EpicCare Link Account Set-Up Guide

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 Norton Healthcare to provide quality patient care. You can also use EpicCare Link to quickly refer patients to our organization.

This guide will help you with the process of requesting access to Norton's EpicCare Link web portal and setting up two-factor authentication (2FA).

Browser, System, and Connection Requirements

Windows

- Google Chrome 80 or later
- Microsoft Edge version 88 or later
- Microsoft Internet Explorer 11
- Mozilla Firefox version 78 or later

Tablets

- iPad Safari
- Android Chrome

Other Requirements

- Minimum screen resolution of 1024x768 pixels.
- High-speed Internet connection
- Browser must have java enabled to display graphs and scanned images
- Epic Authenticator two-factor authentication app
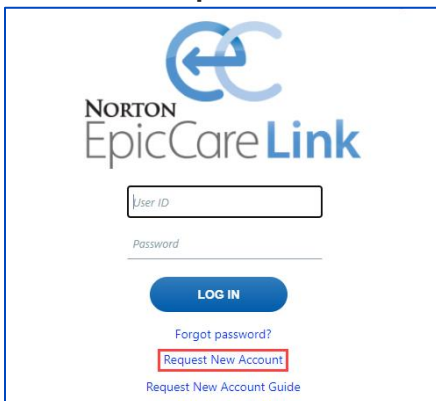
EpicCare Link Account Request

⚠ **Every site must have at least one site administrator.**

Please follow the steps below for requesting access for a new practice. It is very important that you have identified a **Site Administrator** for all new requests. A **Site Administrator** should be a user who accesses EpicCare Link regularly and can verify users. This person is responsible for requesting new user accounts, and deactivating the accounts of users that are no longer active at your site.

New Site Request

1. Open your browser and access the following URL: http://NortonEpicCareLink.com
2. Select **"Request New Account"**

3. Select **"Request a new site"**, and from the drop down choose one of the site type options.

Create User Accounts for Your Site

Request a new site
A site represents your workplace. Your site's user accounts cannot be requested before completing this step.
Choose a type of site to create:

NEW Clinical Site Request
Request EpicCare Link access for a new clinical/medical site

NEW Case Manager Site Request
Request EpicCare Link access for liaisons and staff members of a post-hospital facility/service site

4. Fill out the ❗ required information about your site. When completed, click ➡ next.

Site Information

❗ Site name: [   ]

Site type: Clinical/Medical ▾

❗ Phone: [   ]   ⚠ Fax: [   ]

Address

❗ Address: [   ]

❗ City: [   ]

❗ State: [▾]   ❗ ZIP: [   ]

County: [▾]

Country: [▾]

EpicCare Link New Clinical/Medical Site Request Questionnaire

❗ My initial request for EpicCare Link access was submitted to CPA lab Customer Service   [Yes] [No]   [Comment]

Other

⚠ Comments: [   ]

➡ Next   ✕ Cancel Request

![Norton Healthcare logo]

Adding a Site Administrator to your Site

The Site Administrators will be able to add additional users once they have access to the new site. Please reference the Quick Start Guide inside EpicCare Link on how to complete the process.

1. Select an appropriate user role (this screen will have different options for case management).

Add one user designated as the site administrator. After the site admininstrator has access, they will then add other users for this site.

Choose a type of user to create:

Provider
Request EpicCare Link access for a new provider

Clinical Staff
Request EpicCare Link access for a clinical user

Non-Clinician
Request EpicCare Link access for a non-clinical user

2. The user account request screen will populate. Request access for a staff member who will be a Link Site Administrator. **All users must have their own log in credentials**.

User Information
- First name:
- Middle name:
- Last name:
- Work email:
- Date of birth:

Basic Information
- Work phone:

ECL NEW ACCOUNT REQUEST CLINICAL USER
- Have you ever had a Norton user account or been a Norton Employee in the past?   Yes   No   Comment
- If you answered yes above please tell us if you remember your prior ID or user name or if your name has changed.   Comment

Other
- Comments:

