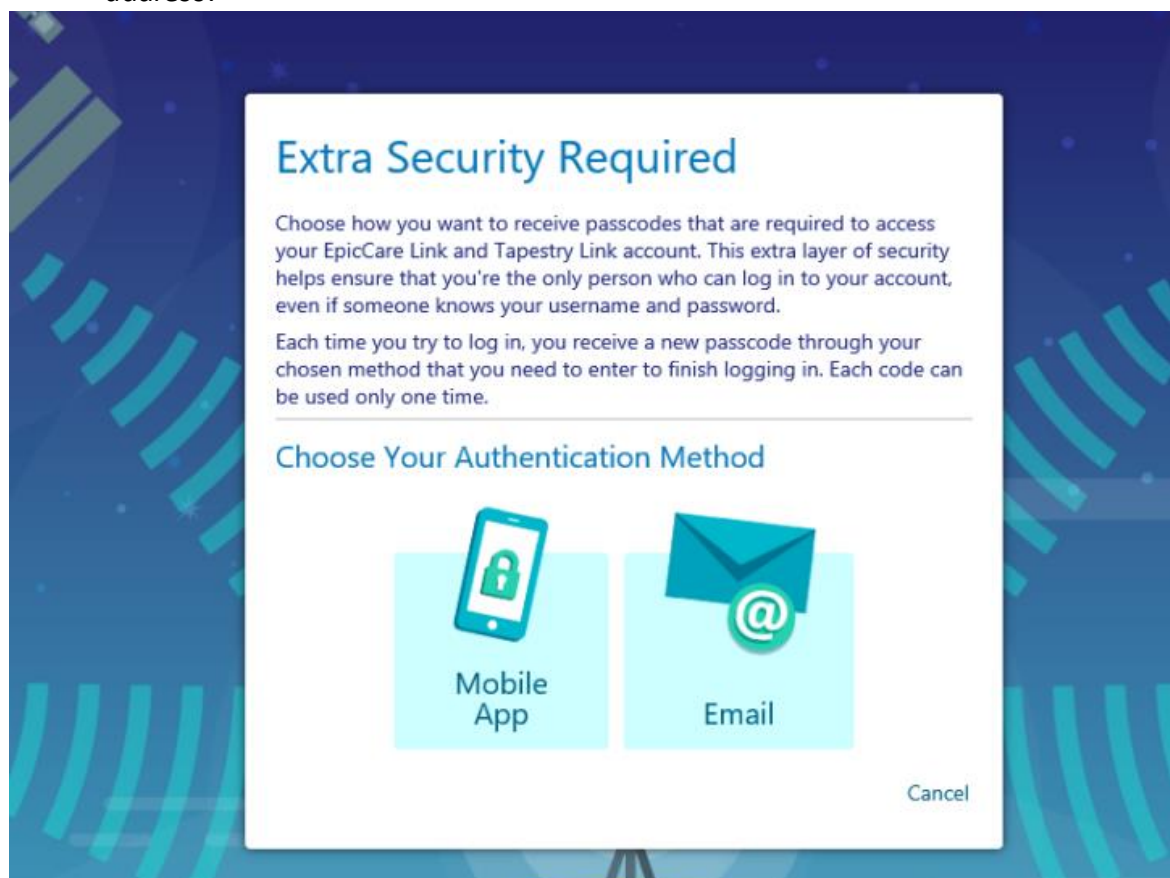


## Hamilton Health Care System Link: Two-Factor Authentication

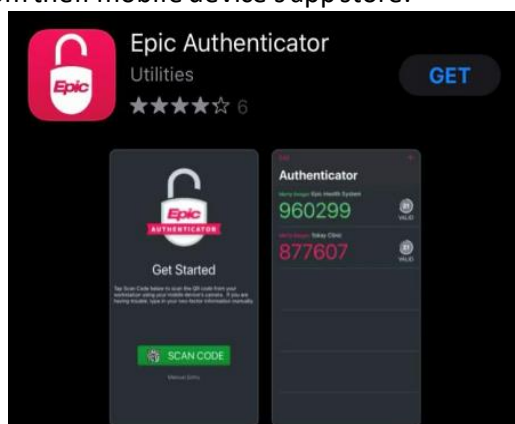
### Try It Out

1. After logging into the EpicCare Link website, users will be prompted to choose an authentication method. You can choose to use either a mobile app or your email address.

