Trinity Health

EpicCare**Link**

Managing Your Clinic

Change a user's password

1. Select the Admin tab and click Manage My Clinic.
2. On the My Clinic tab, select the user whose password you need to change and click ⚏ Change User Password.
3. In the Your password field, enter your password.
4. In the New password and Re-enter new fields, enter the new password for the user.
5. Click ✔ Accept. The next time the user signs in using this password, she will be prompted to select a new password of her choice.

Verify user records

You might receive a Site Verification message from your Epic organization asking you to verify that all users working at your site are current and active. From the message, you can click Verify Now and you are brought to the Site Verification tab in Manage My Clinic. From the Site Verification tab, you can verify that all the users working at your site are current and you can deactivate user records to prevent unauthorized access by users whose accounts are outdated.

1. In the Active? column on the Site Verification tab, select No for all the users whose accounts you want to deactivate. You can enter a comment in the Comments field that appears.
2. Select the Acknowledgement check box to acknowledge that you have reviewed and confirmed the list of users.
3. Click ✔ Verify to verify the list of users and close the screen.

Deactivate a user

1. Select the Admin tab and click Manage My Clinic.
2. On the My Clinic tab, select and deactivate the user.
3. Enter a comment indicating why you're deactivating the user and click Deactivate.

Request a new user in EpicCare Link

1. Select the Admin tab and click Manage My Clinic.
2. Select the Requests tab and click Request New Account.
3. Choose the type of account you want to create. For example, to create an account for a new physician at your site, click Request Access for a new provider.
4. Enter the user's demographic information.
5. In the User group field, select the user group to which the user should belong.

6. **Enter a comment about your request, if necessary, and click** Submit Request.

7. **After your request has been processed, the new user will receive a login instructions letter.**

NOTE: You can see the status of user requests that have been submitted in the status column on the "Requests" tab.

Update facility contact information

1. **Select the Admin tab and click** Manage My Clinic.

2. **Select the My Facilities tab and click the name of a facility to update its contact information, including the phone number, fax number, and address.**

3. **After you've finished editing contact information, click** ✚ Save.

NOTE: If an active address isn't on file, you can search for a matching address by entering an address and clicking "Find Address". Alternatively, click "Manual Entry" to enter all the address information yourself.