ⓘ Shared email addresses are not allowed. If no work email is available, a personal email (that is not Hotmail) is acceptable.
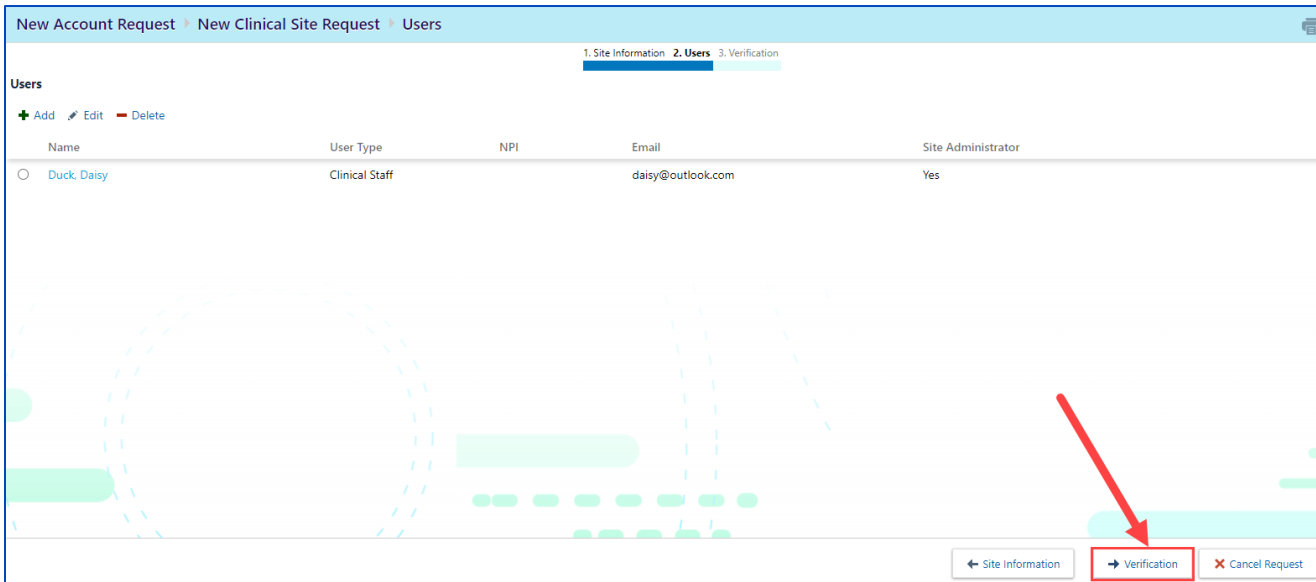
3. Designate a Link Site Administrator; this person will be responsible for adding, removing and verifying users.

Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☐ Make this user a site administrator

4. Once you have added your Link Site Administrator to your request. Click ➡ Verification.
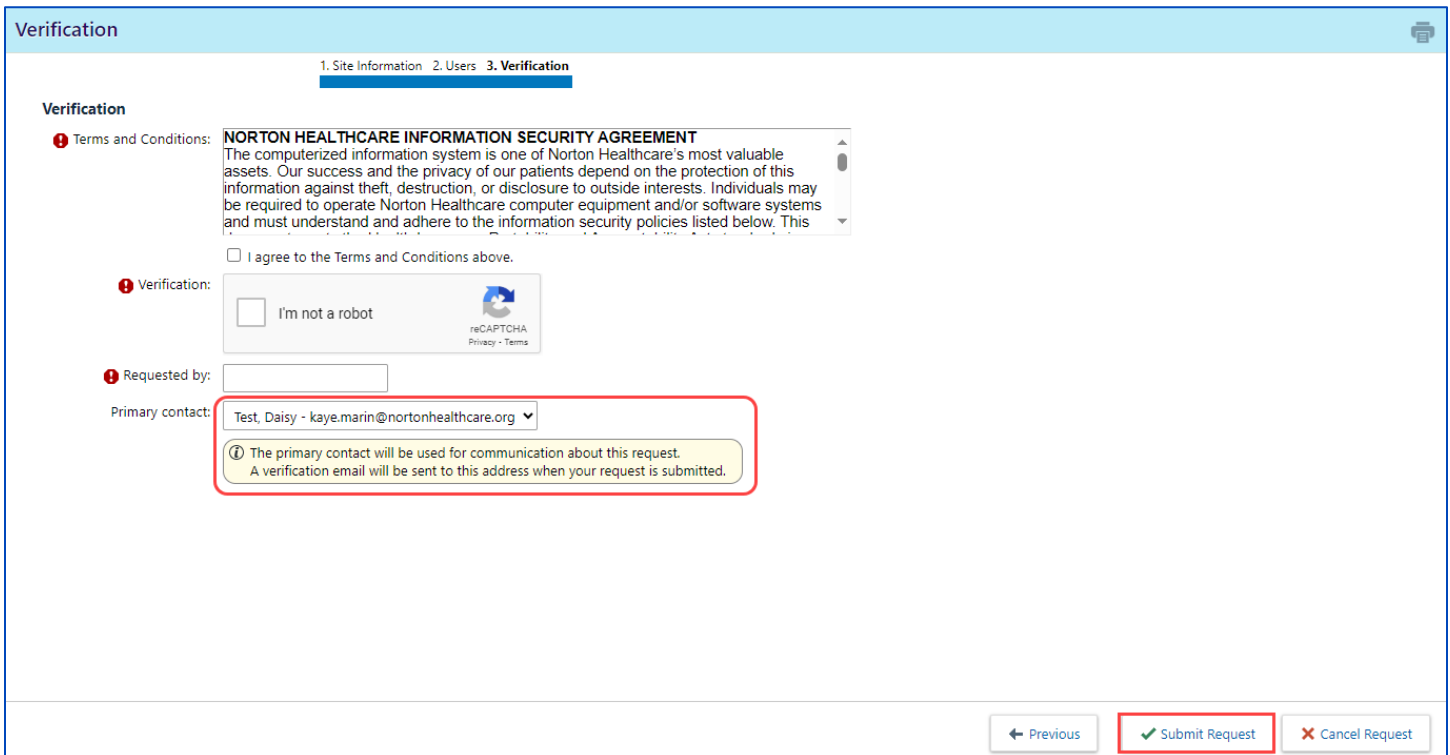
Email Verification Process

1. The verification activity will populate. Read and agree to the terms and conditions. Complete all ⊗ required fields.

2. Click ✔ **Submit Request after confirming the primary name and email**, through which all communication about the request will be communicated.

