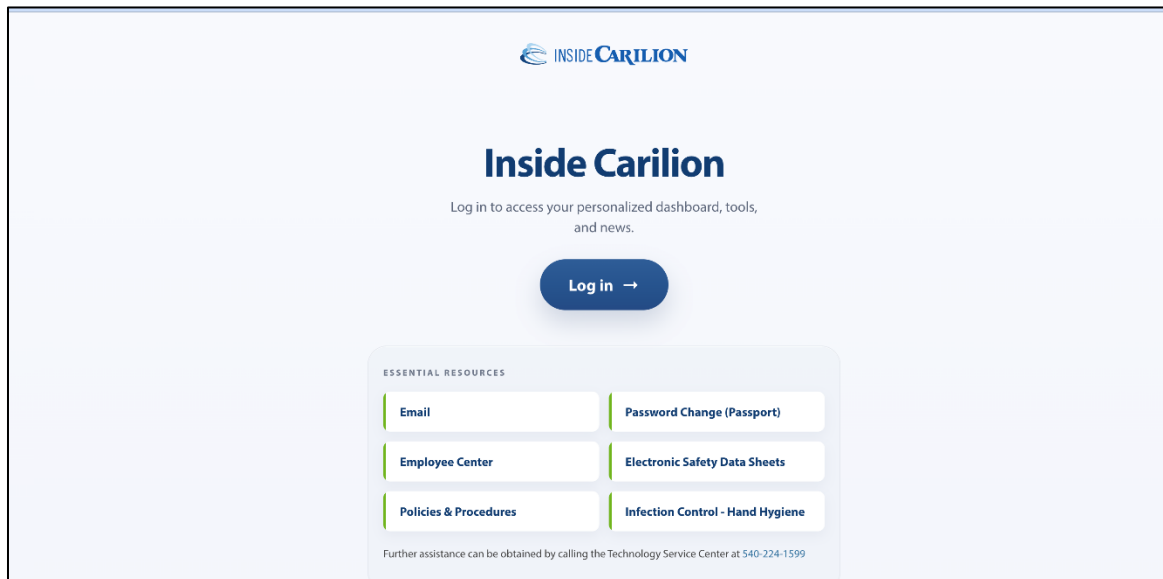


On Sept. 2, 2026, the login process for Inside Carilion is changing. This Job Aid provides instructions for how to log in to Inside Carilion using the new log in process.

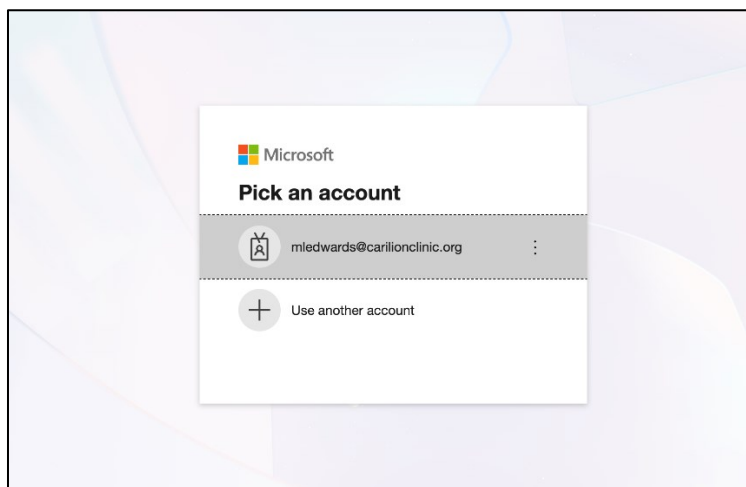
Note: If you need to access internal Carilion documents that are stored on the I: drive and not on the Carilion network, you will need to connect to the Carilion Apps portal at <https://apps.carilionclinic.org>, open the Microsoft Edge web browser, go to <https://www.insidecarilion.org>, and log in to Inside Carilion using this new login process.

To log in to Inside Carilion, do the following:

