

EpicCare Link New User Login

This tip sheet outlines the process of activating your EpicCare Link account and choosing the method of authentication for a single-use passcode.

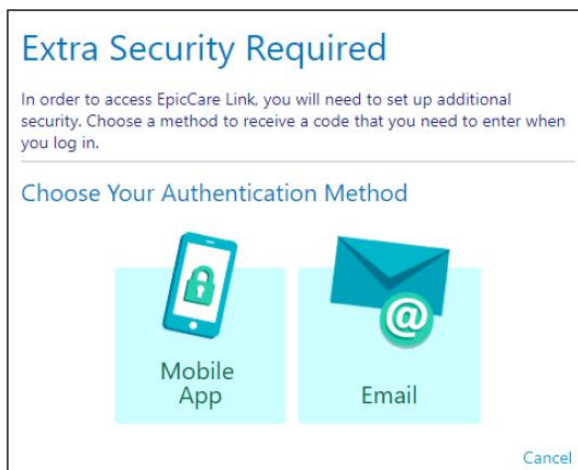
How to Login

There are different browser requirements for web applications. EpicCare Link Community users will use one of the following browsers to access EpicCare Link:

- Google Chrome version 118 or later.
 - Microsoft Edge version 118 or later.
 - Mozilla Firefox version 115 or later.
 - Safari version 17 or later.
1. Open your web browser and enter the EpicCare Link URL: <https://epiccarelink.uvmhealth.org>
 2. If you do not already have a password, contact your Site Administrator to set your initial password. If you still need further assistance, contact the Support Center: EpicCareLinksupport@uvmhealth.org.
 3. Enter the user ID you received from the EpicCare Link confirmation email and your newly set password from the Site Administrator.
 4. The user will be prompted at login to create a new password of their choosing.
 5. Enter your single-use passcode (Instructions below how to set this up).

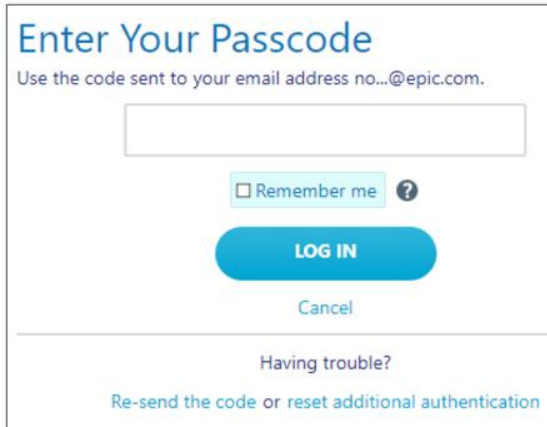
Set up an Authentication Method

When logging in for the first time with your username and password, you will be prompted to choose the method of receiving single-use passcodes. This is extra security to ensure you are the only person who can log in to your account.

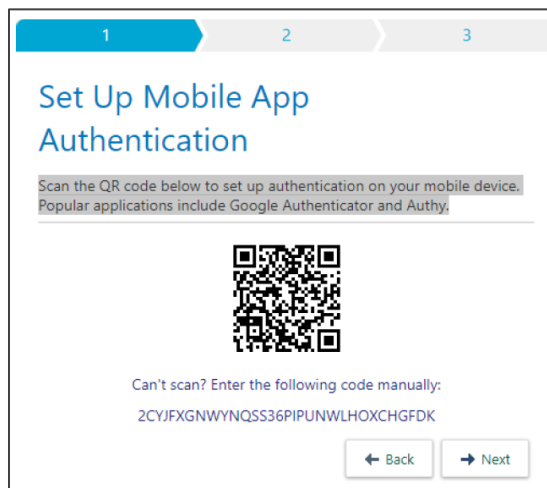


You have the option to receive the passcode one of two ways. You can choose to reset your authentication choice at any time if you decide to change it.

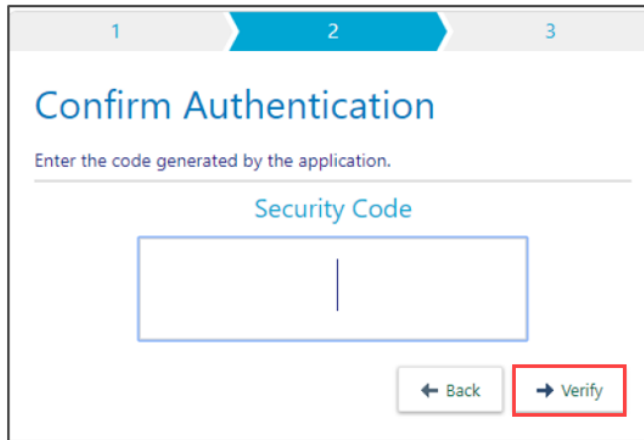
1. **Email:** you will be prompted to enter a passcode sent to your email. This will be how you authenticate at each login.