> ⓘ **Confirm the primary contact name and email information. It is critical to the process that this information is correct.**

3. Once the request is submitted you will see the confirmation page with your **reference number** and email to which your upcoming correspondence will be sent.

> **New Account Request ▸ Confirmation**
>
> **Verify Your Email Address**
> Click the link sent to [redacted] with the subject **Verify Email Address**.
> **Having trouble?**
> - If you cannot find the email, try checking your spam folder or incoming email filters.
> - Contact the help desk by calling 502-629-8911.
>
> Reference #: 60210620
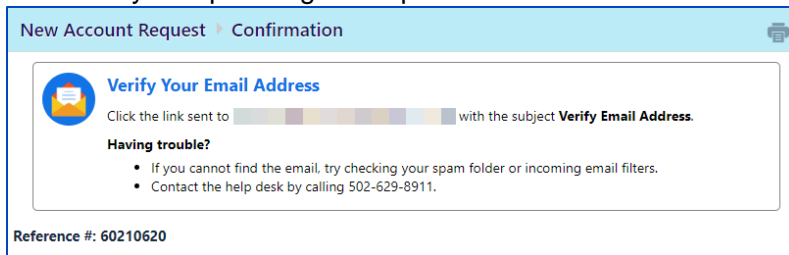
ⓘ Please keep the reference number for your records. This reference number is used to track the process of the account creation requested and to set your password You can print this confirmation page by clicking the 🖨 icon in the top right of the screen.
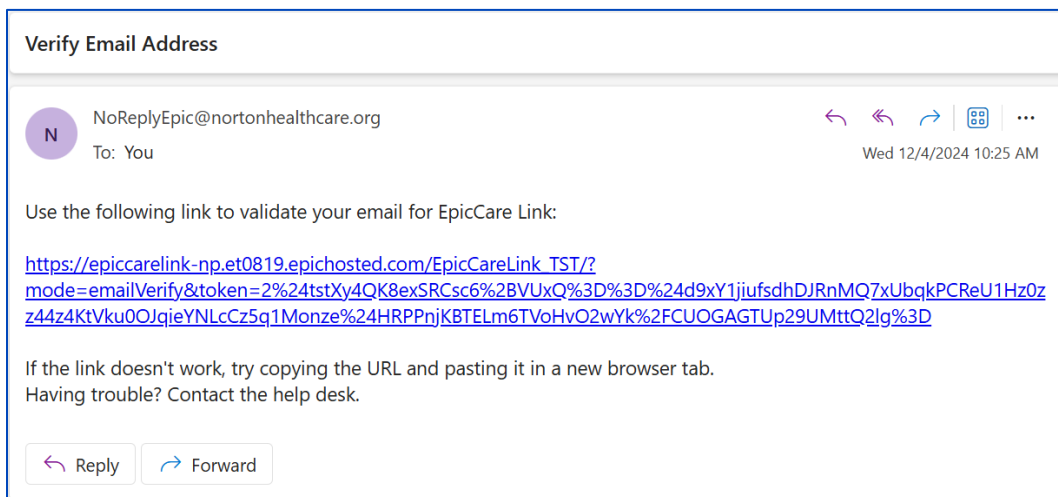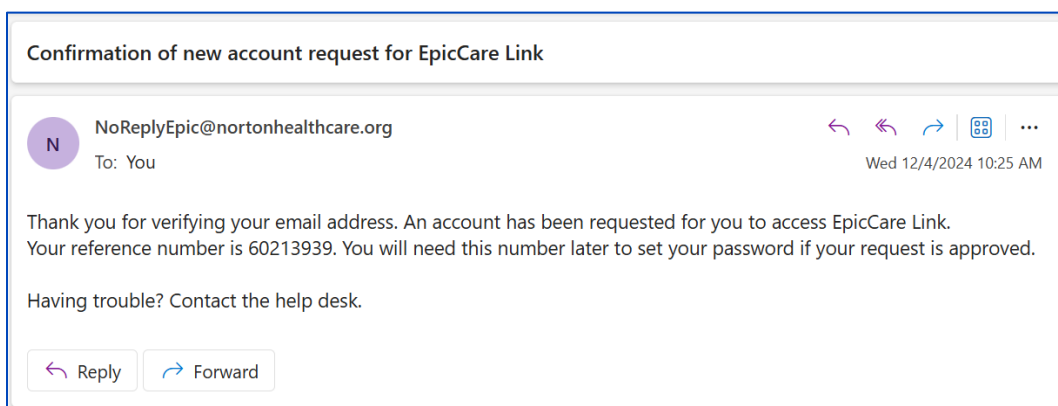
What to Expect After Submitting Your New Account Request

