



Site Administrator – How to Request a New User Account

May 2024

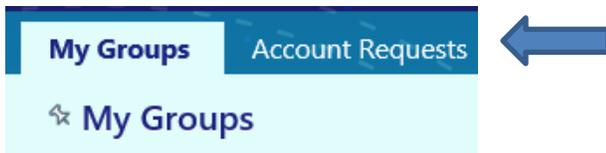
Audience: EpicCare Link Site Administrators

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. Within Manage My Clinic, select the Requests tab.



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. Review the new account requests that you have previously submitted. Completed request will have a status "Record Generation Complete".

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

3. If the request has been completed, you can then return to the Manage My Clinic tab, locate the new user, and reset their password.

Name ▲	Login ID	Provider	Email	Enrolled In 2FA	Last Login
test, alvin	*****	No	talvin@test.com		2/6/2020 2:47 PM



4. The new user will then be able to login to EpicCare Link.

Site Administrator – How to Change a Users Password

Audience: EpicCare Link Site Administrators

This document outlines the process EpicCare Link site administrators follow to change a user’s password at your clinic.



Let’s Take a Look

1. Login to EpicCare Link.
2. Click the Admin button at the top of the screen.
3. You will be taken to the My Groups tab where you can see a list of your current EpicCare Link users.
4. Click the key button next to the user whose password needs reset.



Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	
ADMIN, DANIEL J	*****	No	*****@*****.*****		2/6/2020 2:47 PM	

5. Enter in user’s new password in the new password and verify new password boxes. The password must contain one of the following criteria: capital letter, small letter, number and special character. The password must be at least 8 characters in length. (example: Epic1!nk) Enter your password in the box that says password for Bishop,Daniel J(will be site administrators name). The user will be required to reset the password on first login.

6. Click the Accept button.
7. 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.

The 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 administrator set for them
3. They will enter their new 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 special character. The password must be at least 8 characters in length. (example: Epic1!nk)

Change Password

❗ Old password:

❗ New password:

❗ Re-enter new:

Site Administrator – How to Unlock a user's account

Audience: EpicCare Link Site Administrators

This document outlines the process EpicCare Link site administrators follow to unlock a user's account who has not logged into EpicCare link in 90+ days.

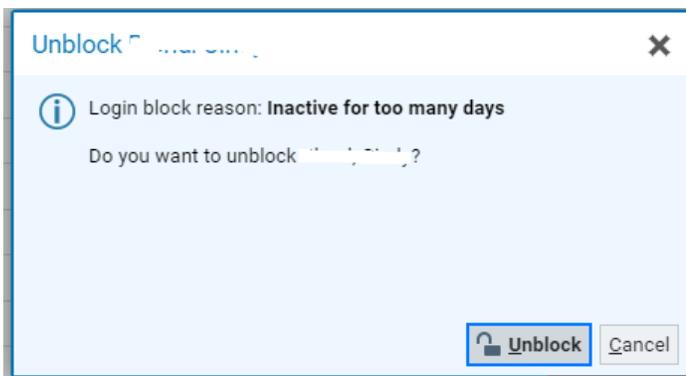


Let's Take a Look

1. Login to EpicCare Link.
2. Click the Admin button at the top of the screen. 
3. You will be taken to the My Groups tab where you can see a list of your current EpicCare Link users.
4. A locked user will have a lock next to their name. Click on the unlock icon 



5. Click Unblock and the user will be able to log in again.



Deactivate a User in EpicCare Link

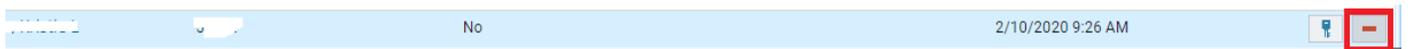
Audience: EpicCare Link Site Administrators

This document outlines the process EpicCare Link site administrators follow to deactivate a user that no longer needs EpicCare Link access at your clinic.



Let's Take a Look

1. Login to EpicCare Link.
2. Click the Admin button at the top of the screen.
3. You will be taken to the My Groups tab where you can see a list of your current EpicCare Link users.
4. Click the red minus button next to the user who no longer needs EpicCare Link Access



5. A warning will appear letting you know are about to deactivate a user. If this is correct, enter a comment and click the Deactivate button. If the user only needs to be deactivated from one group instead of all groups use the drop down to select that one group instead of all groups.

Deactivate [X]

⚠ You are about to deactivate [redacted]

User ID
[redacted]

User Group
All Groups

Comment
[text area]

[Deactivate] [X Cancel]

6. The user will no longer appear on your My Clinic tab within Manage My Clinic.