

Inova Health System

Quick Start Guide: EpicCare Link Site Administrator

May 28, 2025

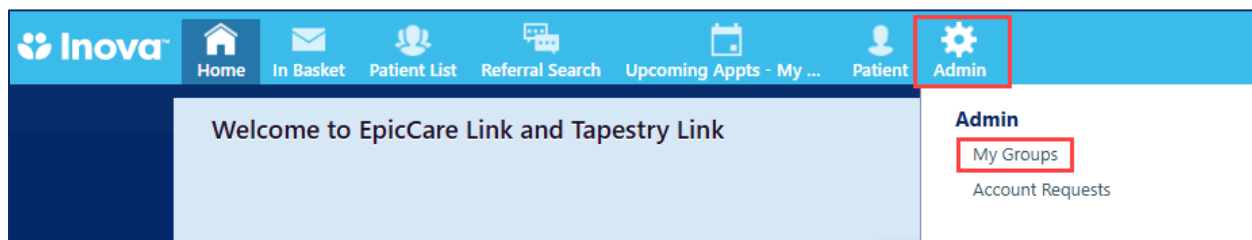
EpicCare Link Site Administrator Quick Start Guide

- Set a user's initial password 3
- Change a user's password 3
- Self-Serve Password Reset 3
- Verify users..... 4
- Deactivate a user 5
- Unblock a user 5
- Request a new user or site in EpicCare Link..... 5
- Update facility contact information 7
- Reset users' two-factor authentication 7
- Happy Together Link 8

Set a user's initial password

To help new users get access to the web application more quickly, you can set an initial password for new user accounts you request.

1. Select the **Admin** tab and click **My Groups**.



2. The **Set Initial Password** window appears if there are users who need an initial password set. Click on a user to set 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, they will be prompted to select a new password of their choice.

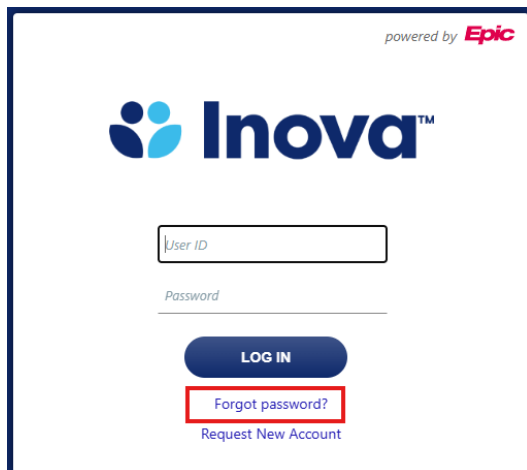
Change a user's password

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, they will be prompted to select a new password of their choice.

Self-Serve Password Reset

1. Enter challenge questions and answers.
2. Click **Accept and Continue**.

3. Click the **Forgot Password?** Hyperlink to reset your password.



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User ID

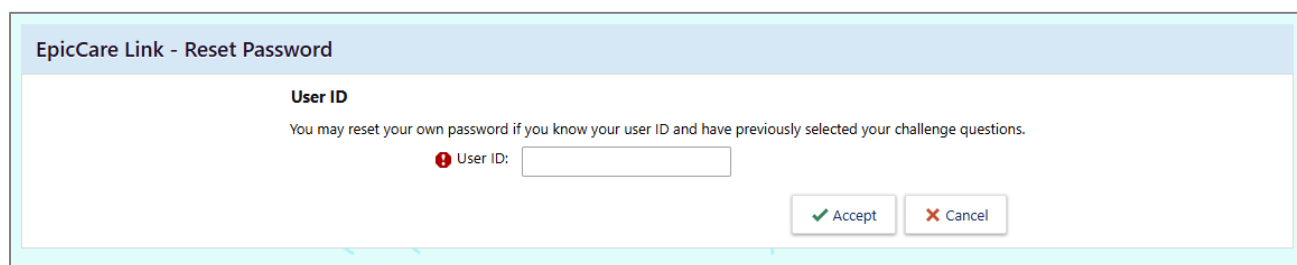
Password

LOG IN

Forgot password?

