EpicCare Link: Logging In and Setting Up 2FA (Two Factor Authentication)

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Logging In and Setting up 2FA with Mobile App - Google Authenticator

To protect our patients and comply with regulations, all access to ePHI over the Internet will be protected with 2 Factor Authentication (2FA). When you log into EpicCare Link for the first time you will be prompted to set up 2FA using either a mobile app on your smartphone or using your email. Because it is more secure, we encourage you to use a Mobile App rather than Email. You can not set up both.

Download the Google Authenticator App from the Google Play Store or Apple App Store. It is recommended to use Google Authenticator but you are not limited, you can use any 2FA Mobile App.

1. Effective July 17, 2023, launch EpicCare Link by clicking on the link below or copying and pasting into your web browser. You will have to create a 2FA (two factor authentication).
   https://epiccarelink.towerhealth.org/EpicCareLink-PRD/common/epic_login.asp

2. Log into EpicCare Link using your existing EpicCare Link User ID and Password. *** If you do not remember your password or are having trouble logging in, contact your Site Administrator.
3. You will be prompted to setup 2FA. Click **Mobile App.**

4. Open the **Google Authenticator** app on your mobile device and tap **Get started.**
5. Tap **Add a code**.

6. Tap **Scan a QR code**.
7. Tap **OK** to allow access to your camera.

8. Scan the QR Code using your mobile device.

9. Type in the **Passcode** and click **Verify**.
10. A reset code will appear. This reset code will be used if the app is deleted from your mobile device, you get a new mobile device or if you want to change authentication method. Select the “I wrote down the reset code” check box and then click **Finish**.

11. When logging into EpicCare Link in the future, you will be prompted to enter a Passcode using the authentication method. If you log into EpicCare Link more than once a day, click the “Remember me” checkbox to bypass having to enter your passcode.
Logging In and Setting up 2FA with E-mail

1. Effective July 17, 2023, launch EpicCare Link by clicking on the link below or copying and pasting into your web browser. You will have to create a 2FA (two factor authentication).

   https://epiccarelink.towerhealth.org/EpicCareLink-PRD/common/epic_login.asp

2. Log into EpicCare Link using your existing EpicCare Link User ID and Password. *** If you do not remember your password or are having trouble logging in, contact your Site Administrator.

3. You will be prompted to setup 2FA. Click Email.
4. Enter your e-mail address and click Next.

1. Copy and paste the Passcode from your e-mail and click Verify.

2. A reset code will appear. This reset code will be if you want to change authentication method. Select the “I wrote down the reset code” check box and then click Finish.
3. When logging into EpicCare Link in the future, you will be prompted to enter a Passcode using the authentication method. If you log into EpicCare Link more than once a day, click the “Remember me” checkbox to bypass having to enter your passcode.
Resetting 2FA with Reset Code

If you deleted the Google Authenticator app from your mobile device, get a new mobile device or want to change your authentication method follow the steps below to rest your 2FA.

1. From the Enter Your Passcode screen, click the reset additional authentication link.

2. Enter your Reset Code and then click Reset.