1. After clicking "Submit Request", you will receive an email asking that you verify your email address. Click the link in the email, **Verify Email Address** to validate.
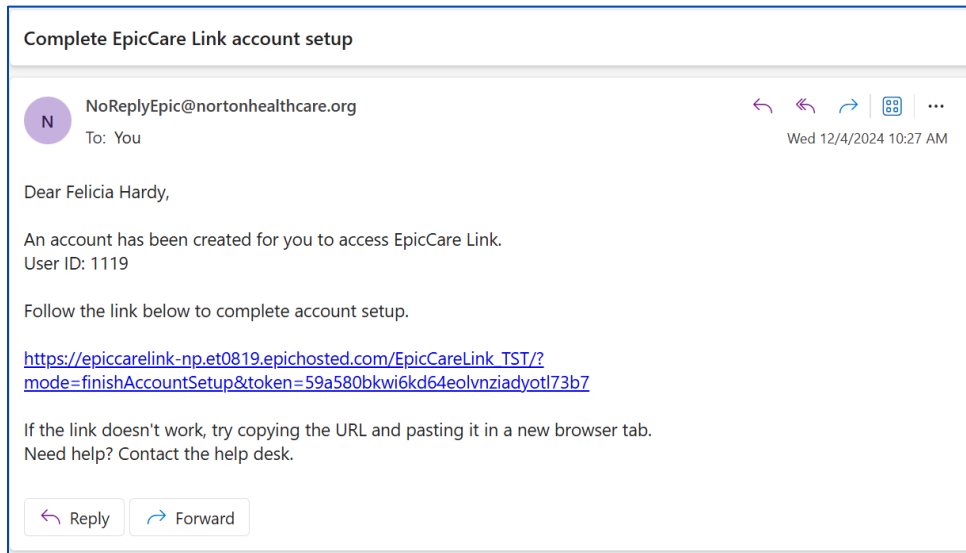
> **Verify Email Address**
>
> N NoReplyEpic@nortonhealthcare.org
>   To: You   Wed 12/4/2024 10:25 AM
>
> Use the following link to validate your email for EpicCare Link:
>
> https://epiccarelink-np.et0819.epichosted.com/EpicCareLink_TST/?mode=emailVerify&token=2%24tstXy4QK8exSRCsc6%2BVUxQ%3D%3D%24d9xY1jiufsdhDJRnMQ7xUbqkPCReU1Hz0z44z4KtVku0OJqieYNLcCz5q1Monze%24HRPPnjKBTELm6TVoHvO2wYk%2FCUOGAGTUp29UMttQ2lg%3D
>
> If the link doesn't work, try copying the URL and pasting it in a new browser tab.
> Having trouble? Contact the help desk.
>
> ↩ Reply   ↪ Forward

2. After validating your email address, you will receive another email confirming your request for access and containing the reference number.

> **Confirmation of new account request for EpicCare Link**
>
> N NoReplyEpic@nortonhealthcare.org
>   To: You   Wed 12/4/2024 10:25 AM
>
> Thank you for verifying your email address. An account has been requested for you to access EpicCare Link.
> Your reference number is 60213939. You will need this number later to set your password if your request is approved.
>
> Having trouble? Contact the help desk.
>
> ↩ Reply   ↪ Forward

3. **Please allow 7 to 10 business days for processing the New Account request**.
   - **User name and password creation link will be sent by email after the account is created**.
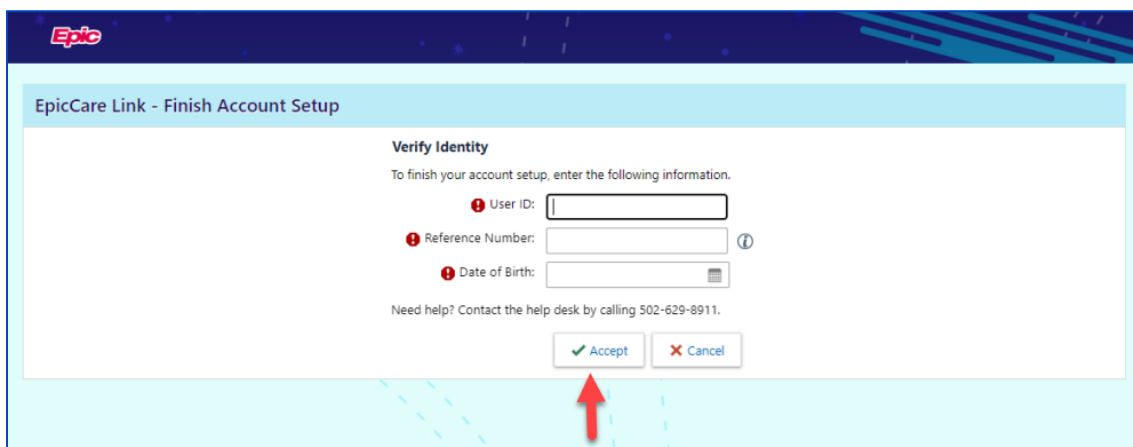   - **Complete EpicCare Link account setup** contains your user ID and a link to create your password

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Complete EpicCare Link account setup

N NoReplyEpic@nortonhealthcare.org
To: You   Wed 12/4/2024 10:27 AM

Dear Felicia Hardy,

An account has been created for you to access EpicCare Link.
User ID: 1119

Follow the link below to complete account setup.

https://epiccarelink-np.et0819.epichosted.com/EpicCareLink_TST/?mode=finishAccountSetup&token=59a580bkwi6kd64eolvnziadyotl73b7

If the link doesn't work, try copying the URL and pasting it in a new browser tab.
Need help? Contact the help desk.

