


Community User - Manage Your Clinic

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.

Verify users


You might receive a Site Verification message from your Epic organization asking you to verify that all users working at your site are current and active. These users might include providers who don't 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site are current, and you can deactivate users as needed to prevent unauthorized access by users whose accounts are outdated.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. Select the **Acknowledgement** check box to acknowledge that you have reviewed and confirmed the list of users.
3. Click  **Verify** to verify the list of users and close the screen.



When the Login ID column says (No Access) and the Provider? column says Yes, this indicates a provider who doesn't 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're 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 to  **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**.
3. Choose the type of account you want to create. For example, to create an account for a new physician at your site, click **Request access for a new provider**.
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're requesting an account for a new provider and that provider doesn't 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've finished editing information, click  **Accept**.




If an active address isn't 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 West Tennessee Healthcare 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**.

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