Request New Account

4. You will then be prompted to enter your User ID.
5. Enter your User ID and click **✓ Accept**.



EpicCare Link - Reset Password

User ID

You may reset your own password if you know your user ID and have previously selected your challenge questions.

ⓘ User ID:

✓ Accept **✗ Cancel**

Verify users

To start the site verification process, you will receive an email from Inova, after that, every 90 days, a pop-up message will appear when you log into EpicCare Link asking you to verify that all users working at your site are still current and active (you will have 30 days to respond, a pop-up reminder will appear every time you log in until that verification is complete). These users might include providers who do not log in to the web application but are listed because they need to be schedulable. 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. Click **✓ Acknowledge and Verify** to verify the list of users and close the screen.

Site Verification

Please review the list of users below and verify their access to your practice by selecting either Yes or No in the Active column. Once you have completed your review and verification, click the Acknowledge & Verify button on the bottom of the screen.

IHS

Users who can log into EpicCare Link

Active	Name	Login ID	Provider	Email	Phone	Address	Last Login
Yes No	Test, Link APP	LINKAPP	No			Test1	
Yes No ⓘ	Test, Link App W-Admin	LINKAPPADMIN	No				5/16/2025 2:54 PM
Yes No	Test, Link Biller Coder ...	LINKBILLCODEADMIN	No				4/30/2025 1:50 PM
Yes No	Test, Link Clinical Suup...	LINKCLINSUPADMIN	No				4/30/2025 1:51 PM
Yes No	Test, Link Health Dept ...	LINKHEALTHDEPTAD...	No				
Yes No	Test, Link MD W-Admin	LINKMDADMIN	No				5/13/2025 3:03 PM

Acknowledgement
I hereby acknowledge, affirm, and agree that the user and provider information stated here is true, correct, and complete to the best of my knowledge and belief and is furnished in good faith.

Acknowledge & Verify



When the Login ID column says (No Access) and the Provider? column says Yes, this indicates a provider who does not log in to the web application but might be listed because they need to be schedulable.

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 are deactivating the user and click **Deactivate**.

Unblock a user

1. Select the **Admin** tab and click **My Groups**.
2. A lock icon appears next to any user whose account is blocked. Click **Unblock** to unblock them.

Request a new user or site in EpicCare Link

1. Select the **Admin** tab and click **Account Requests**.
2. Click **Request New Account**.

Inova


Home In Basket Patient List Referral Search Upcoming Appts - My ... Patient **Admin**

My Groups **Account Requests** Site Verification

Account Requests

Request New Account


3. Choose the type of account you want to create.



Request a new site

Choose a type of site to create:

Site
A new site to represent your workplace



Add a user to an existing site

Choose a type of user to create:

Physician (non-Surgical)
Request access for a new provider

Physician (Surgical)
Request access for a new provider

Advanced Practice Provider (non-Surgical)
Request access for a new provider


Advanced Practice Provider (Surgical)
Request access for a new provider

Clinical Support Staff (non-Surgical)
Request access for a new clinical staff member

Clinical Support Staff (Surgical)
Request access for a new clinical staff member

OR Scheduler
Request access for a new clinical staff member


Biller/Coder (non-Surgical)
Request access for a new non-clinician

4. Fill in demographic information for the user or site request.
5. In the **User group** field for a user request, select the user group to which the user should belong.
6. If you are requesting an account for a new provider and that provider does not need to log in to the application, select the check box under the **Basic Information** section to indicate as such.
7. Enter a comment about your request, if necessary, and click  **Submit Request**.
8. After your request has been processed, the new user will receive a login instructions letter.



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

Update facility contact information



1. Select the **Admin** tab and click **My Facilities**.
2. Click the name of a facility to update its contact information on the **Basic Demographics** tab, including the phone number, fax number, and address.
3. Go to the **Extended Demographics** tab to document additional information about the facility, such as its website, organizational description, and the services it provides.
4. After you have finished editing information, click  **Accept**.



