EpicCare Link Post Acute Facility Quick Start Guide

Site Administrator Settings

Change your password

1. Go to **Menu > Settings > Change Password**.
2. Enter your old password, then a new password, and then your new password again.
3. Click ✔ **Accept**.

Change a user's password

1. Select the **Admin** tab and click **My Groups**.
2. Click the key 🔑 icon in the row for a user to change their password.
3. In the **New password** and **Verify New Password** fields**,** enter the new password for the user**.**
4. In the **Password for <your name>** field, enter your password.
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 users

You might receive a Site Verification message from your WellSpan Health 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 activity. From the Site Verification activity, you can verify that all the users and providers working at your site are current, and you can deactivate users as needed to prevent unauthorized access by users whose accounts are outdated.

1. In the Active? column, 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 **My Groups**.
2. Click the minus ➖ icon in the row for a user to deactivate them.
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 **Account Requests**.
2. 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. In the **User group** field, select the user group to which the user should belong.
5. Enter the user's demographic information.
6. Enter a comment about your request, if necessary, and click ✔**Submit Request**.
7. After your request has been processed, usually within 3-5 days, the site admin should obtain the new user's login from My Groups and provide them with the temporary password.

> ⓘ | You can see the status of user requests that have been submitted in the Status column.