

Relink Your Crossover Account to Microsoft Employee Sign In

Just Follow These Simple Steps

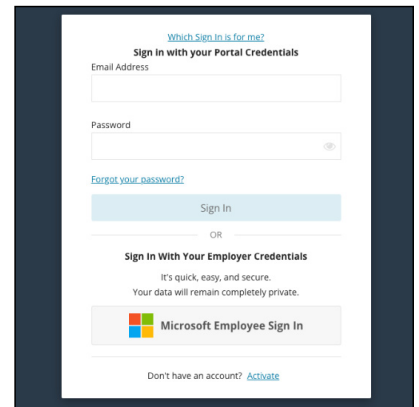


Crossover Health provides care for you at the Living Well Health Center and Crossover Shoreline. Security measures have recently been upgraded for your safety. As a result, if you use Microsoft Employee Sign In to access your Crossover Portal Account and are experiencing issues, these instructions will help you relink your Crossover Portal Account to Microsoft Employee Sign In.

STEP 1

Let's get started:

- Go to microsoft.crossoverhealth.com
- Click on "Microsoft Employee Sign In"

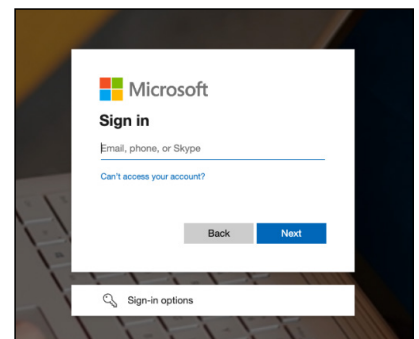


STEP 2

Type in one of the below:

- Email
- Phone
- Skype

Then click "Next"



Go to microsoft.crossoverhealth.com

STEP 3

If your entry from the previous step isn't recognized, you will be sent back to microsoft.crossoverhealth.com with a prompt to sign in manually.

- You will need to reset your password to log in to your Crossover account and manually relink to Microsoft Employee Sign In.
- If your entry is partially recognized, the system will automatically send a password reset link to the email address on record that is also included in the error message.

If your entry was not recognized, manually click "Forgot your password" and the password reset link will be sent to the email address on record.

- Once you have reset your password, complete the manual login:
 - Enter email address
 - Enter reset password
 - Click "Sign In"

STEP 4

Click "Edit Account" (upper right corner):

- Click "Link to Microsoft Employee Sign In"

STEP 5

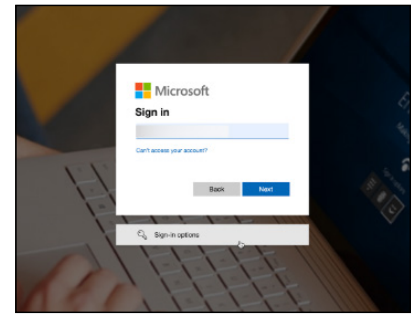
Click the blue "Link to Microsoft Employee Sign In" button:

Go to microsoft.crossoverhealth.com



STEP 6

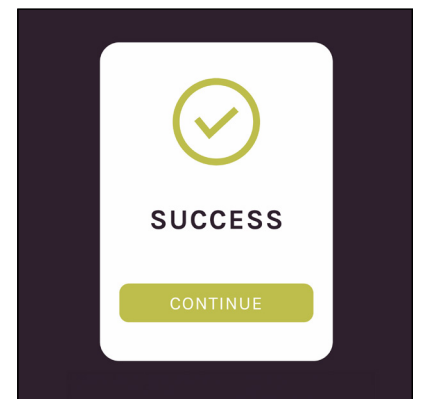
Resign in to finalize relinking to Microsoft Employee Sign In:



STEP 7

Well done! Your Crossover Portal Account is now relinked to Microsoft Employee Sign In. Connect with your Care Team:

- Schedule an in-person or virtual visit
- Send a direct message to your provider



Still need help?

Email us at help@crossoverhealth.com,
or call the Living Well Health Center at **(425) 216-0550**.