MultiCare ➕
EpicCare Link

Change your password for MultiCare Link

Follow this **link** to watch a short video on the Change Password process
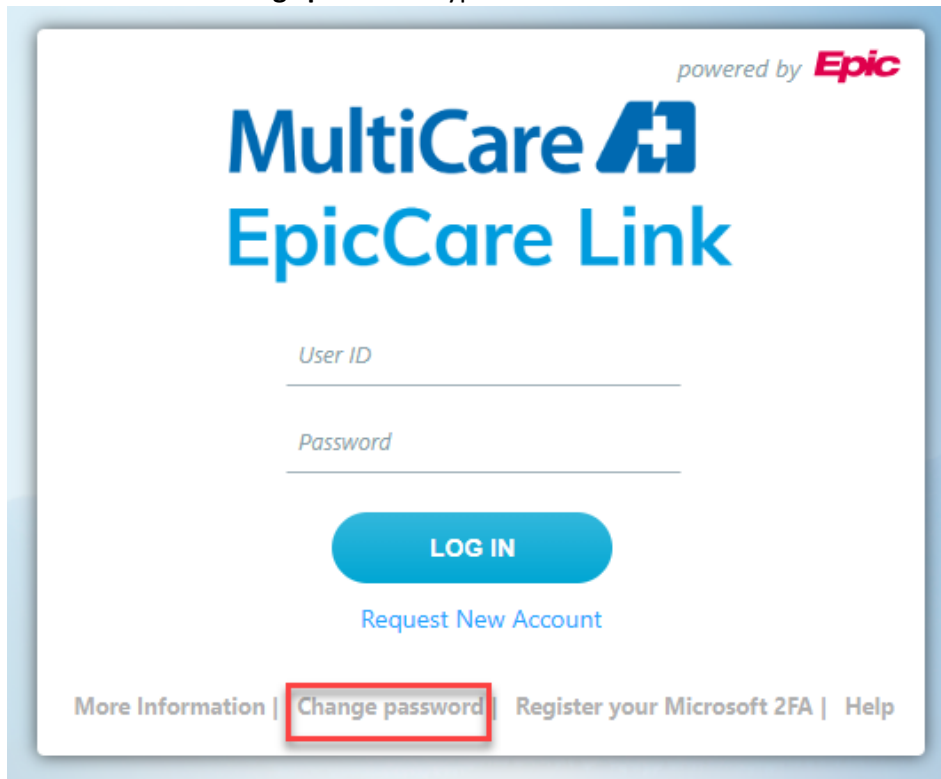

Use your computer to open a private web browser window. Click on the links below for instructions for specific browsers:

-
    - [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.

- **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

- 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.

[Enter your phone number]

[Text]

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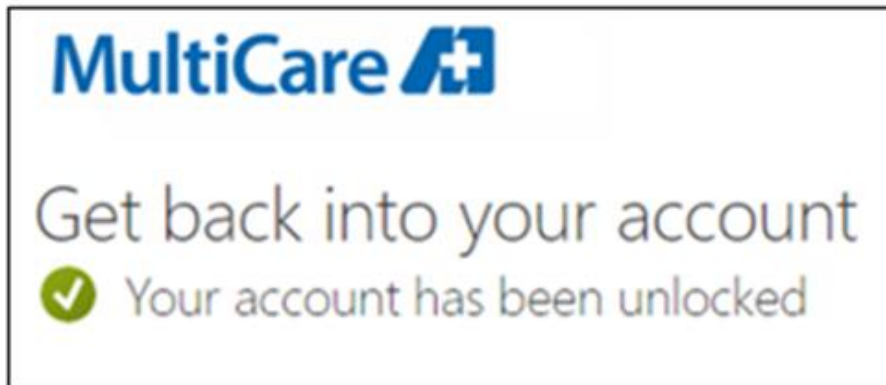
Tip: If your account was unlocked successfully, but you still can't sign in, start over from Step 1 and try the I forgot my password option