↩ Reply   → Forward

   - **If you do not receive any/all of the emails shown, please take the following steps:**
     i. Check your junk folder for emails from NoReplyEpic@nortonhealthcare.org
     ii. Check with your service team to determine if firewall settings are blocking the encrypted emails.
     iii. Please contact the Norton Healthcare Service Desk at 502-629-8911, option 4, if assistance is needed.

Complete New Account Set-Up

Using the link in the final email, complete EpicCare Link account setup with your user ID that will also take you to a link for creating your password.

The following screens show the process of completing the account set-up. Please complete all required fields to proceed.

⚠️ User ID and Reference Number can be found in the **Confirmation of new account request for EpicCare Link** and the **Complete EpicCare Link account setup** emails.

Epic

EpicCare Link - Finish Account Setup

Verify Identity

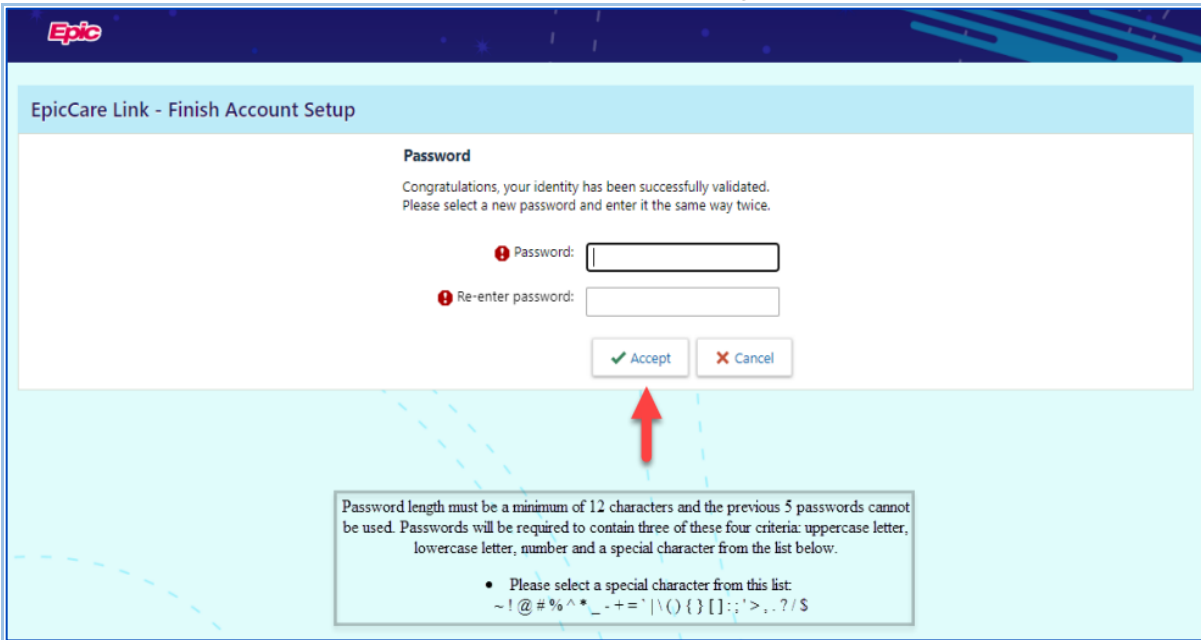To finish your account setup, enter the following information.

❗ User ID: [_____]
❗ Reference Number: [_____] ⓘ
❗ Date of Birth: [_____] 📅

Need help? Contact the help desk by calling 502-629-8911.

✔ Accept   ✘ Cancel

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1. Select your new PASSWORD that will be used to log in to Norton Healthcare EpicCare Link.

EpicCare Link - Finish Account Setup

Password

Congratulations, your identity has been successfully validated.
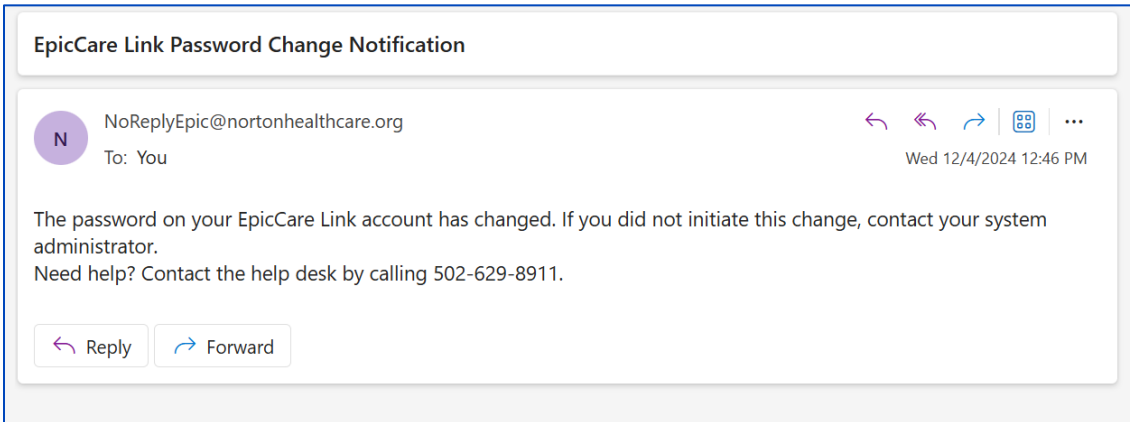Please select a new password and enter it the same way twice.

