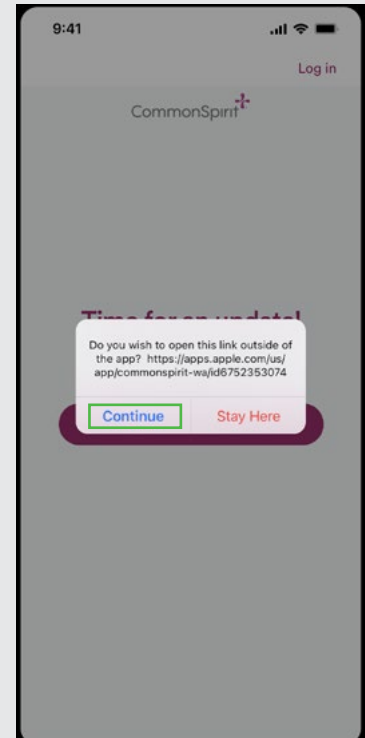
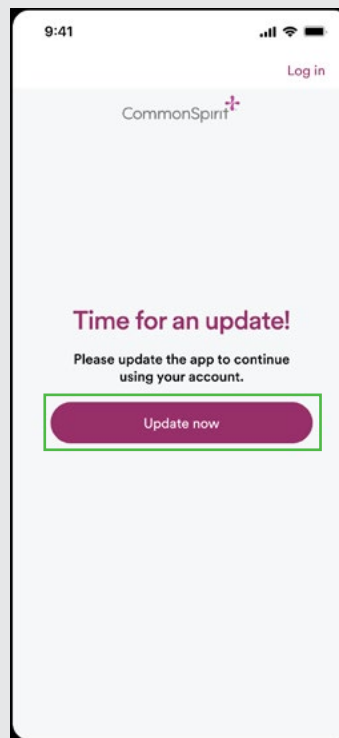
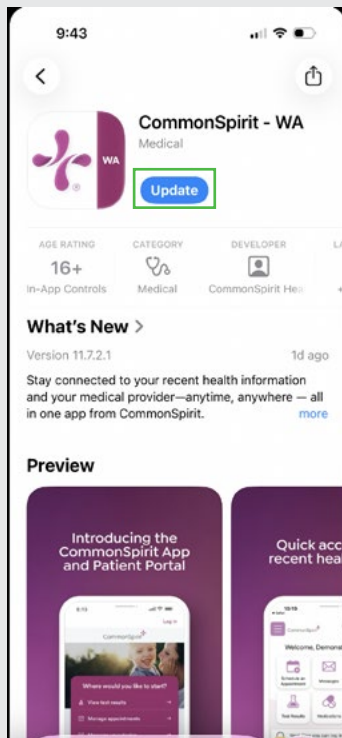


# CommonSpirit App Update with Password Reset Instructions

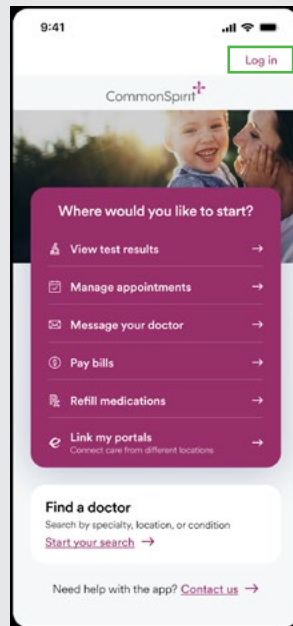
Follow these instructions if you are using the “CommonSpirit - WA” App.

## STEP 1 Update your CommonSpirit - WA App.

- Search for “CommonSpirit - WA” App in the [Apple App Store](#) (iPhone and/or iPad) or [Google Play store](#) (Android), OR
- Open the CommonSpirit App and click the “Update now” button. This will take you directly to the Apple App Store or Google Play Store, where you can complete the update.

