



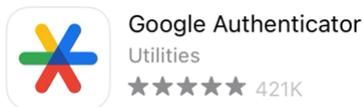
# EpicCare Link: Logging In and Setting Up 2FA (Two Factor Authentication)

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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](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.



powered by **Epic**



**EpicCareLink**

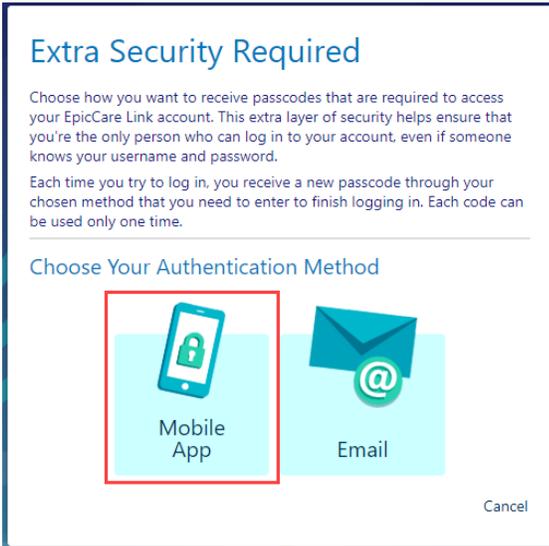
User ID

Password

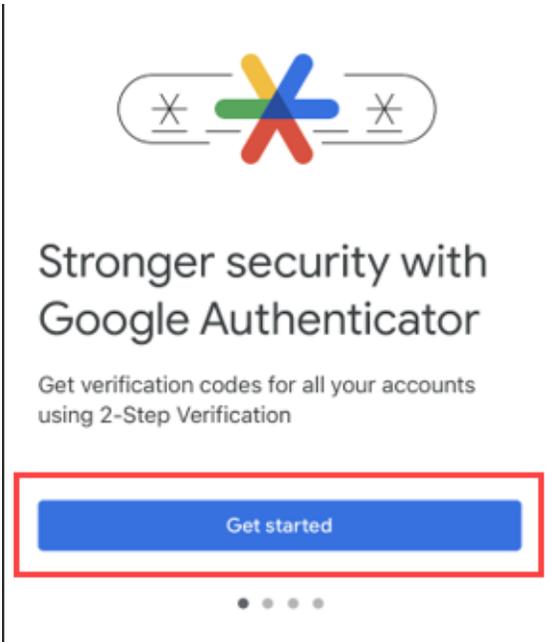
**LOG IN**



3. You will be prompted to setup 2FA. Click **Mobile App**.

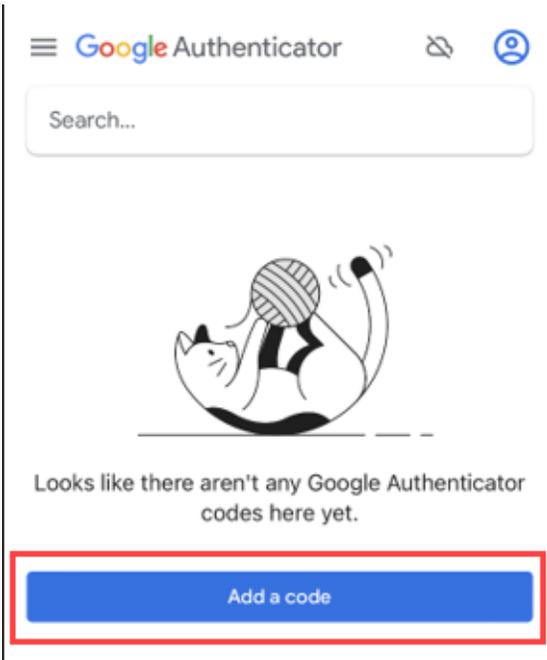