❗ Password: [ ]

❗ Re-enter password: [ ]

✔ Accept   ✘ Cancel

Password length must be a minimum of 12 characters and the previous 5 passwords cannot be used. Passwords will be required to contain three of these four criteria: uppercase letter, lowercase letter, number and a special character from the list below.

• Please select a special character from this list:
~ ! @ # % ^ * _ - + = ' | \ ( ) { } [ ] : ; ' > , . ? / $

2. You will receive an **EpicCare Link Password Change Notification** email with notification that your Password has been changed after completion of the steps above.

EpicCare Link Password Change Notification
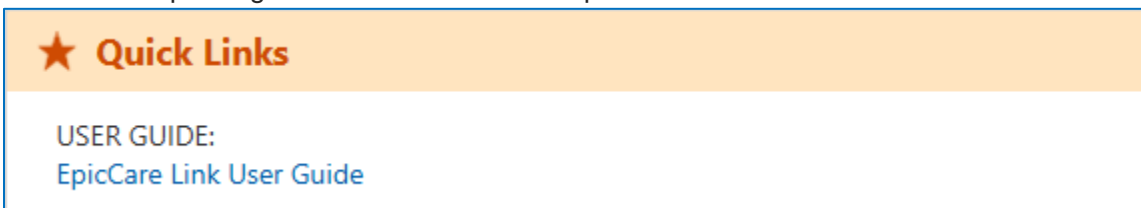
N   NoReplyEpic@nortonhealthcare.org
     To: You   Wed 12/4/2024 12:46 PM

The password on your EpicCare Link account has changed. If you did not initiate this change, contact your system administrator.
Need help? Contact the help desk by calling 502-629-8911.

↩ Reply   ↪ Forward

3. Your new site account is now ready for use. Upon log in there will be a link to a User Guide available to help navigate Norton Healthcare EpicCare Link!

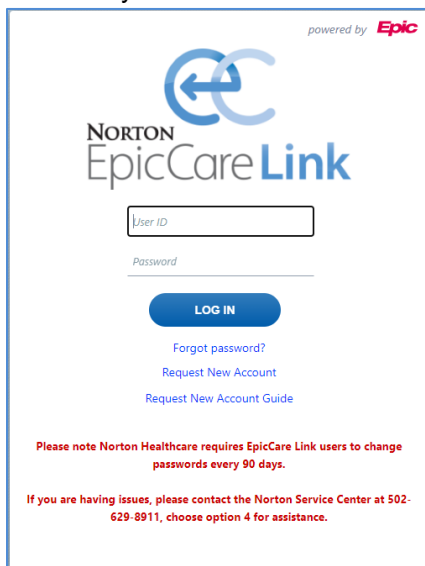
★ **Quick Links**

USER GUIDE:
EpicCare Link User Guide

Account Set-Up

Logging in for the first time

⚠️ In order to maintain active EpicCare Link access, **you must log in within each 90 day period**. A lapse in login activity will require an access request resubmission.

1. Open your web browser and access the following URL: http://NortonEpicCareLink.com
2. Enter your Norton User ID and Passcode (your passcode is case sensitive) you established by visiting the email link. If you experience any issues during the setup process, please call the **Norton Healthcare Service Desk at 502-629-8911, option 4**. When calling, please have your practice name, user name and reference number readily available.
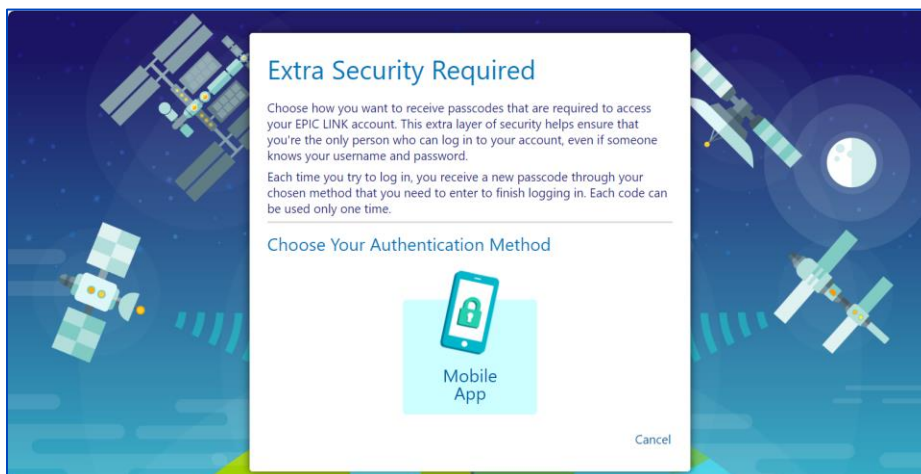
Two-factor Authentication (2FA)