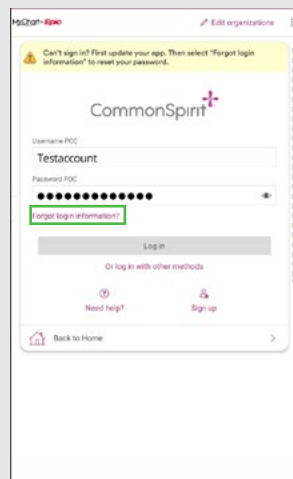


**STEP 2** | Open the CommonSpirit App and click “Log in”.

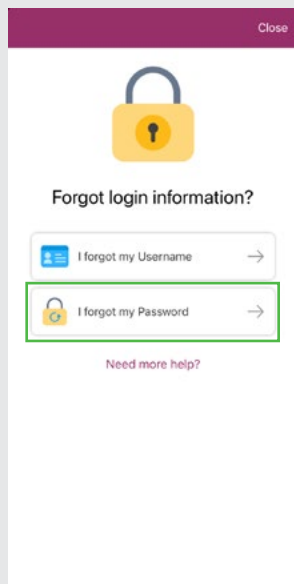


**STEP 3** | Now you must change your password. Click “Forgot login information?” to start the process.

**Important:** If you’ve already reset your password in the web-based Portal on or after June 23, 2026, you do not need to reset your password in the App. Once you have updated your App, you can go directly to the App log in page and login using your updated password.

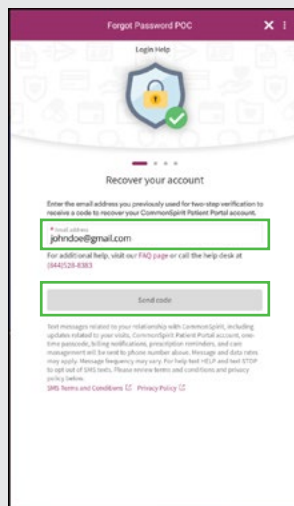


**STEP 4** Click on “I forgot my Password” to reset your password.



**STEP 5** Enter your email address.

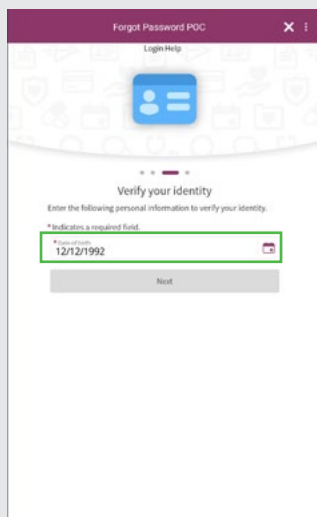
To access the App you must first update your password. To do so, enter the email associated with your CommonSpirit Patient Portal to receive an email with a two-step verification code.



**STEP 6** You will receive an email from [PatientPortal@CommonSpirit.org](mailto:PatientPortal@CommonSpirit.org) with a code for two-step verification. Enter the code in this field.

**Important:** If you didn't receive an email: check your spam folder. If you don't have a message, call the Help Desk at (844) 528-8383.

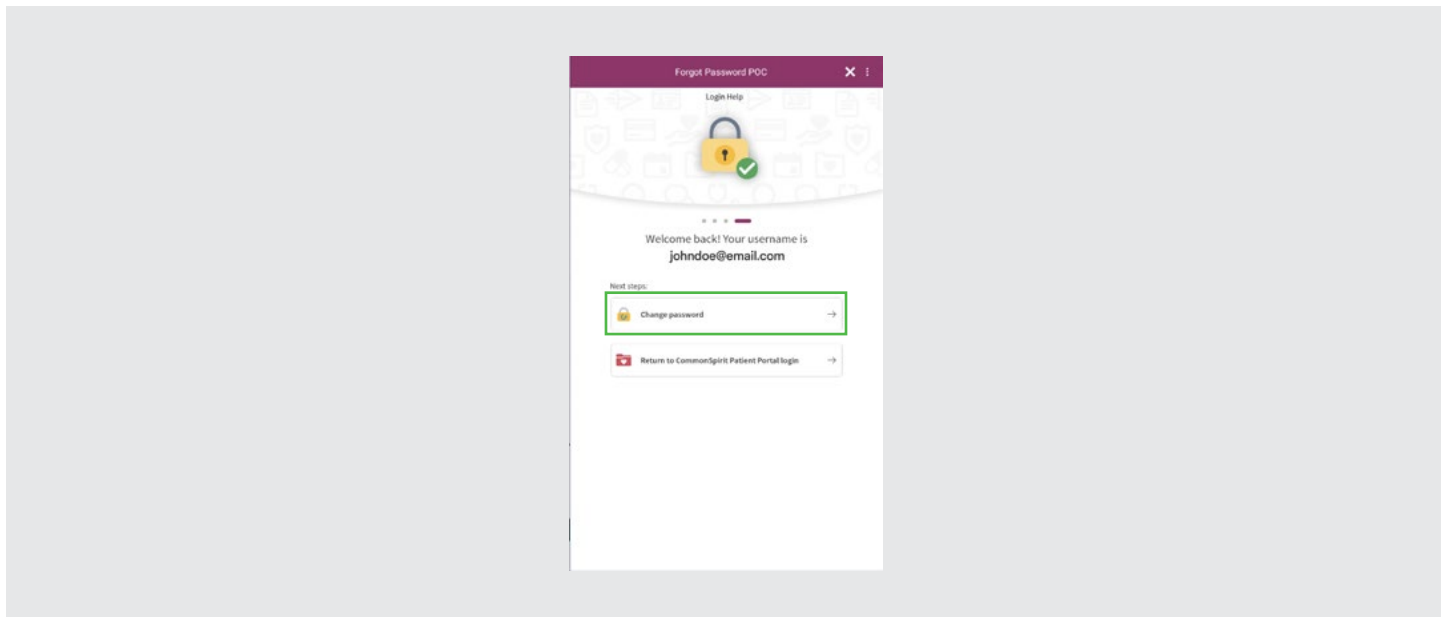
**STEP 7** Please verify your identity by entering your date of birth.



