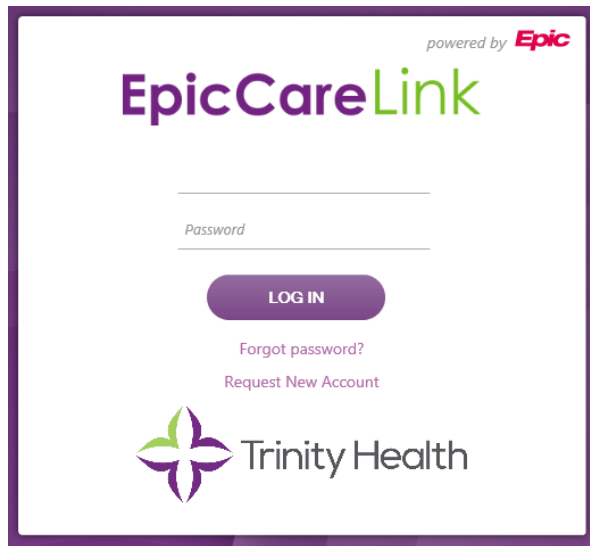


Revision Date: 1/31/2022

This guide includes information to help you log in to EpicCare Link, including browser requirements and how to log in.

## How do I log in?

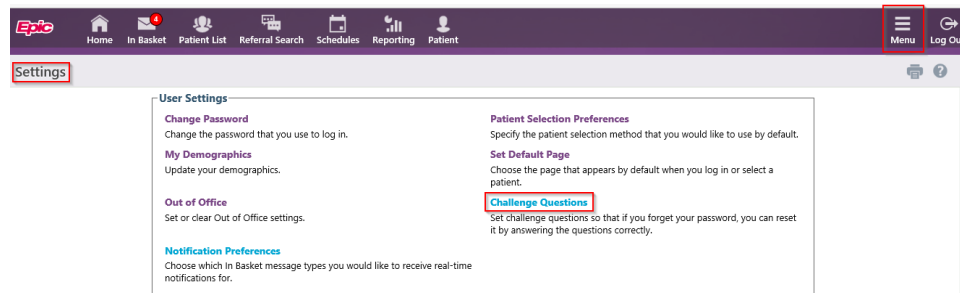
1. Open your web browser and go to [https://epic-ecl.trinity-health.org/EpicCareLink/common/epic\\_login.asp](https://epic-ecl.trinity-health.org/EpicCareLink/common/epic_login.asp)
2. Enter the user ID and temporary password that you received for EpicCare Link



3. You will be prompted to change your password and enroll in two factor authentication
  - Follow the on-screen prompts to set these up
4. Search for your department by Region you are associated with
  - See notes below if your region is not defaulted
5. Once you are logged in, a Terms and Conditions page will appear
  - Read and acknowledge the agreement to continue to EpicCare Link

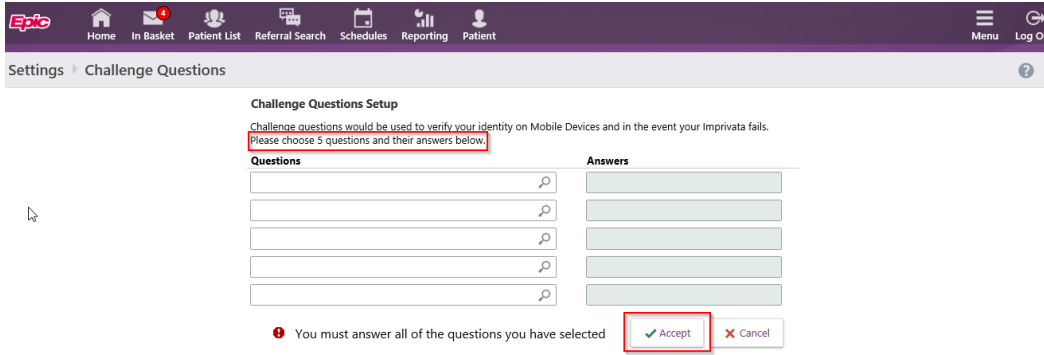
## Required: Setting up Challenge Questions

