

Community User - Getting Started with EpicCare Link

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Getting Started

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with Florida Health Care Plans (FHCP) to provide quality patient care. You can also use EpicCare Link to quickly refer patients to our organization.

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 browser requirements and how to log in.



Each organization configures Epic differently, so what you see in this guide might differ from what you see in your system.

Browser, system, and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- Google Chrome 88 and any later versions
- Microsoft Edge version 88 or later
- Mozilla Firefox version 78 or later
- Safari version 14 or later

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

How do I log in?

1. Use the link provided by your organization to access EpicCare Link.
2. Enter the user ID and password that you received for EpicCare Link.
3. Enter your single-use passcode.



Refer to [Set up an authentication method](#) for more information on single-use passcodes.

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

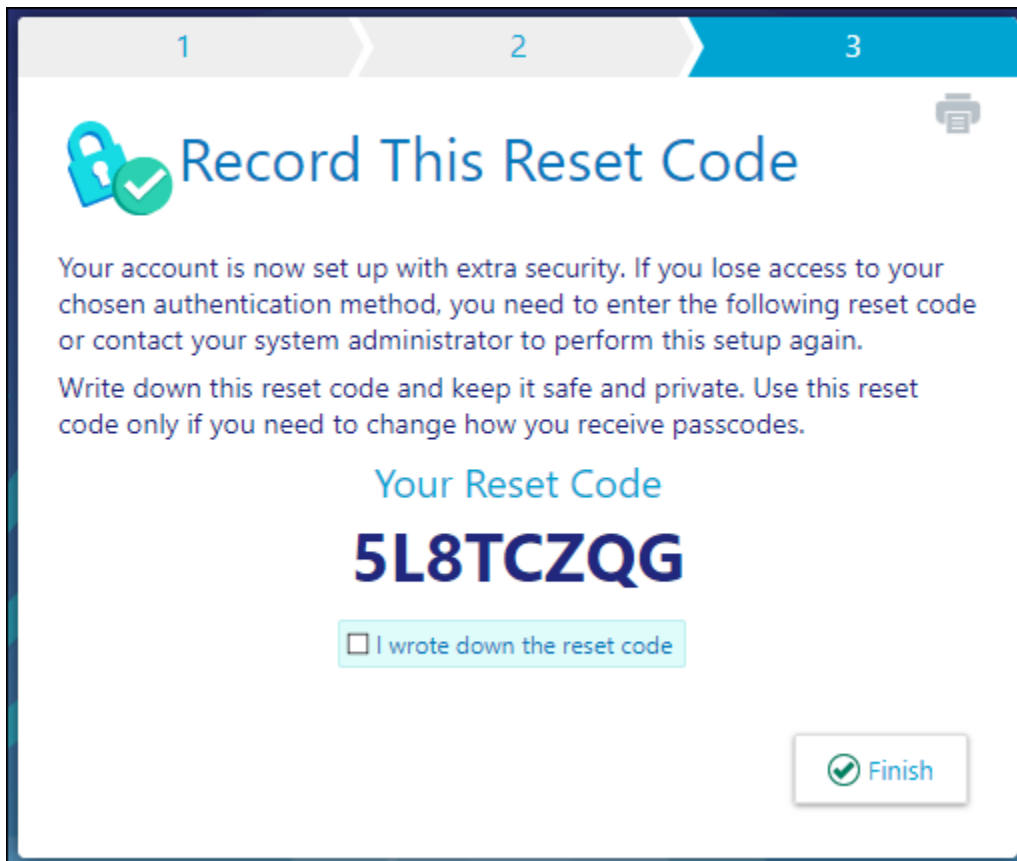
When you set up an authentication method, the system gives you a reset code to use if you need to change how you receive passcodes. For example, if you get a new smartphone you can use the reset code to set up your new phone to receive passcodes.

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

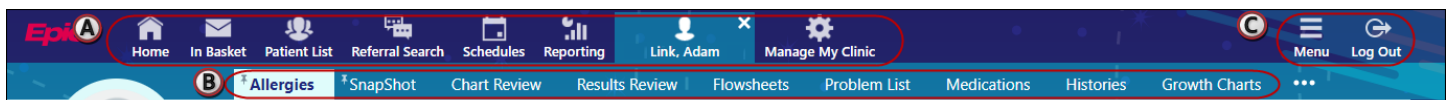
When you log in to EpicCare Link, several sets of navigation tools appear at the top of the page.

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.