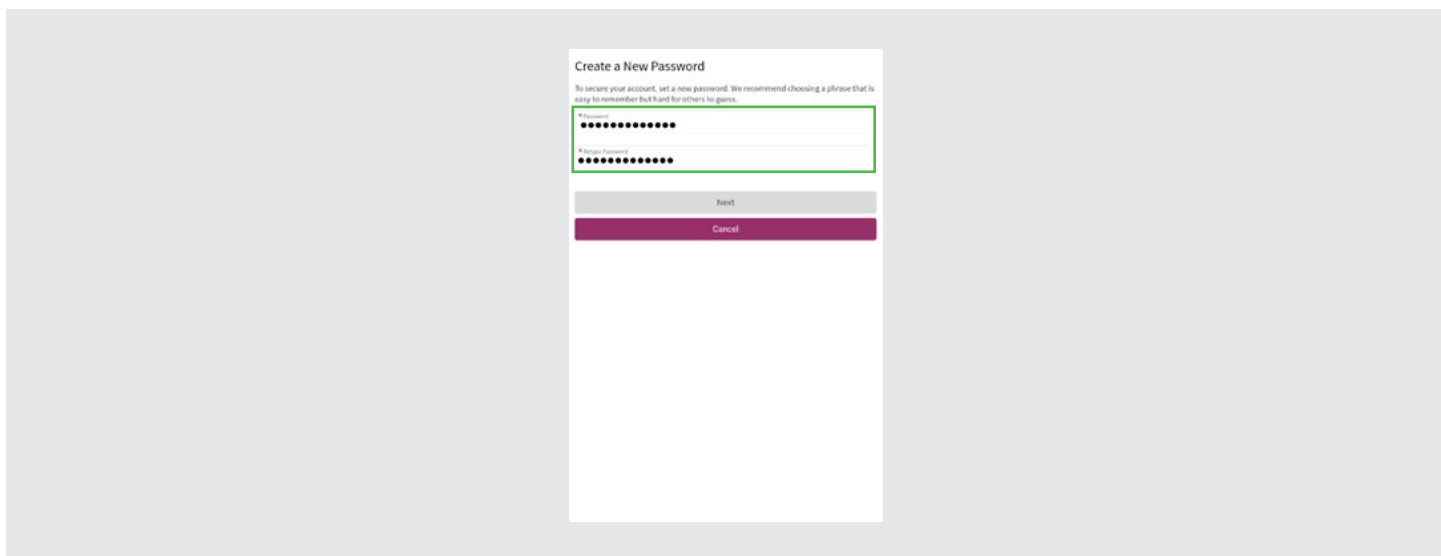
The screenshot shows a web browser window titled "Forgot Password POC". The page has a purple header with "Forgot Password POC" and a close button. Below the header is a "Login Help" link and a blue button with a person icon. The main content area is titled "Verify your identity" and includes the instruction "Enter the following personal information to verify your identity." and a note "\* Indicates a required field." There is a text input field with a calendar icon on the right, containing the date "12/12/1992". Below the input field is a "Next" button.