2. **Mobile App:** allows you to authenticate from your phone.
 - a. Download an authentication app on your mobile device. Common choices include Google Authenticator and Authy.
 - b. Scan the QR code as shown below to set up authentication on your mobile device. You will be prompted to open the code in your newly downloaded app.



- c. Click **Next**.
- d. Enter the generated code in the **Security Code** field.

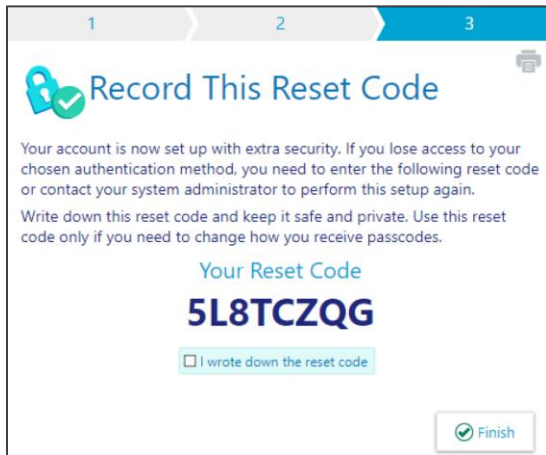


- e. Proceed to the **Record Reset** section.

Record your Reset Code

When the authentication method is setup, the system gives you a reset code to use if you need to change how you receive passcodes (e.g. if you get a new smartphone, you can use the reset code to set up your new phone to receive passcodes).

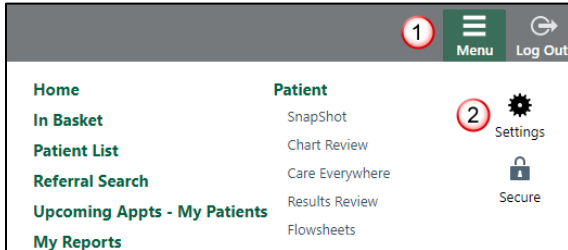
A new passcode is sent to you each time you log in. Enter this code to complete the login process. Unlike passcodes, the reset code appears only once after you set up your authentication method.



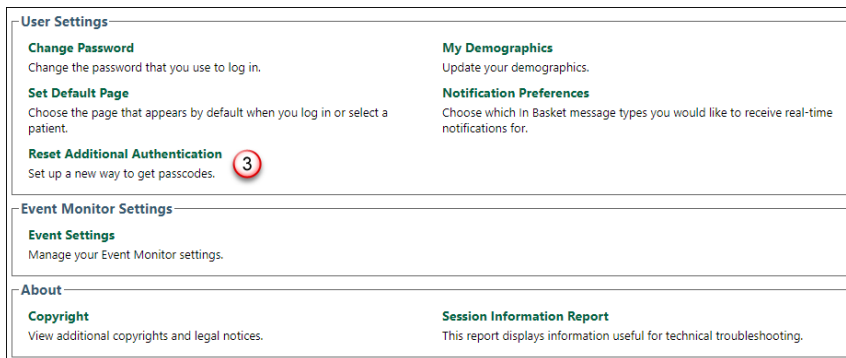
Reset Your Authentication Method

When you need to reset your authentication method, you can do so through the EpicCare Link portal.

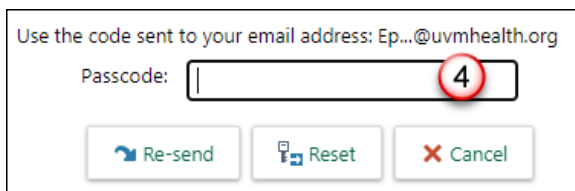
1. Click **Menu**.
2. Select **Settings**.



3. Select **Reset Additional Authentication**.



4. Enter the code generated by your authenticator if you have the app. Use the code emailed to you if you authenticate using email.



5. You will be prompted to set up a new Authentication Method. Refer to the Email or Mobile App sections for further direction.

NOTE: If you cannot access your account, reach out to your Site Administrator. They can reset your authentication method.