EpicCare Link Site Wizard – Requesting a New Account
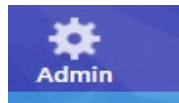
February 2020

Audience: EpicCare Link Site Administrators

This document outlines the process EpicCare Link site administrators follow to request a new EpicCare Link user from their clinic.
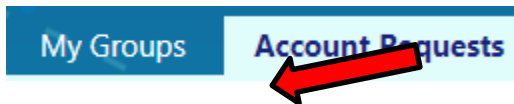
Let's Take a Look

1. Login to EpicCare Link.

2. Click the Admin button at the top of the screen.

3. Select account requests

4. Click the ✚ Request New Account button

5. Select the type of account that should be created for the new EpicCare Link user based on the user's role and/or credentials.

6. Fill out the required information and click the ✔ Submit Request button.

7. A printable confirmation page will display reminding you that request take between 10-14 days to be process.

Checking the Status of a Request

1. Access the Account requests tab within EpicCare Link.

   a. Admin > Account Requests tab

2. Click the View Request button. (NOTE: you will not be notified when a request is complete. You will need to watch the status of the account request. 🗒 View Request

3. Review the new account requests that you have previously submitted. Completed request will have a status "Record Generation Complete" or a status of "Complete" The Epic ID will be displayed in the request User Information when the blue hyperlinked name is clicked.

User Name ▲	Request Date	E-mail	Phone	Status
○ test, alvin	7/31/18	talvin@test.com		Record Generation Completed

Setting or Resetting Password

1. Return to the Admin tab, select the My Groups tab, locate the new user.

2. Click the radio button next to the user whose password needs reset.

3. Click the Change User Password button. 👥 Change Password

4. The site administrator will enter their password in the Your password field. And then enter the user's new temporary password in both the New password and Re-enter new fields. The password must contain one of the following criteria: capital letter, small letter, number and character (example: Epic1!nk) The password must be at least 8 characters in length. The user will be required to reset the password on first login.

Change Password for User

Your password: [   ]

New password: [   ]

Re-enter new: [   ]

[✔ Accept] [✖ Cancel]

5. Provide the user with their ID and the generic password you set and the new user will then be able to login to EpicCare Link.

6. If the user has not logged into Epiccare Link in greater than 90 days, you will need to call the Help Desk number on the login page to have the user account inactivity block removed.

User's Point of View

1. The next time the user logs into EpicCare Link they will be prompted to create a new password.
2. In the Old password field, the user will enter the temporary password the site adminisitrator set for the,
3. They will enter their new password in both the New password and Re-enter new fields.
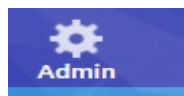
Change Password

Old password: [   ]

New password: [   ]

Re-enter new: [   ]

[✔ Accept] [✖ Cancel]

Deactivating a User

⚙ Admin

1. Click the Admin button at the top of the screen.
2. You will be taken to the My Groups tab where you can see a list of your current EpicCare Link users.
3. Click the radio button next to the user who no longer needs EpicCare Link Access
4. Click the Deactivate User button. ✖ Deactivate
5. A warning will apprear letting you know are about to deactivate a user. If this is correct, enter a comment and click the Deactivate button.

User Deactivation

⚠ You are about to deactivate this user:

User name here

Comment: [|]

[Deactivate] [Cancel]

6. The user will no longer appear on your My Groups tab within Admin.