

## New Epic users: How to claim your account

### Overview: Employees/ Non-employees will use this process to activate/claim account and set their password.

- Employees are required to provide Employee ID, Date of Birth (mm/dd/yyyy) and Last 5 of SSN
- Non-employees are required to provide User ID (Network Id), Date of Birth (mm/dd/yyyy) and Last 5 of SSN

### Steps:

1. To claim your Prisma Health account, visit: <https://selfservice.prismahealth.org>.
2. Account Claim Link
  - a. Click the "**Account Claim**" link on the Login page. Once you click the link, you will be taken to an entry form.

### 3. Account Claim Entry Form

#### a. Non-Employees

Select Account Type as "**Prisma Health User ID**" from the dropdown.

Enter the User ID, Date of Birth and Last 5 of SSN and click "**Next**".

#### b. Employees

Select account Type as "**Prisma Health Employee ID**" from the dropdown.

Enter the Employee ID, Date of Birth and Last 5 of SSN and click "**Next**".

### 4. Account Claim – Set Your Password

- a. If all the credentials entered in previous step are correct, the user's basic information (e.g., Name, User ID, Employee ID and Email address) are displayed if they have these values set on account. Expiration date will be displayed for Non-employees only.
- b. The user will be asked to set a password. He/she must re-enter the same password in the Password Again field. The password should match the password policy listed on the page.
- c. Click "**Submit**".

### Common account claim errors:

1. Identity not found – User entered incorrect credentials.
2. Multiple identities found – User has a pre-existing account. Account can be claimed only if a single identity is found for the entered User ID or Employee ID.
3. Account(s) already claimed – User has already claimed his/her account.
4. Account not found – No account has been created for entered User ID or Employee ID.