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Epic Version: 2023	**User(s) Affected:** ECL Site Administrators
Application: EpicCare Link	**Date in Effect:** 2/3/2023

Topic: EpicCare Link (ECL) for Site Administrators

Description: EpicCare Link (ECL) Site Administrators are responsible for managing users at their facility. This includes resetting 2FA settings 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.

Reset User 2FA Settings

If an EpicCare Link user has trouble receiving Two-Factor Authentication (2FA) login security codes to log into EpicCare Link, they should reach out to their Site Administrator to reset their 2FA settings.

1. Click the **Admin** tab from the main top toolbar to access the **My Groups** section.
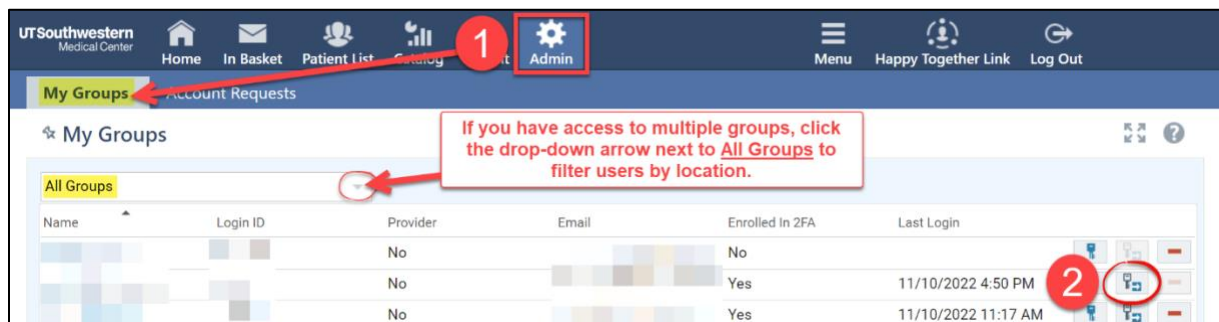
2. On the row for the user whose 2FA settings you need to change, click the ⬛ **Two-factor authentication settings** icon.

3. Click **Reset**.
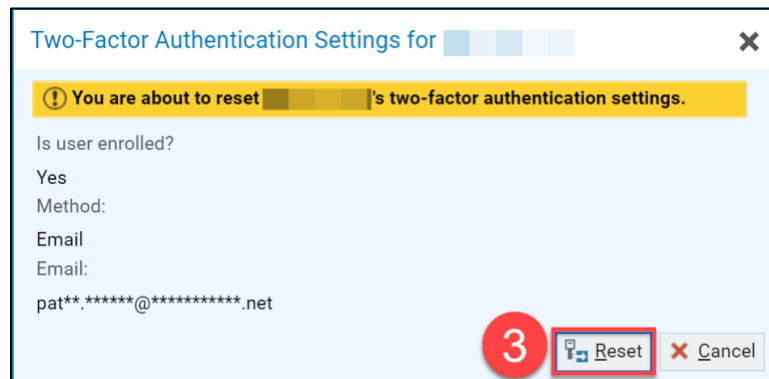
4. Inform the affected user that they next time they log into EpicCare Link, they will be prompted to set up a new authentication method using either a Mobile App, Text Message, or Email.