4. Open the **Google Authenticator** app on your mobile device and tap **Get started**.

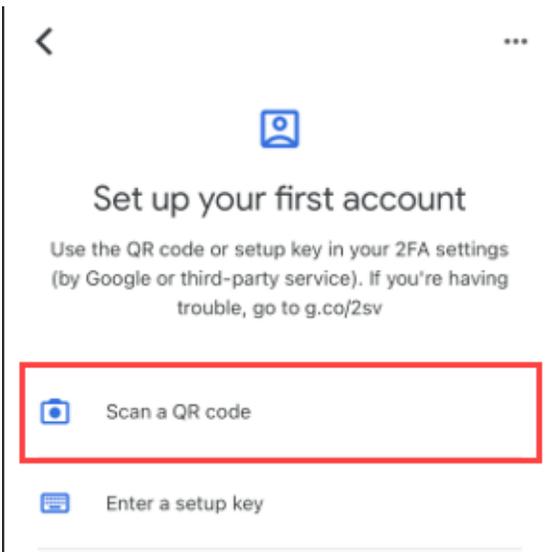




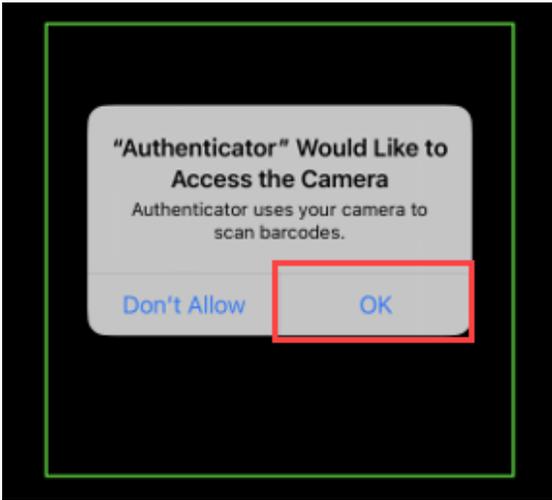
5. Tap **Add a code**.



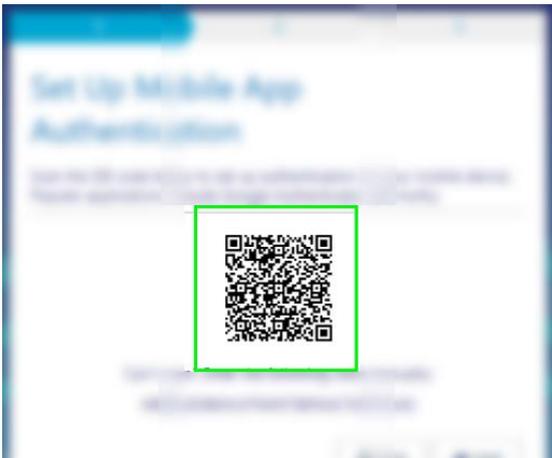
6. Tap **Scan a QR code**.



7. Tap **OK** to allow access to your camera.



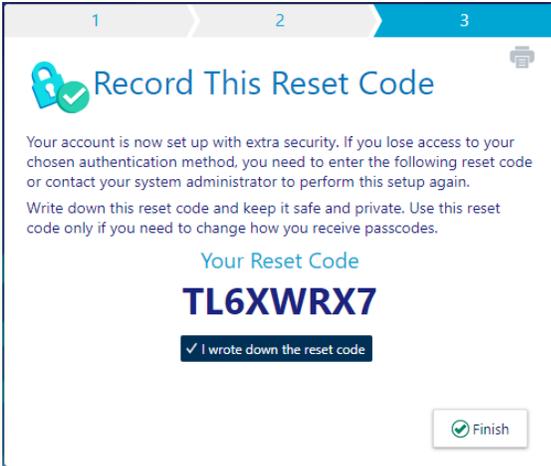
8. Scan the QR Code using your mobile device.



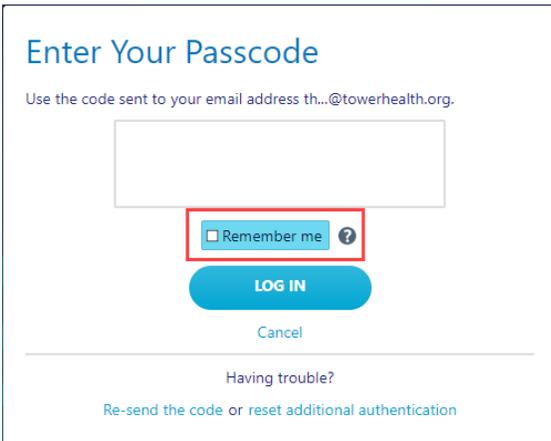
9. Type in the **Passcode** and click **Verify**.



