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| **Epic Version:** 2022 | **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 tipsheet shows how to deactivate 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.
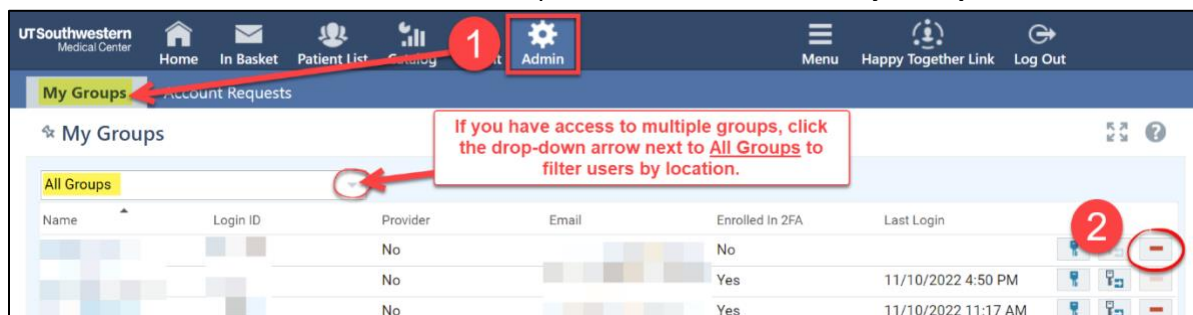
## URL: https://epiccarelink.utsouthwestern.edu

**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.

### Deactivate Existing Users

Site Administrators should routinely review existing EpicCare Link users in their group(s) to ensure that only those that are current and active retain access. Follow the steps below to deactivate users that no longer need access to EpicCare Link.

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



2. On the row for the user account you'd like to deactivate, click the ➖ **Deactivate** icon.
3. On the Deactivate window that appears, enter an appropriate **Comment**.

A. If the user is also a provider, you have the option to deactivate their user account separately from the provider record in EpicCare Link. Select the appropriate option under the **What to remove** section.

- **User** – Deactivate the user account so they will no longer be able to log in. This may be useful if a provider never logs in to EpicCare Link, but their provider record should still be associated with the group.

- **Both** – Deactivate both the user account and the provider record. The user won't be able to log in and they will no longer be associated with the selected group in EpicCare Link. This is useful for providers that have left the company. This option is selected by default.

4. Click **Deactivate**.