1. You will then be prompted to set up your two-factor authentication.

⚠️ **Skipping the setup of two-factor authentication will result in being unable to access EpicCare Link.**

2. You will need to download the Epic Authenticator app which is available on Android or iPhone.

Apple App Store   **Android Google Play**
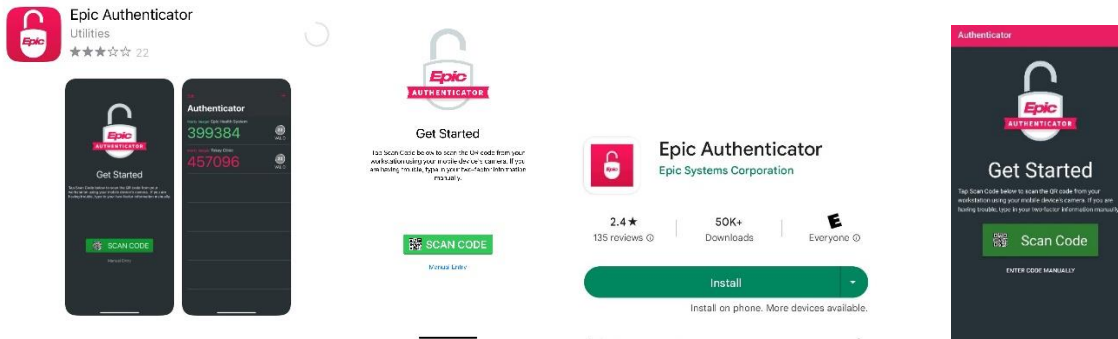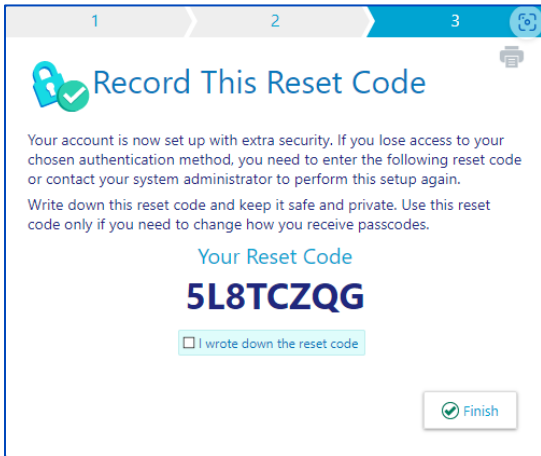

3. Click on 'Mobile App'
4. Using the camera on your phone, scan the QR code from your screen with your camera, this will take you to the Epic Authenticator app. If prompted, select yes to add the token titled Norton Healthcare.
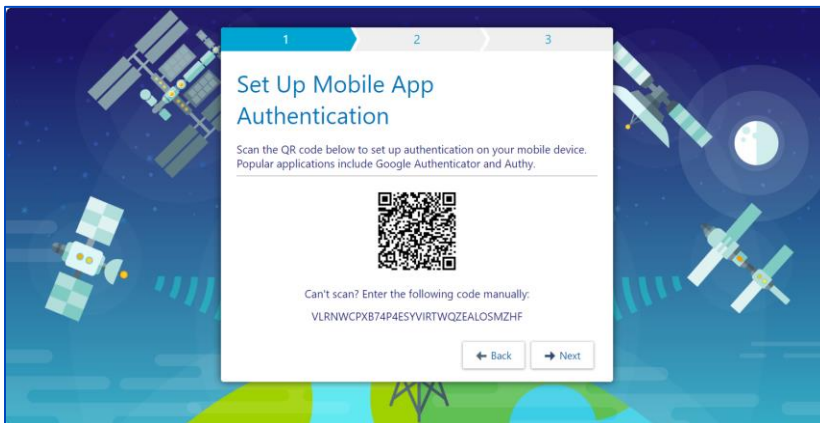
5. Within the Epic Authenticator app select Norton Healthcare and enter the passcode that was provided within the app on your mobile device.
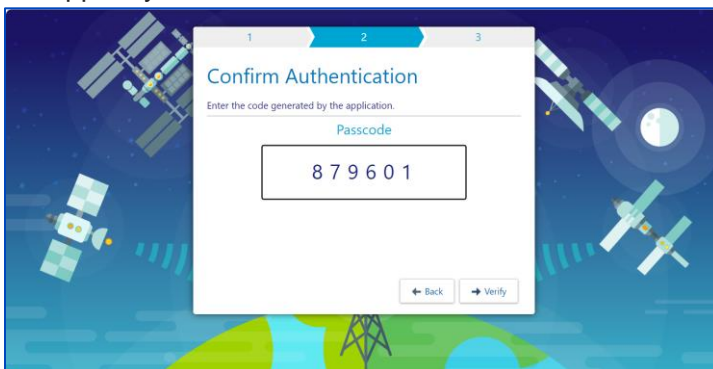
6. When you first set up two-factor authentication, you will receive a reset code that you can use to reset your two-factor authentication settings from the login screen. Please write this down, this code only appears once.

