EpicCare Link

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with Children's of Alabama.

EpicCare Link is a collection of different web pages, or activities, that correspond to different tasks. The activity that you use depends on what you want to accomplish.

This guide includes information to help you get started, such as how to log in and help and contact information .

Help and Contact information

For help using an activity, click 	⃝.

- If you forget your password or can't log in, call COA Help Desk at (205) 638-6568.
- For all other issues, please contact your Research Coordinator to submit an Ivanti ticket. If an Ivanti ticket is needed, key technical information may be required. To get this information, go to **Settings** > **Session Information Report**.

How do I log in?

1. Open your web browser and go to https://epiccarelink.childrensal.org/EpicCareLink_PRD.

2. Enter the user ID and password that you received for EpicCare Link.

3. Enter your single-use passcode.

Set up an authentication method

When you first log in with your username and password, you're prompted to choose how you receive single-use passcodes that are required to access your account. This extra layer of security helps ensure that you're the only person who can log in to your account, even if someone knows your username and password.

You can receive the passcodes through a mobile application, a text message, or email. Each time you try to log in, you receive a passcode through your chosen method that you need to enter to finish logging in. Each passcode can be used only one time.

After you enter the passcode, you can select the **Remember me** check box to indicate that you're using a device that's not shared with anyone else. This means that you won't be asked for a passcode the next time you sign in from the same device for a period of time. Note that if you log in through a different device or browser, or your browser's settings are reset, you are still prompted for a passcode.

Enter Your Passcode

Use the code sent to your email address no...@epic.com.

☐ Remember me ❓

LOG IN

Cancel

Having trouble?

Re-send the code or reset additional authentication

Record your reset code

When you set up an authentication method, the system gives you a reset code to use if you need to change how you receive passcodes. For example, if you get a new smartphone you can use the reset code to set up your new phone to receive passcodes.

Write down the reset code that appears on the screen and keep it private. You need to enter the reset code from the login screen if you need to change your authentication method. Note that you can also use this code to change your authentication method from the Settings menu after you log in.

! | A new passcode is sent to you each time you log in. Enter this code to complete the login process.
Unlike passcodes, the reset code appears only once after you set up your authentication method. Use this reset code only if you need to change how you receive passcodes.

Navigating in EpicCare Link

When you log in to EpicCare Link, several sets of navigation tools appear at the top of the page.

A) Navigation Tabs: Use these tabs to open different activities in EpicCare Link. Each tab contains one or more related activities. For example, the **Patient** tab contains patient-specific activities. When you click a tab, the default activity for that tab opens.

B) Activity Menu: Use this menu to open the various activities that are contained in the selected navigation tab. For example, the **Patient** tab activity menu contains the **Allergies** and **Chart Review** activities.

- If there are more activities than can fit on the screen, hover over the ellipsis on the far right of the menu to see all the activities contained in the tab.
- You can also click 📌 to pin an activity so it appears first in the menu. If you pin multiple activities, they appear in the order that you pinned them. Click and drag pinned activities in the menu to change their order.

C) Action Options: Use these buttons, located on the top right of the screen, to see all of your available activities or to log out.
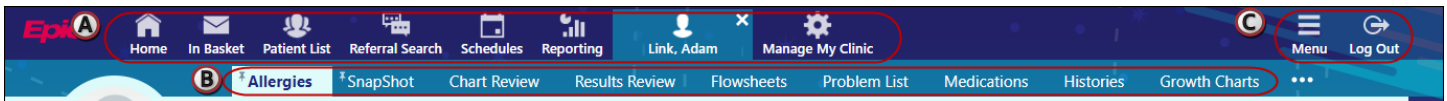
How do I log out?

To maintain patient confidentiality, you need to log out or secure your screen when you are done working or have to leave the computer for any reason. There are two ways to do this:

- Click 🔄 **Log Out**. The next time you log in, you are directed to your start page.
- Secure the computer by going to **Menu >Secure**. When you log back in, you return to the same activity that you were using before you secured the screen.