

## How to Claim Your Epic Account and Test Your Credentials

In this guide, you'll be asked to follow some simple steps in order to claim your Epic account and test your credentials to verify you can see your Epic icons. Before getting started with step 1, **please read the following:**

- If you have already received an “access letter” containing your Epic credentials and have already logged into your Epic account, **you will still need to claim your account.** This is because we will need security questions and answers from you for identity verification purposes.
- Please follow these steps very carefully. If you receive the error message below when trying to claim your account, please do not click the **Back** button on your browser. Please click the **Next** button and then click **Home**. After clicking **Home**, you'll need to navigate back to <https://access.providence.org> to begin the account claiming process again.

### Account Claiming

We are unable to verify you based on one of the following:

- Your account has already been claimed
- An account was not found based on the data you have provided
- You are trying to claim your account before your start date

If you believe you've received this message in error, please contact the Providence St. Joseph Health IS Service Desk at (800) 635-9295 for additional assistance. Please click 'Next' to proceed.

Next

Thanks for using Providence St. Joseph Health Account Claiming. Click 'Home' to leave this page.

Home

1. To begin claiming your account, navigate (using Google Chrome) to <https://access.providence.org> and click **Claim Your Account**.

For assistance call 949-764-8600, option 3.

The screenshot shows the 'Caregiver Access Portal' with three main options: 'Remote Work From Home Guidance', 'Claim Your Account', 'Configure Multi-Factor Authentication', and 'Reset Your Password'. A red box highlights the 'Remote Work From Home Guidance' section, and a red arrow points from it to the 'Claim Your Account' option.

**Caregiver Access Portal**

**Remote Work From Home Guidance**  
Click here for Information Services resources to assist caregivers working remotely.

**Claim Your Account**  
New to Providence and need your network account? Start here to claim your account, configure your security questions, and set your password.

**Configure Multi-Factor Authentication**  
Claimed your account and need to setup Multi-Factor Authentication (MFA)? Complete the registration here for access to cloud based applications. Find MFA setup help here: [Video Walkthroughs](#) or [PDF Walkthrough](#)

**Reset Your Password**  
Can't remember your password? Use this self-service portal, complete your multi-factor authentication, and you're all set!

For assistance please contact the AskIT Service Desk at (844) 92-askIT / (844) 922-7548.

2. In the **Legal Name** section, insert your **Legal First Name, Legal Last Name**.
  - a. **Note** – these fields are **not** case sensitive

Legal First Name \*      Legal Last Name \*

3. In the **Date of Birth** section, use the dropdowns to select the **Month** and **Day** of your date of birth.

**Date of Birth**

Month \*      Day \*

Feburary      03

- Next, type the **Last 4 digits of your Social Security Number** and click **Verify**.

**Last 4 Digits of SSN \***

Input last 4 digits of National ID if you don't have SSN

**Verify**

- After clicking **Verify** you will be presented with your Epic network logon ID. This is the network logon ID that you will use to login to Epic on a daily basis. Please take note of your network logon ID and click **Next**.

**Account Claiming**

Your network logon ID is below. This is the ID that you will use on a daily basis to log in to your workstation. Please take note of this before clicking 'Next'.

**up-Ally.Cummings**

**Next**

- 6. On the next page, you'll need to set **five different security questions and answers**.
  - a. These answers are **not case sensitive** but they are **space sensitive**.
  - b. You'll be asked for answers to a few of these questions if you forget your Epic password.
  - c. You cannot enroll the same question twice.
  - d. You cannot enroll the same answer twice.

Authentication Questions and Password

### Set your Authentication Questions

Please select five security questions and provide answers to these questions. These security questions will be asked of you if you forget your password in the future.

Question 1 \*

Answer 1 \*

- 7. After setting your security questions, scroll down to the **Set Your Password** section, type a using the password policy requirements that are listed on the page, and confirm it. Once you've confirmed your password, click **Submit**.

