

Type: Tip Sheet

User(s) Affected: ECL Site Administrators

Application: EpicCare Link

Date in Effect: 7/14/15

Topic: EpicCare Link (ECL) for Site Administrators

Description

EpicCare Link (ECL) site administrators have additional functionality in their accounts and are able to reset user passwords, request new user accounts, and deactivate existing users.

URL: <https://epiccarelink.utsouthwestern.edu>

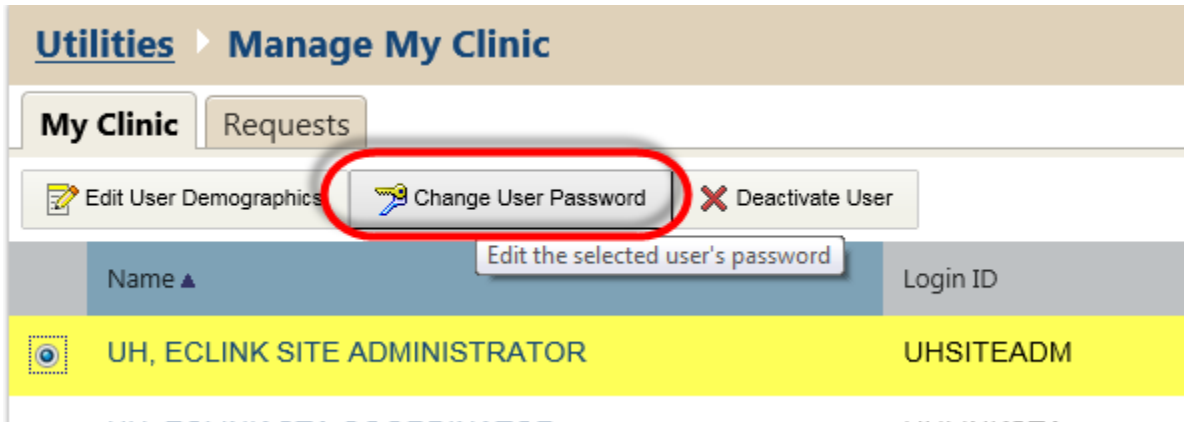
Browser Compatibility: The application can be accessed using Internet Explorer 8, 9, or 10, Firefox 10 or later, or Chrome on the Windows operating system. Users of the Macintosh operating system can use Firefox 10 or later, Chrome, or Safari to access the applications. EpicCare Link can also be accessed by Apple iPads using the Safari browser and Android tablets using the Chrome browser. The Chrome browser on iOS is not supported. To function properly with your web application, a browser must be able to accept cookies, and it must be able to run JavaScript.

Reset User Passwords:

1. Click on Utilities > Manage My Clinic



2. Select the User whose password needs to be reset and click “Change User Password”

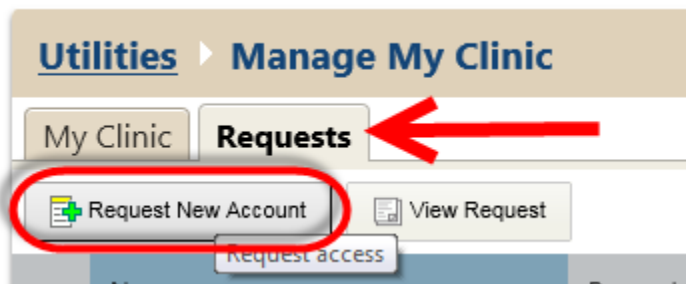


3. In the “Your password” field, enter your site administrator password that you use to log into EpicCare Link.
In the “New password” field, enter a generic new password for the user whose password needs to be reset.

The screenshot shows the 'My Clinic > Change Password' page. The title is 'Change Password for User UH, ECLINK SITE ADMINISTRATOR'. There are three input fields: 'Your password:', 'New password:', and 'Re-enter new:'. Red arrows point to the first two fields with labels: 'Site Administrator's Password' and 'New Password for other User'. Below the fields are 'Accept' and 'Cancel' buttons. A legend indicates that the red 'i' icon means 'Required Item'.

Request New Users:

1. For New User Requests, go to “Manage My Clinic” in Utilities, and click on the “Requests” tab.




2. Choose what kind of user the account will be for and fill out the required fields:

If you have any difficulty please contact the Help Desk at 214-648-7600 and specify that you are an EpicCare Link user.

- a. New provider
- b. New clinical staff member
- c. New non-clinician


New Account Request

If you need to create a new site with multiple users...



Request access for a new site

Site


If you need to add users to an existing site...


Request access for a new provider

Provider


Request access for a new clinical staff member

Clinical Staff


Request access for a new non-clinician

Non-Clinician



Epic

New Account Request > Provider

Name [Last,First]:

Site Information

User group:

Basic Information

Work e-mail: **Work phone:**

User Address:

Address:

City (or ZIP):

State: **ZIP:**

County:

Country:

Credentials

NPI #: **License #:**

License state:

Specialty:

Associated Providers: List the providers this user works with

Provider name:

Other

Comments:

Site Administrator

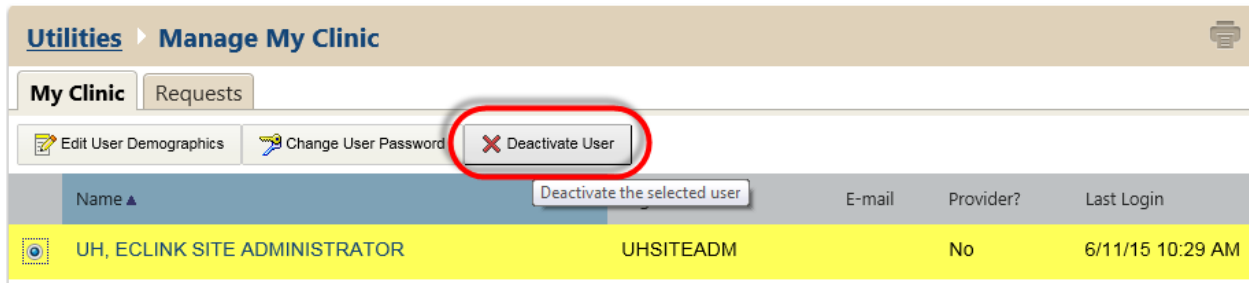
A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

Logged in as: UH_ECLINK STA SITE ADMINISTRATOR EpicCare® Link and PlanLink™ licensed from Epic Systems Corporation. © 1997 - 2013 Epic Systems Corporation.

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Deactivate Existing Users:

1. Go to Utilities > Manage My Clinic
2. Select the user whose account is to be deactivated and click “Deactivate User”



The screenshot shows the 'Utilities > Manage My Clinic' interface. At the top, there are tabs for 'My Clinic' and 'Requests'. Below the tabs, there are three buttons: 'Edit User Demographics', 'Change User Password', and 'Deactivate User'. The 'Deactivate User' button is highlighted with a red circle. Below the buttons is a table with columns: Name, E-mail, Provider?, and Last Login. The table contains one row with the following data:

Name ▲	E-mail	Provider?	Last Login
UH, ECLINK SITE ADMINISTRATOR	UHSITEADM	No	6/11/15 10:29 AM

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