UTSouthwestern Medical Center

HSIR TIP SHEET

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Epic Version: 2022	**User(s) Affected:** ECL Site Administrators
Application: EpicCare Link	**Date in Effect:** 1/12/2023

Topic: Resetting Passwords for EpicCare Link Site Administrators

Description: EpicCare Link (ECL) Site Administrators are responsible for managing users at their facility. This tip sheet includes resetting user passwords for existing users. If you have any difficulty, please contact the UTSW Help Desk at 214-648-7600 or ServiceDesk@UTSouthwestern.edu and specify that you are an EpicCare Link user.

URL: https://epiccarelink.utsouthwestern.edu

Browser Compatibility: The application can be accessed using the latest versions of Microsoft Edge, Firefox, or Chrome on the Windows operating system. Users of the Macintosh operating system can use the latest versions of Firefox, 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

If an EpicCare Link user has trouble logging into EpicCare Link or forgets their password, they should reach out to their Site Administrator to reset their password.

1. Click the **Admin** tab from the main top toolbar to access the **My Groups** section.

2. On the row for the user whose password you need to change, click the 🔑 **Change password** icon.

3. In the **New Password** and **Verify New Password** fields, enter a generic new password for the user whose password needs to be reset. This will be a temporary password they will use to log into EpicCare Link.

4. In the **Password for *Your Name*** field, enter your Site Administrator password that you use to log into EpicCare Link.

5. Click **Accept**.

6. Share the temporary password that you created with the affected user and inform them that they will be prompted to change their password the next time they log into EpicCare Link.