7. Once you have set up your smartphone, tablet or non-smart phone, click **Next**.
8. You will be prompted to change your password. Norton Healthcare requires a 12 character complex password following the below requirements:
    a. The 12 character password must contain three of these four criteria:
        - Uppercase letter
        - Lowercase letter
        - Number
        - Special character from this list: ~ ! @ # $ % ^ & _ - + = ' / \ ( ) { } [ ] : ; > , . ?
    b. Once you have entered your new password twice, click **Save** password.
9. Once you are logged in, a Terms and Conditions page will appear. Read and acknowledge the agreement to continue to EpicCare Link.

ⓘ Once logged into EpicCare Link you will be prompted to create Challenge Questions. These challenge questions will allow you to reset your password from the login screen of EpicCare Link.
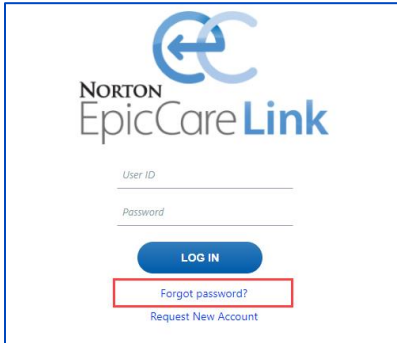
⊘ Please note that upon each sign-in to the Norton Healthcare EpicCare Link site you will need to open the authenticator application on your mobile device to authenticate.

Challenge Questions / Password Recovery / Reset Authentication

⚠️ Passwords expire automatically **every 90 days without notification**. If you previously activated your account and are unable to log in, your password may be expired.

If you have forgotten your previous password and it has been less than 90 days since you have logged in, open your browser and access the following URL: http://NortonEpicCareLink.com. Click Forgot password and follow the prompts to change your password.

To change your current password you can login to EpicCare Link, select the ☰ **Menu** button, select ⚙ **Settings**. From this activity you can **change your password**, **reset your authenticator** and **update your challenge questions**.
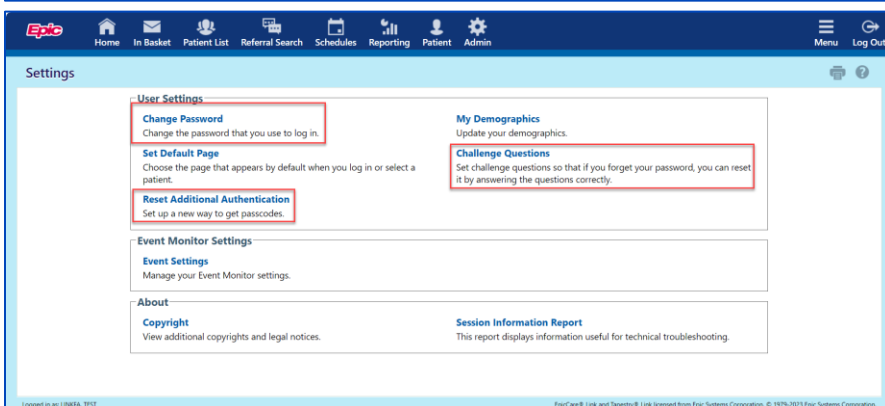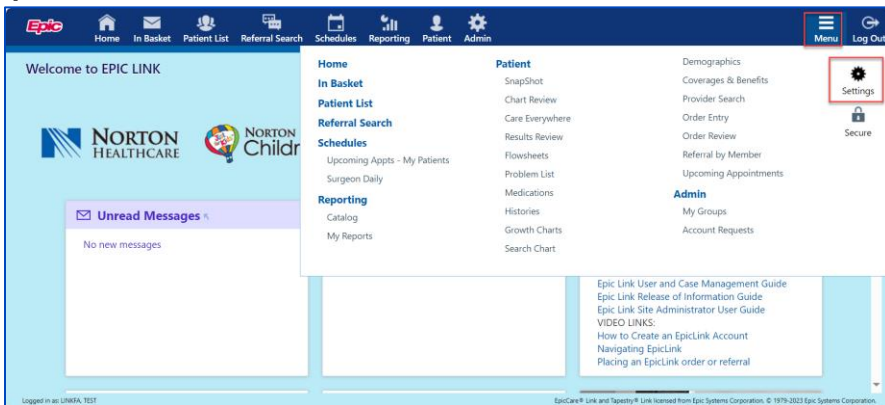
If your password has expired please call **Norton Healthcare Service Desk** at **502-629-8911, option 4** to reset your password.

Reset 2FA for a new device

I have my current device

If you still have your current device reset 2FA by selecting the ☰ **Menu** button, then select ⚙ **Settings**. From this activity you can reset your authenticator. Follow the prompts and set up your new device. It will require the code from your Epic Authenticator App.

I do not have my current device but I have my reset code

If you have your reset code, navigate to the login page and enter your username and password. On the passcode screen select the link **Reset additional authentication** and on the next screen enter your Reset code provided to you during your set-up. Follow the prompts to finish setting up your new device.

I do not have my current device or reset code

If you do not have your current device or the reset code provided to you during set-up, please call the **Norton Healthcare Service Desk** at **502-629-8911, option 4** to reset your 2FA

Help and Contact Information

If you have attempted to activate your account and update your password, but you are still unable to login, please call the **Norton Healthcare Service Desk** at **502-629-8911, option 4**.