### Set your Password

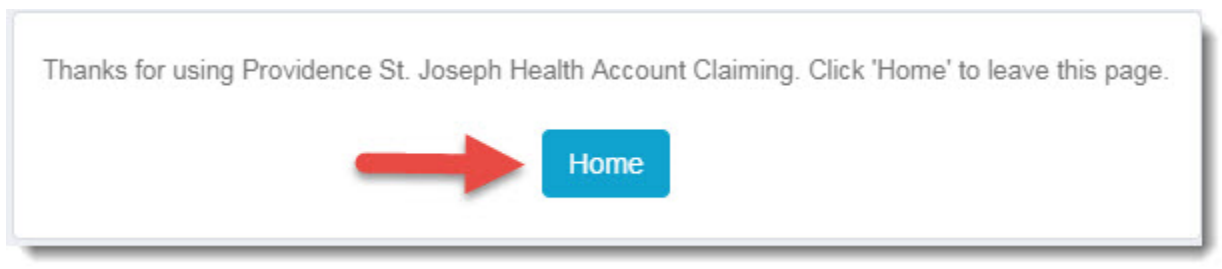
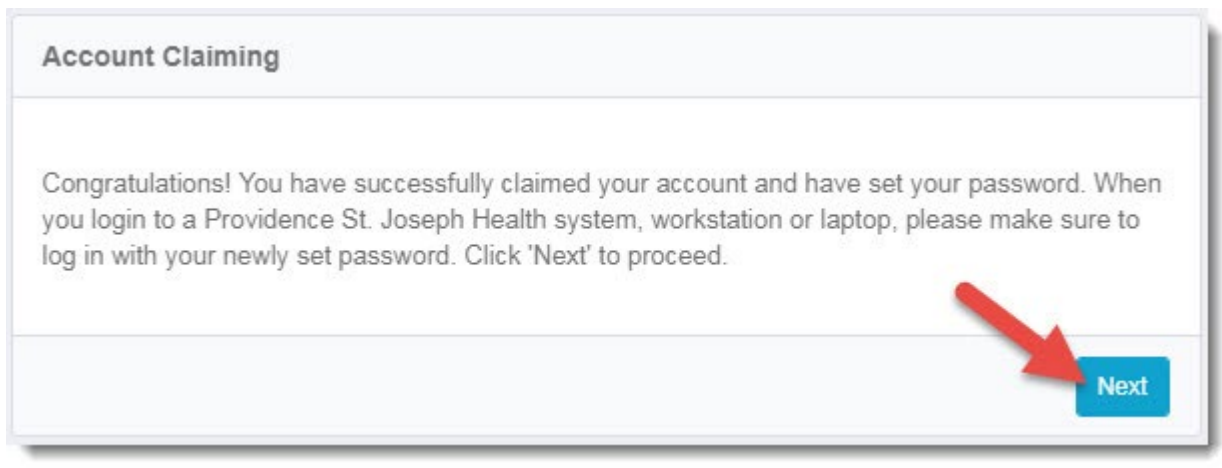
Set the password for your account: up-Ally.Cummings. Please make a note of your NETWORK LOGON ID.

Password \*

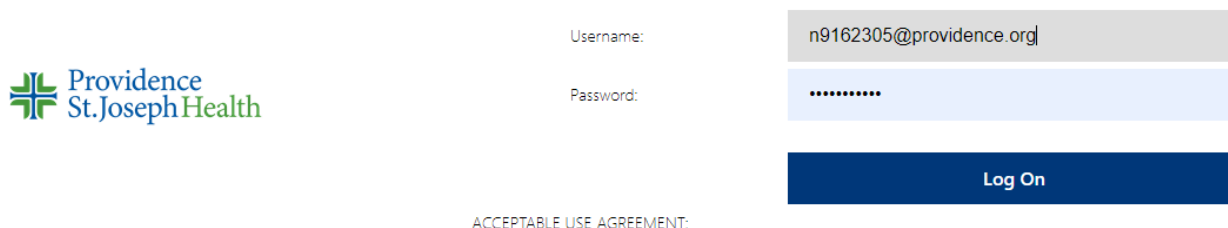
Confirm Password \*

Submit

8. You have successfully claimed your account and now you need to test your credentials. Click **Next** to proceed, and click **Home**. After clicking home, navigate to <https://ccapps.providence.org> and log in with the Epic account that you just claimed.
  - a. **NOTE** – if you **forgot** your network logon ID or your password, you can head back to <https://access.providence.org> and click **Reset Your Password**. You'll be asked to verify the security questions and answers that you enrolled prior to claiming your account.



- **NOTE** – the below screenshot is the login page for <https://ccapps.providence.org>.



9. After you have logged in and have successfully claimed your account and tested your credentials, you're done!