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).

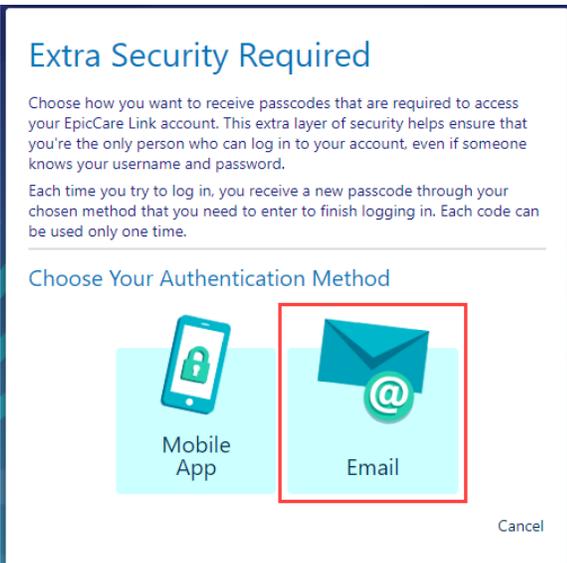
[https://epiccarelink.towerhealth.org/EpicCareLink-PRD/common/epic\\_login.asp](https://epiccarelink.towerhealth.org/EpicCareLink-PRD/common/epic_login.asp)

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.



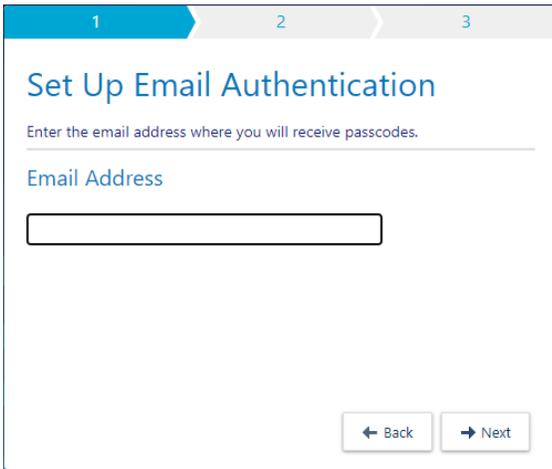
The image shows the EpicCare Link login interface. At the top right, it says "powered by Epic". The logo consists of a stylized 'E' and 'C' with an arrow. Below the logo, the text "EpicCareLink" is displayed. There are two input fields: "User ID" and "Password". A dark blue "LOG IN" button is positioned below the password field.

3. You will be prompted to setup 2FA. Click **Email**.



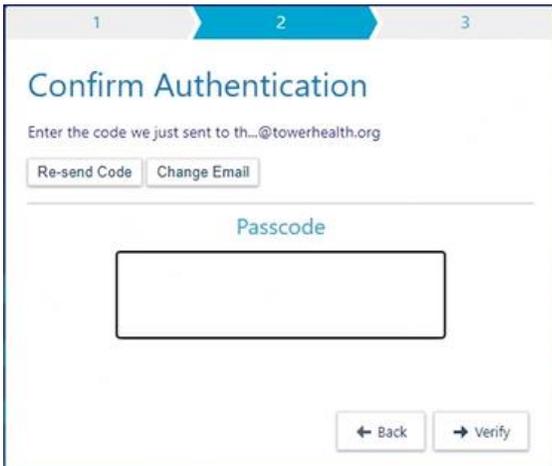
The image shows a dialog box titled "Extra Security Required". The text explains that users must choose how to receive passcodes for access. It states: "Choose how you want to receive passcodes that are required to access your EpicCare Link account. This extra layer of security helps ensure that you're the only person who can log in to your account, even if someone knows your username and password. Each time you try to log in, you receive a new passcode through your chosen method that you need to enter to finish logging in. Each code can be used only one time." Below this text, under the heading "Choose Your Authentication Method", there are two options: "Mobile App" (represented by a smartphone icon) and "Email" (represented by an envelope icon with an @ symbol). The "Email" option is highlighted with a red border. A "Cancel" button is located at the bottom right of the dialog box.