## Part 2: Password Reset

**STEP 1** Click on “Change password” to update your password.

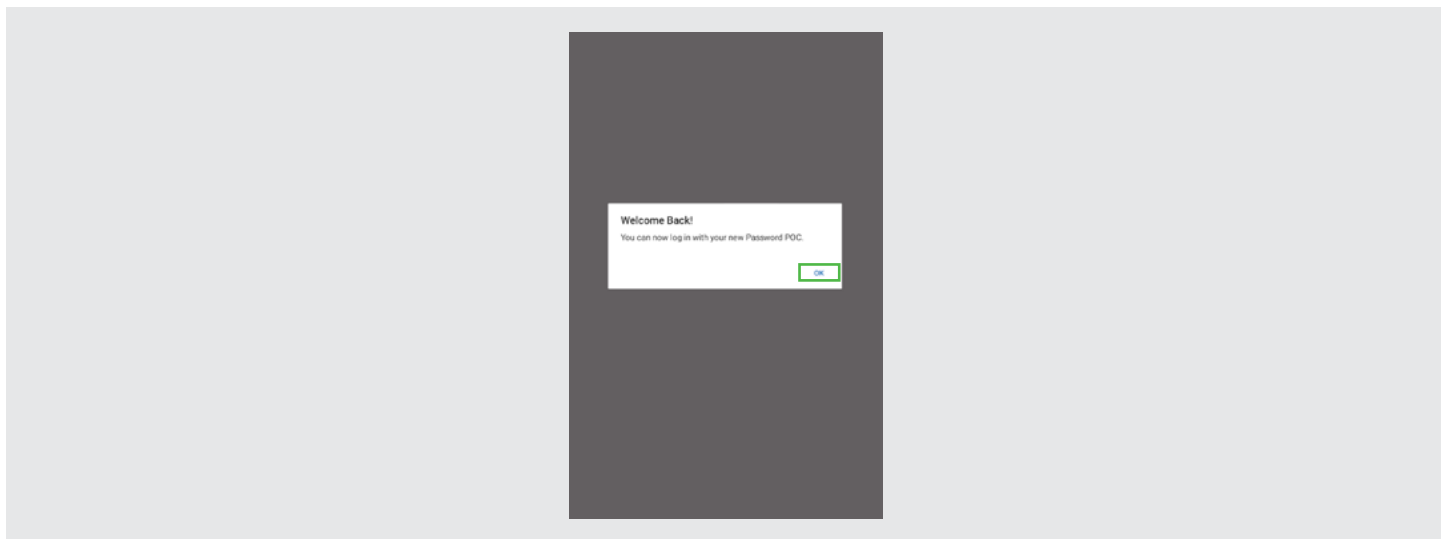


**STEP 2** Create a password using at least 8 characters, with one letter and one number.



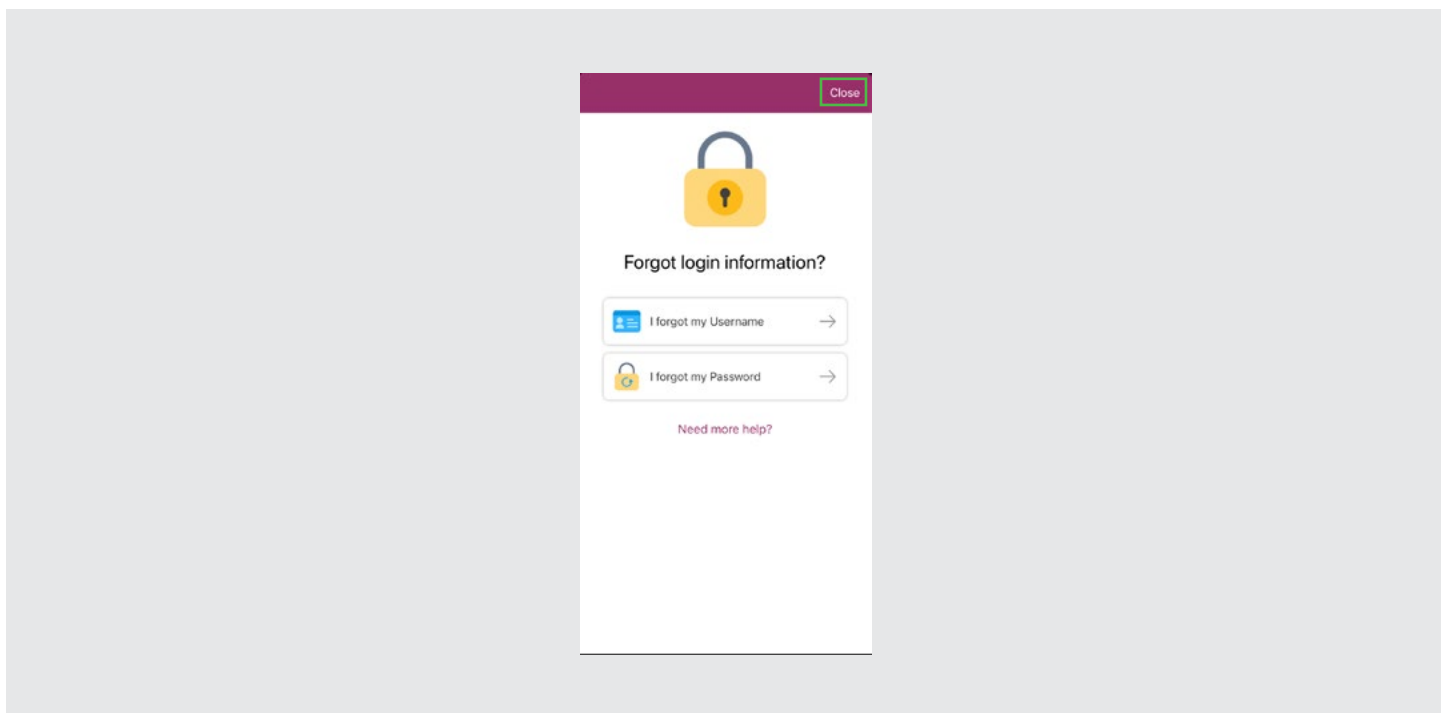
### STEP 3

### Success Screen



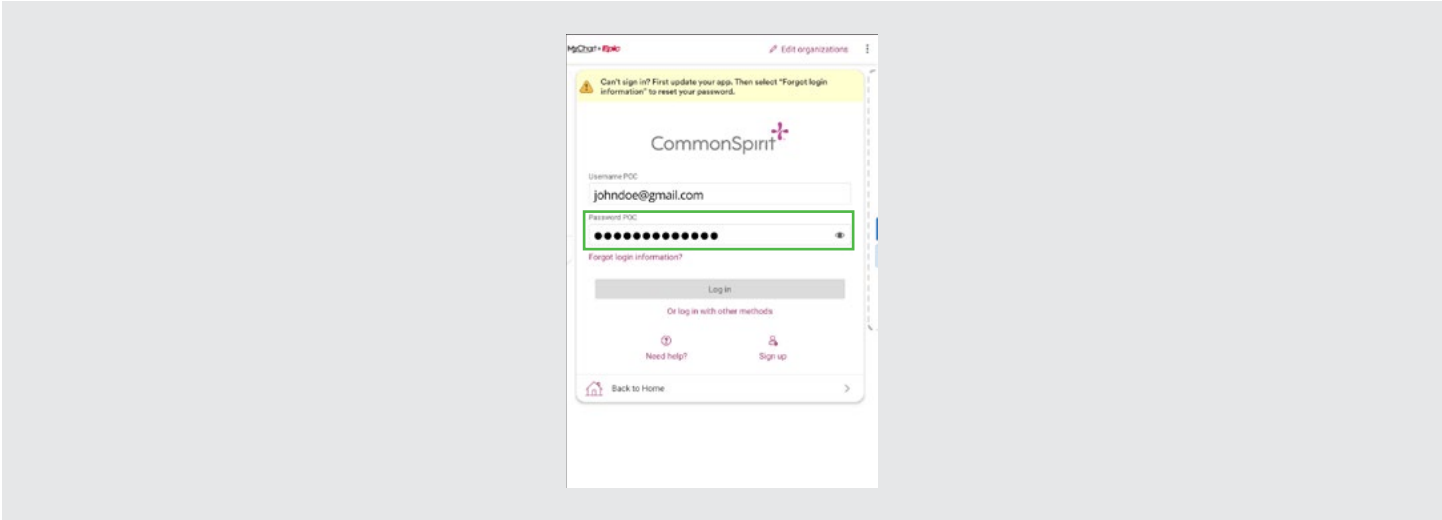
### STEP 4

Once your new password is created, you will see the 'Forgot login information' screen again. Dismiss this screen by tapping 'X' (Android) or 'Close' (iPhone) in the top right corner. You will then be taken back to the login screen.



**STEP 5**

Return to the login page and log in using your new password.



**STEP 6**

Now you can use the CommonSpirit Patient Portal to manage your health information.