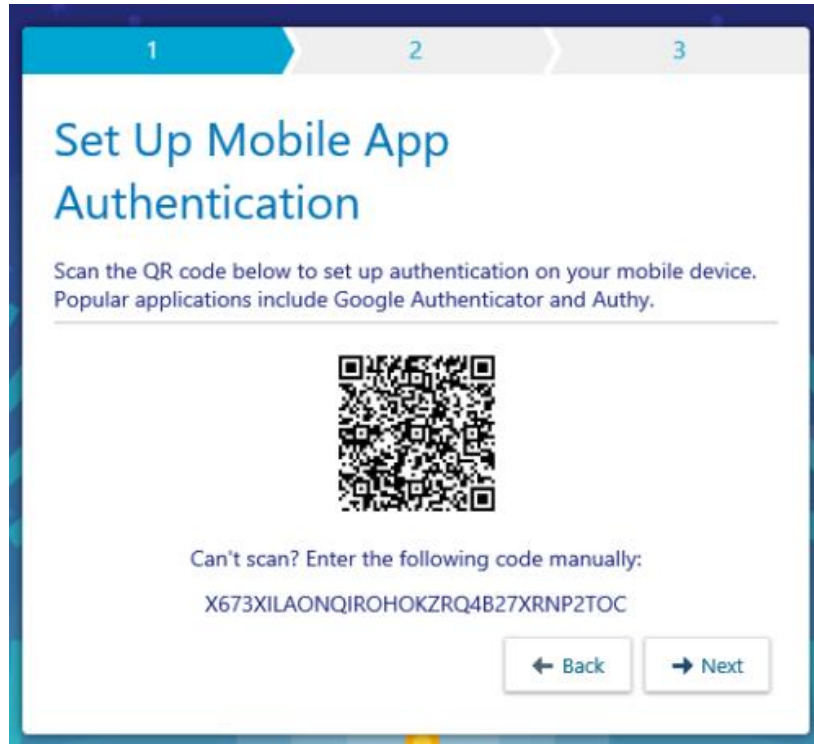


### Mobile App Option

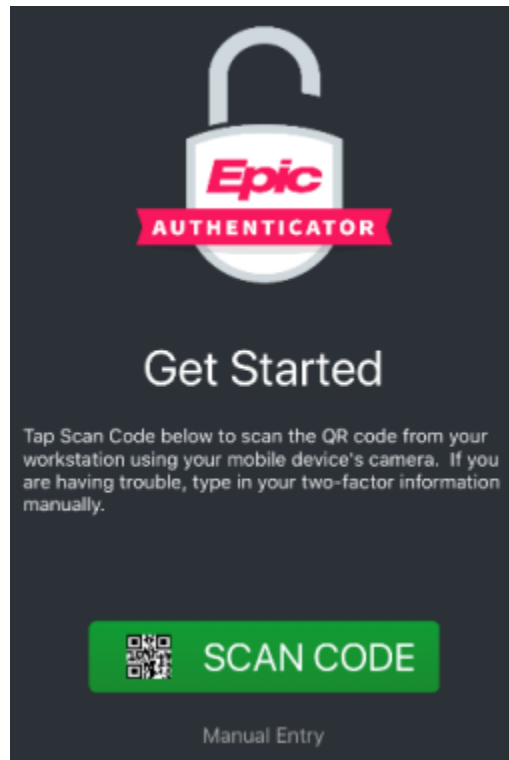
1. If you would like to use the mobile app option, users must first download an app named **Epic Authenticator** from their mobile device's app store.



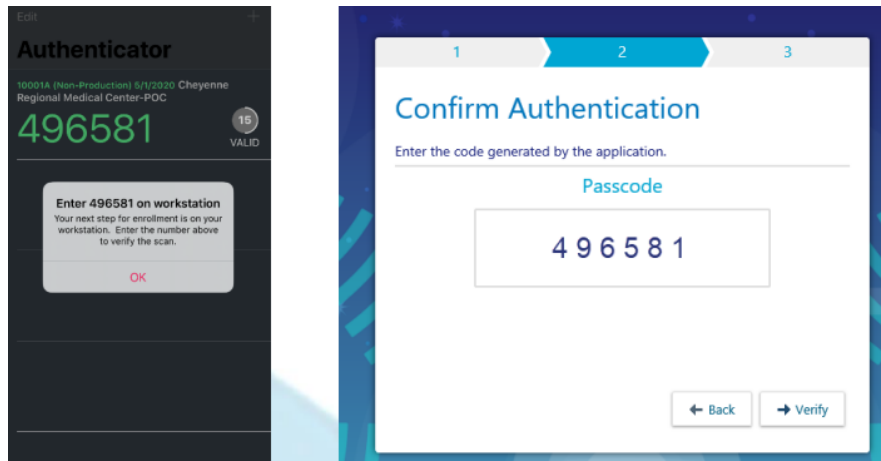
2. Once the app is downloaded on your device, click the **Mobile App** option on the login screen. You will be prompted to set up mobile app authentication with a QR code on the screen.