4. Enter your e-mail address and click **Next**.



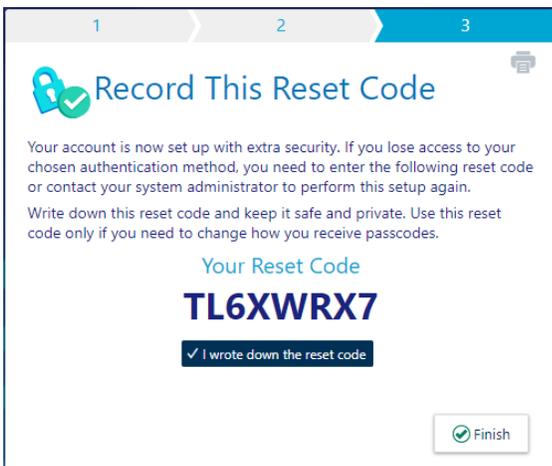
The screenshot shows a web page titled "Set Up Email Authentication". At the top, there are three numbered steps: 1, 2, and 3. Step 1 is highlighted in blue. Below the title, there is a sub-header "Set Up Email Authentication" and a prompt: "Enter the email address where you will receive passcodes." Below this is a text input field labeled "Email Address". At the bottom of the page, there are two buttons: "← Back" and "→ Next".

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



The screenshot shows a web page titled "Confirm Authentication". At the top, there are three numbered steps: 1, 2, and 3. Step 2 is highlighted in blue. Below the title, there is a sub-header "Confirm Authentication" and a prompt: "Enter the code we just sent to th...@towerhealth.org". Below this are two buttons: "Re-send Code" and "Change Email". Below these is a text input field labeled "Passcode". At the bottom of the page, there are two buttons: "← Back" and "→ 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**.



The screenshot shows a web page titled "Record This Reset Code". At the top, there are three numbered steps: 1, 2, and 3. Step 3 is highlighted in blue. Below the title, there is a sub-header "Record This Reset Code" and a prompt: "Your account is now set up with extra security. If you lose access to your chosen authentication method, you need to enter the following reset code or contact your system administrator to perform this setup again. Write down this reset code and keep it safe and private. Use this reset code only if you need to change how you receive passcodes." Below this is a large text display showing "Your Reset Code" followed by "TL6XWRX7". Below the reset code is a checkbox labeled "I wrote down the reset code" which is checked. At the bottom of the page, there is a button labeled "Finish".



- 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.

**Enter Your Passcode**

Use the code sent to your email address th...@towerhealth.org.

Remember me 

**LOG IN**

[Cancel](#)

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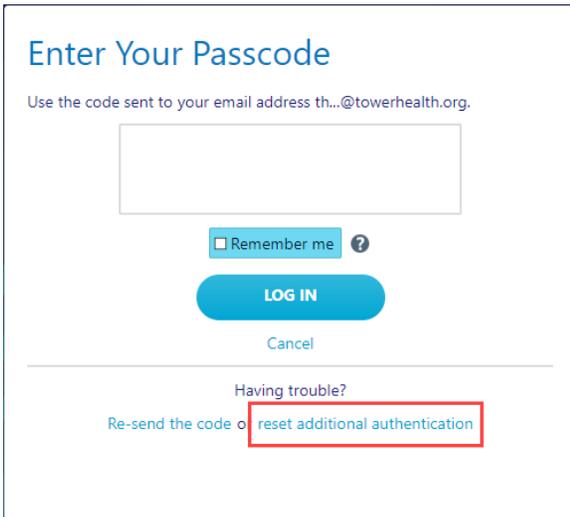
Having trouble?

[Re-send the code](#) or [reset additional authentication](#)

# 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 reset your 2FA.

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



2. Enter your Reset Code and then click **Reset**.