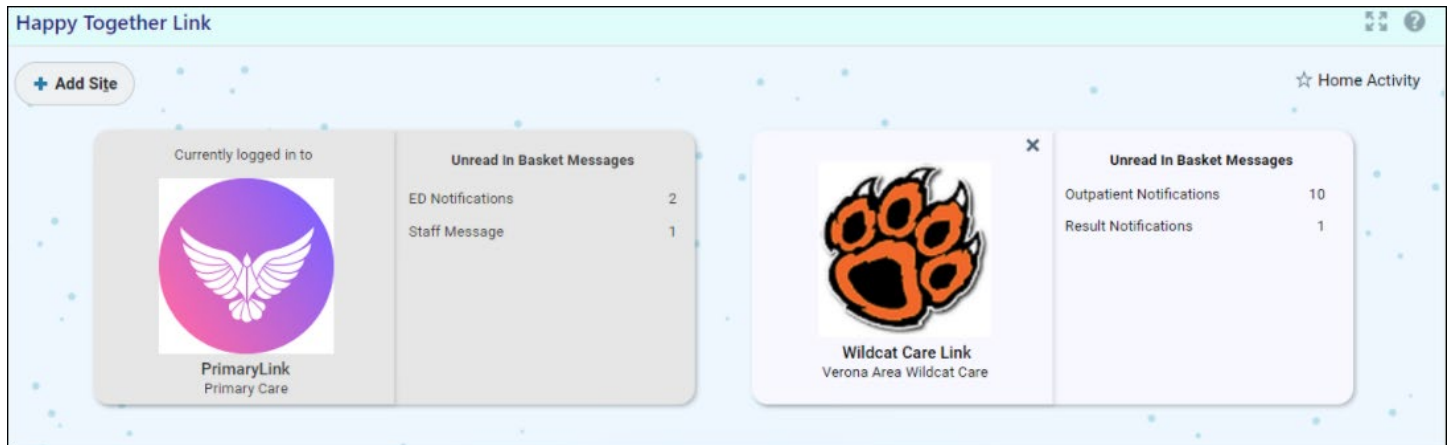
How do I log out?

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.

Using Happy Together Link

With Happy Together Link, you can add Link accounts you might have with other organizations for reviewing patient information. From the Happy Together Link page, you can switch from one account to another without having to enter your login information again. You can also see when there are unread messages for each account so you know whether there are any updates you need to review.



Add an account

To add a Link account to the Happy Together Link page:

1. Click **+Add Site**.
2. Search for the account by the organization, site name, or postal code.
3. Select the site from the search results.
4. In the new window that opens, enter your account credentials for the site.

After you add an account to the Happy Together Link page, click it to jump to that account from your current account.

Remove an account

To remove an account from the Happy Together Link page:

1. Click the **X** icon on the site's card.
2. After verifying that you want to remove the account, click **Accept**.

Make Happy Together Link your default page

You can make Happy Together Link your default page so it appears right away when you log in to EpicCare Link.

To make Happy Together Link your default page, click **☆ Home Activity** in the top-right corner of the page.

Updating Program Settings

You can use the EpicCare Link settings options to perform a variety of account maintenance tasks, including changing your password and setting the page that appears when you first log in. In addition, you can choose to receive email notifications at an external email address when you are granted access to a patient. You can set your preferences for these notifications, as well as specify the email address at which you'd like to receive them.



A description of each setting appears on the **Settings** page in EpicCare Link.

Change your password

1. Go to **Menu > Settings > Change Password**.
2. Enter your old password, then a new password, and then your new password again.
3. Click **✓ Accept**.

Set up your email preferences

1. Go to **Menu > Settings > My Demographics**.
2. Enter your email address, title, degree, languages, and specialties, if applicable. The fields that appear depend on your user role.
3. Click **Receive e-mail notifications** if you want to receive notifications for unread In Basket messages at your specified email address.
4. In the **Days between e-mails** field, enter the number of days you want to wait between notification emails.
5. Click **Receive notifications for group events** if you want to receive email notifications about all patient events for the provider groups you belong to.
6. Click **✓ Accept**.

Change your default login page


1. Go to **Menu > Settings > Set Default Page**.
2. Go to the page that you want to set as your default page.
3. Click **Set Default Page** to set the current page as your default page.



To reset your default page to the system default, go to Set Default Page and click **Click here to clear your default page and use the system settings instead**.

Set up notifications

You can receive text or email notifications when you receive specific types of In Basket messages. For example, you might want to receive a text when you have a new In Basket message about a patient being discharged from the hospital.

1. Go to **Menu > Settings > Notification Preferences**.
2. Select the email and text check boxes depending on the type of notifications you want to receive for each type of message.
3. Enter the email address that you want to receive the email notifications.
4. Enter the phone number that you want to receive the text messages.
5. Click  **Accept**.

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