a private web browser window. Click on the links below for instructions for specific browsers:

- - [Google Chrome Incognito window](#)
 - [Firefox Private window](#)
 - [Safari Private window](#)
 - [Microsoft Edge InPrivate window](#)

Once you're in a PRIVATE web browser window on your computer, go to <https://myaccount.multicare.org>

Steps

- Click **Change password** hyperlink.



The image shows the MultiCare EpicCare Link login interface. At the top right, it says "powered by Epic" with the Epic logo. The main heading is "MultiCare" followed by a blue cross icon and "EpicCare Link". Below this are two input fields: "User ID" and "Password". A blue "LOG IN" button is centered below the fields. Below the button is a link that says "Request New Account". At the bottom, there is a horizontal menu with four items: "More Information", "Change password" (which is highlighted with a red rectangular box), "Register your Microsoft 2FA", and "Help".

- **Change password screen:**
 - Enter your MultiCare username (username@multicare.org) in the **Email or Username*** field
 - *Your username is your MultiCare Windows Login username*
- Enter the characters in the picture or the words in the audio and then click **Next**

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel



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

- If you forgot or want to reset your password, choose the option **"I forgot my password"**
 - *Choose this option even if you did not forget your password and just want to reset it!*
- If you want to unlock your account and not change your password, choose the option **"I know my password, but still can't sign in"**
 - **Please Note:** This will NOT work unless you know your current password
- Click **Next**

MultiCare 

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone


☐ Call my mobile phone

☐ Enter a code from my authenticator app


In order to protect your account, we need you to enter your complete mobile phone number (*****90) below. You will then receive a text message with a verification code which can be used to reset your password.

[Cancel](#)

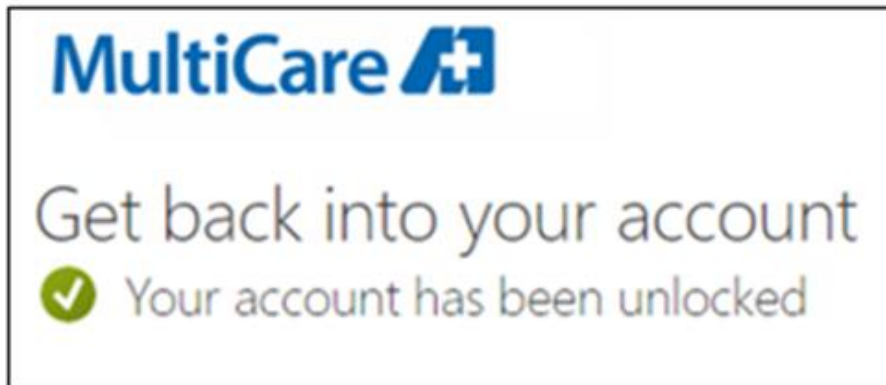
- Click on one of the options you have set up during your MFA enrollment to complete the verification step
- If you chose “I forgot my password”, you will be prompted to enter a new password. Upon entering the new password, you will see the following message for a successful password reset

MultiCare 

Get back into your account

 Your password has been reset

10. If you chose to unlock your account, you would see the following message for a successful account unlock



Tip: If your account was unlocked successfully, but you still can't sign in, start over from Step 1 and try the I forgot my password option