6. Once you are logged in, go to Menu, Settings, Challenge Questions



- You will need to authenticate yourself by first entering your password
- You are required to set up 5 questions and answers

- When re-setting your password, you will be prompted to answer 2 of the 5 questions
- To save your Questions and Answers, click Accept



## Next Steps After Logging In


7. Verify your demographics
  - Menu, Settings, My Demographics
  - Update, if needed
8. If you are a Site Coordinator, please verify your facility demographics, as well
  - Admin, My Facilities
  - Update, if needed
9. Set up your notification preferences
  - Menu, Settings, Notification Preferences
10. Set up your Event Monitor Settings
  - Menu, Settings, Event Settings

## Important Notes Regarding Log In Activities

- With two factor authentication, some phone carriers will disenroll you automatically from receiving text notifications. If you chose "text" as your two factor authentication method and do not receive the code within 30 seconds, please text TRINITYMYC to 622622, and try again. This will opt you in to receive these text notifications, which is our recommended method. You may need to do this again if you get a new phone or carrier.
- Upon logging in, you may check the box "keep me logged in", which will save your two factor authentication for 24 hours. You will still need to log in with your user name and password but will not need the authentication code after your initial log in. After 24 hours, you will have to authenticate again
- If you have dual access to both Hyperspace and EpicCare Link, and attempt to log into both systems, you will receive a "log in fail error." To prevent this error, please do not log into both systems at the same time.
- Your department should always be the Region in which you are associated with, which should automatically default. If it does not, please search for one of the following:
  - 999900000200 TH LINK SE MI ST JOSEPH MERCY HEALTH SYSTEM EXTERNAL COMMUNITY
  - 999900000201 TH LINK W MI MERCY HEALTH EXTERNAL COMMUNITY
  - 999900000202 TH LINK NY ST PETERS HEALTH PARTNERS EXTERNAL COMMUNITY
  - 999900000241 TH LINK IN SAINT JOSPEH HEALTH SYSTEM EXTERNAL COMMUNITY
  - 999900000242 TH LINK OH MOUNT CARMEL HEALTH SYSTEM EXTERNAL COMMUNITY
  - 999900000243 TH LINK MD HOLY CROSS HEALTH EXTERNAL COMMUNITY
  - 999900000246 TH LINK ID/OR SAINT ALPHONSUS EXTERNAL COMMUNITY

## How do I log out?

To maintain patient confidentiality, you need to log out when you are done working or have to leave the computer for any reason.

- Click “Log Out”  in the top right corner of the application

## Browser, system, and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- On the Windows operating system:
  - Internet Explorer version 11
  - Firefox version 45 or later
  - Chrome version 50 or later
  - Microsoft Edge version 79 or later
- On the Macintosh operating system:
  - Firefox version 45 or later
  - Chrome version 50 or later
  - Safari version 9 or later

EpicCare Link can also be accessed by iPads running iOS 9 or later using the Safari browser and Android tablets using the Chrome browser. The native Android browser and other third-party browsers are not supported. The Chrome browser on iOS is also not supported.

To function properly with your web application, a browser must be able to accept cookies, and it must be enabled to run JavaScript. These are enabled by default when you install the supported browsers, so they're supported unless you have explicitly disabled them.

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

## Password Creation Tips

- Passwords must be unique per individual
- Passwords must be at least 15 characters, including numbers, letters, and special characters
- Do not use single dictionary words, *especially* including Trinity, Spring, Summer, Fall, Winter, Names of Months, etc.
- Consider phrases like:
  - Erika's Password 15 Reset
  - T0getherCar3 pw 4 @Susan

Note: If you are unable to reset your own password, this may be due to a block on your account. Please contact your administrator/coordinator at your facility for assistance.