If an active address is not on file, you can search for a matching address by entering an address and clicking **Find Address**. Alternatively, click **Manual Entry** to enter all of the address information yourself.

Reset users' two-factor authentication

You can reset the two-factor authentication settings for a user. For example, if a provider at your clinic gets a new phone but lost their reset code, you can reset the provider's two-factor authentication without having to contact Inova to make the change.

1. Select the **Admin** tab and click **My Groups**.
2. Click  **Two-factor authentication settings** in the row for the user whose settings you want to reset.
3. Confirm that you want to reset the user's settings and click  **Reset**.

Happy Together Link

Summary: With Happy Together Link, it is easy for community users to access all of their EpicCare Link, Tapestry Link, and Healthy Planet Link accounts from one location. Users who have Link accounts with more than one organization can log in to one of those Link accounts and use the Happy Together Link activity to see and access their other Link accounts without having to reenter multiple usernames and passwords.

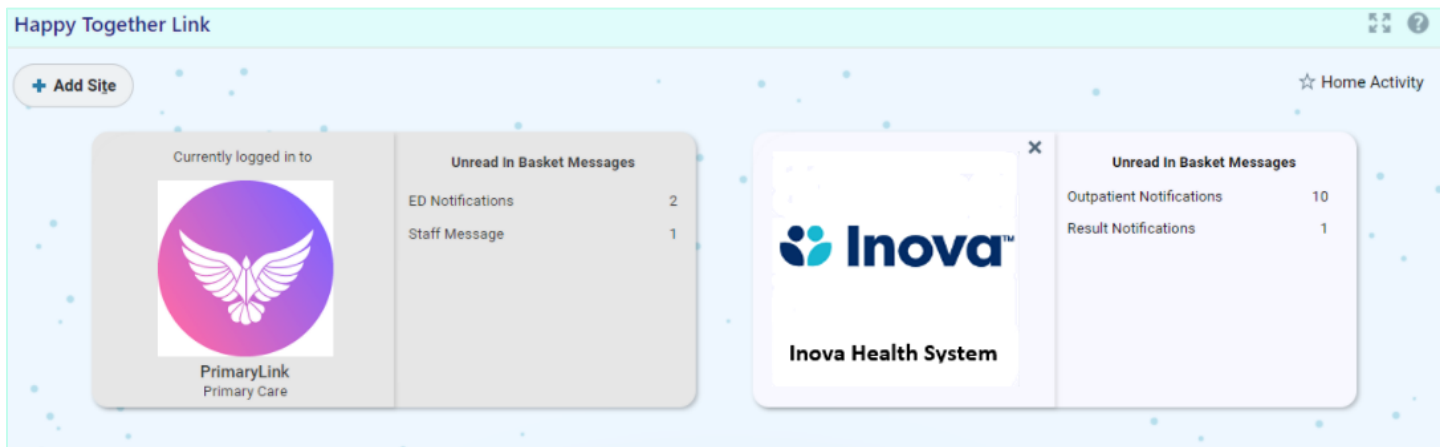
How Does it Work?

To get started with Happy Together Link, users are greeted with a banner on the Home page prompting them to go to the Happy Together Link activity. When they open the activity for the first time, they see a welcome message with information about how to use Happy Together Link.

To add a Link account to Happy Together Link, community users can search for the organization name, website name, or zip code of the organization that hosts the website. From the search results, users click the account to open a separate window where they are prompted to enter their account credentials for that website. After they log in to the website to verify their credentials, it is added to the Happy Together Link activity. Users can then quickly access it going forward from within any of their other accounts linked to Happy Together Link without needing to enter their credentials again.



Community users can search by organization, site name, or zip code to add accounts to Happy Together Link.



After adding an account to Happy Together Link, users can open it from the account they are currently logged in to with just one click.



For technical reasons, note that some community users might be warned by their web browser about popups being blocked when they access Happy Together Link. To ensure that community users can effectively add Link accounts to Happy Together Link, tell them they need to update their browser settings to allow popups for your Link website if they are prompted to do so.