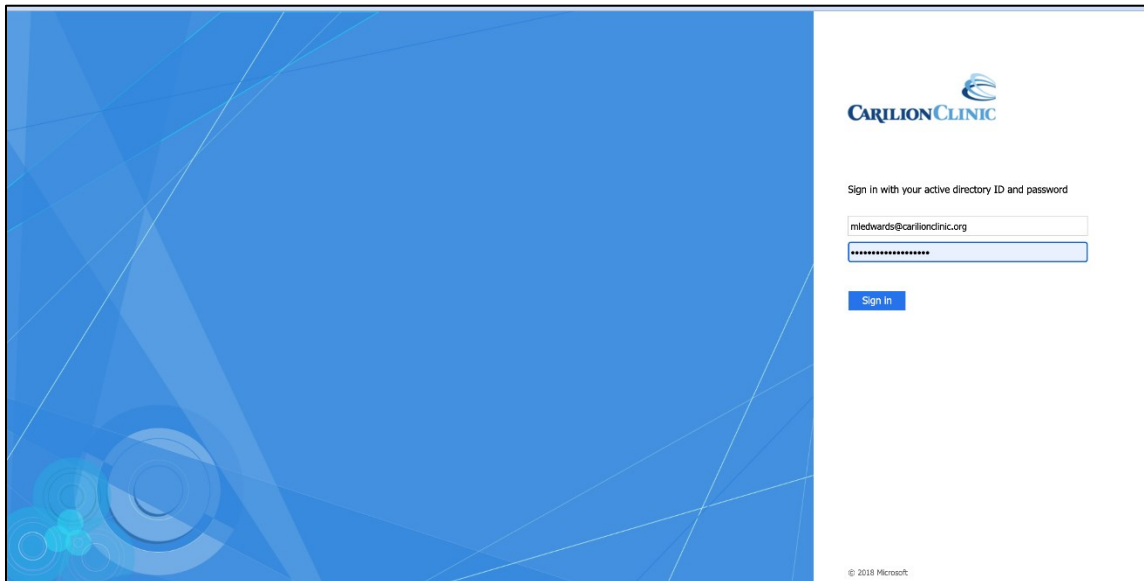
1. Open the Microsoft Edge web browser and go to Inside Carilion at <https://www.insidecarilion.org>.
2. Click **Log in** →.



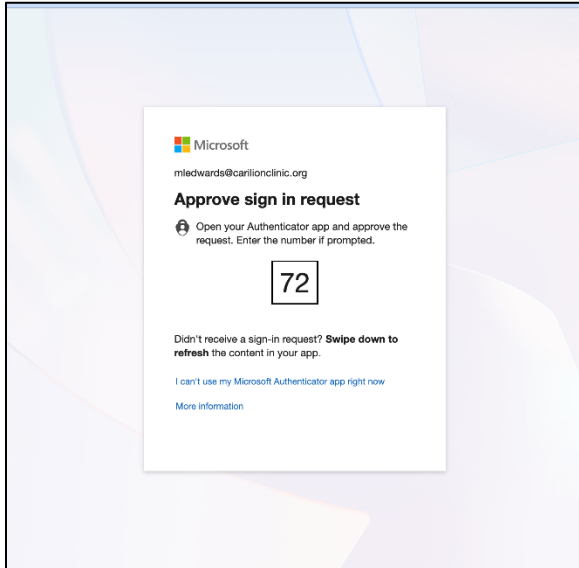
3. Select your Carilion Microsoft account with your Carilion email address.



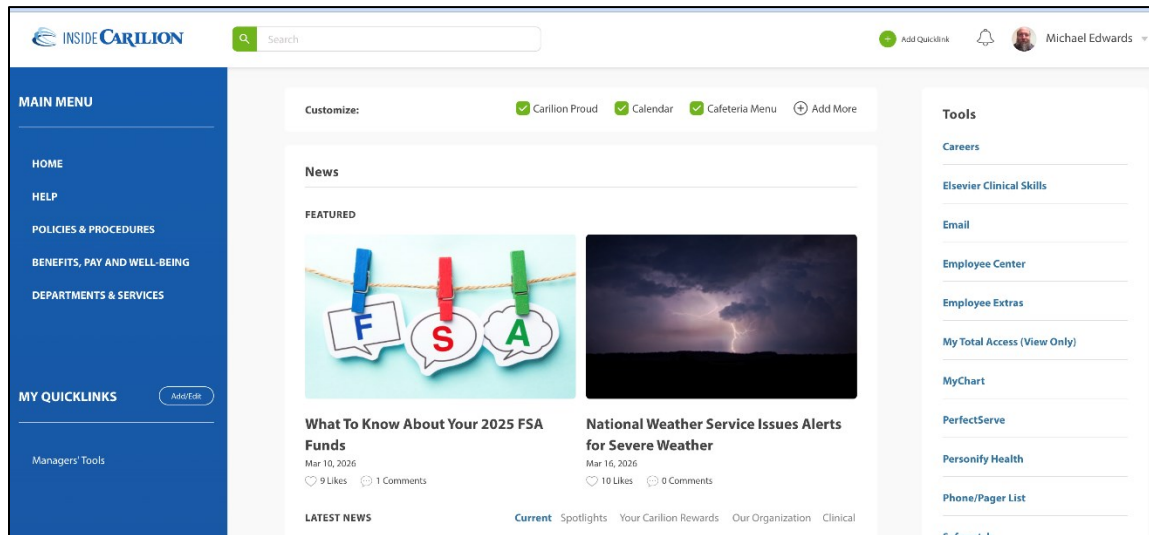
4. Enter your Carilion Active Directory (AD) username and password and click **Sign in**.



5. If you are prompted to verify your identity, enter the **2-digit code** provided on the screen (shown below) or press **Approve** on your cell phone (depends on if you are using Imprivata ID or Microsoft Authenticator for MFA authentication).



The Inside Carilion Home Page displays when you are successfully logged in.



Need Help?

If you need technical assistance, contact the Technology Service Center (TSC) by visiting the Employee Center at <https://carilion.service-now.com/esc> and fill out the [Report an Issue](#) form.