

Mount Sinai Health System Epic Tip Sheet

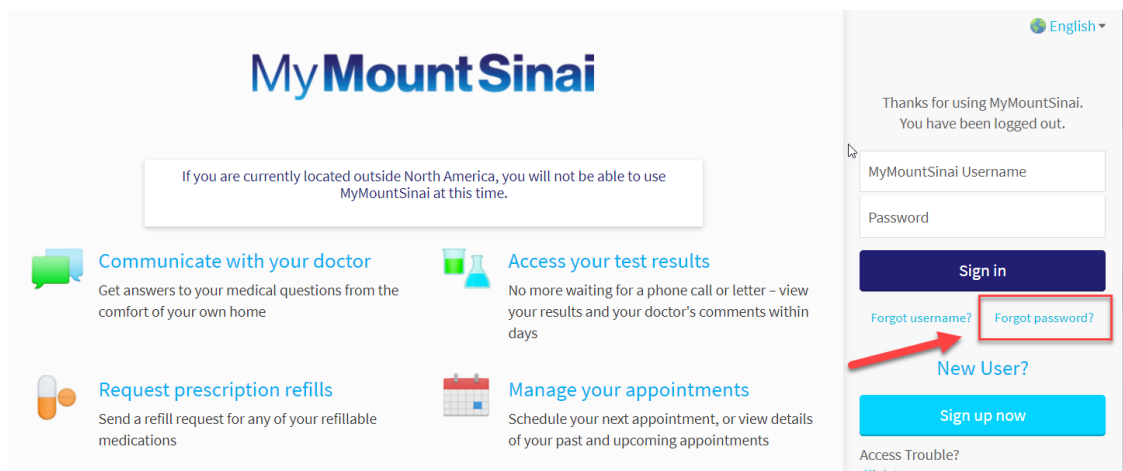


Forgot password? Resetting your Password

Users Impacted by the Change: All Patients

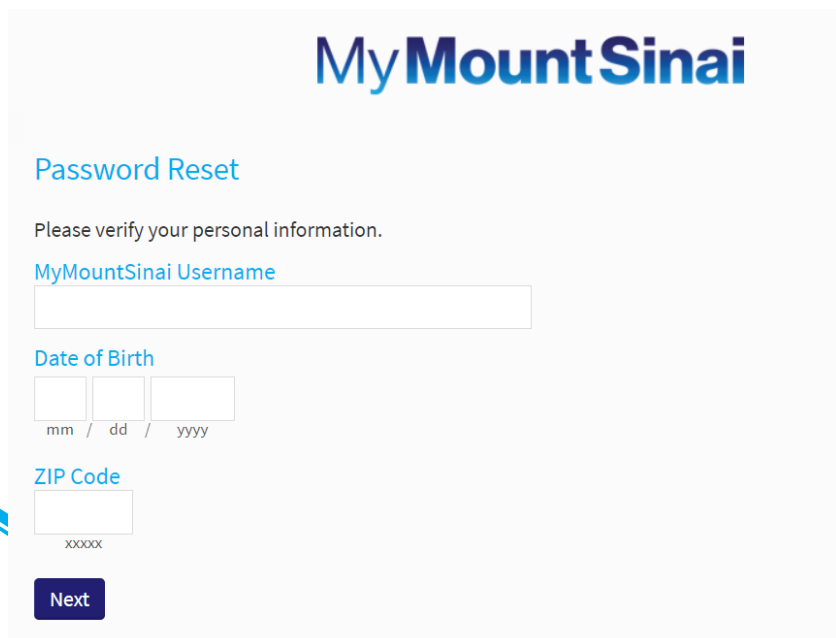
Patients are now required to receive a code by e-mail or text to reset password instead of answering security questions.

1. ON THE MAIN LOG IN PAGE- CLICK FORGOT PASSWORD?



2. YOU WILL NEED TO ENTER YOUR USERNAME, DATE OF BIRTH, AND ZIP CODE.

If you do not remember any of this information, you will need to contact the MyMountSinai help desk at 1-855-343-3470, then press 0, to speak with an agent to help you regain access to your MyMountSinai account.



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3. SELECT IF YOU WANT TO RECEIVE YOUR CODE BY EMAIL OR TEXT TO YOUR PHONE.

The screenshot shows the MyMountSinai 'Verify Your Identity' screen. At the top right, there is a language selector set to 'English'. The main heading is 'MyMountSinai' in blue. Below it is the sub-heading 'Verify Your Identity'. A message states: 'It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.' with a 'Learn more' link. The question 'How would you like to receive the code?' is followed by two pink buttons: 'Send to my email' (with an envelope icon) and 'Text to my phone' (with a speech bubble icon).

4. ONCE YOU SELECT HOW TO RECEIVE THE CODE, A CODE WILL BE SENT AND YOU WILL ENTER IT ON THIS NEXT SCREEN- CLICK VERIFY

If you do not receive a code you will need to contact the MyMountSinai help desk at 1-855-343-3470, then press 0, to speak with an agent to help you regain access to your MyMountSinai account.

The screenshot shows the MyMountSinai 'Verify Your Identity' screen where a code has been sent. The main heading is 'MyMountSinai' in blue. Below it is the sub-heading 'Verify Your Identity'. A message states: 'We've sent a security code to a@aol.com.' with a 'Learn more' link. The instruction 'Enter your code below to continue.' is followed by a text input field with a yellow padlock icon and the placeholder text 'Enter Code'. Below the input field is a grey button with a key icon and the text 'Verify'. At the bottom, there is a link that says 'Didn't receive the code?' followed by 'Resend code'.



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5. AFTER YOU SUCCESSFULLY ENTER THE CODE, YOU WILL BE PROMPTED TO ENTER A NEW PASSWORD.

Ver en Español

MyMountSinai

Create a New Password

Please enter a new password. Our requirement is that your password uses a combination of Uppercase letter(s), Lowercase letter(s), Number(s), 1 special character and has a minimum length of 8 characters. Avoid using a password that is easy for others to guess, such as your name or phone number.

* Password

* Retype Password

Next Cancel

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