3. Open the Epic Authenticator mobile app and click **Scan Code** on the Get Started page.



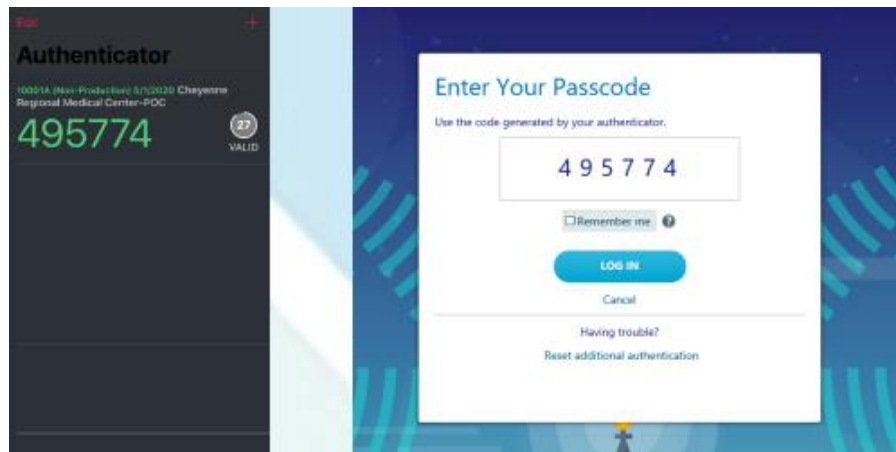
4. If prompted, select **Allow** on your device to access the camera. Once the camera opens, point the camera to the QR code on your computer screen. The app will give you a code to enter on your computer.



5. After entering the code, click Verify. You will be given a **Reset Code** on the next screen. Make sure to **Write Down This Code** in the event that need to change how you receive passcodes. Click the **Checkbox** and then click **Finish**.



6. You are now setup with the mobile app for authentication. The next time you login to EpicCare Link, you will only be asked to enter a passcode after entering your username and password. Simply open the app on your device and enter the code into the computer and click LOG IN. Each code is good for 30 seconds and will change after that




## Email Option

1. To use the Email authentication method, click on the Email option and enter your email address. Click Next.

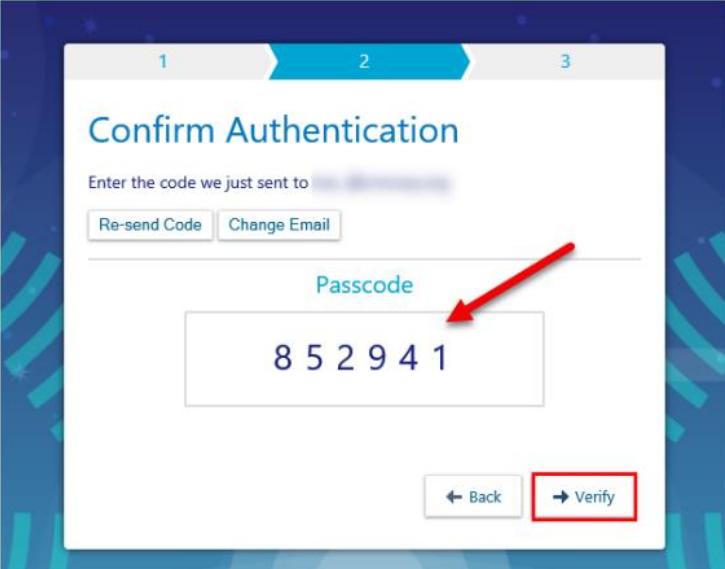
The image shows a 'Set Up Email Authentication' screen. At the top, there is a progress bar with three steps: 1 (active), 2, and 3. The main heading is 'Set Up Email Authentication'. Below it, a prompt says 'Enter the email address where you will receive passcodes.' There is a text input field labeled 'Email Address'. A red arrow points to this input field. At the bottom right, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red rectangular box.

2. Check your email and enter the passcode into the computer. Click **Verify**

EpicCare Link and Tapestry Link Authentication Passcode

 epiccarelink@epicsys.com  
To [redacted]

Please enter your passcode: 852941



3. You will be given a **Reset Code** on the next screen. Make sure to **Write Down This Code** in the event that need to change how you receive passcodes. Click the **Checkbox** and then click Finish.

1 2 3

 **Record This Reset Code** 

Your account is now set up with extra security. If you lose access to your chosen authentication method, you need to enter the following reset code or contact your system administrator to perform this setup again.

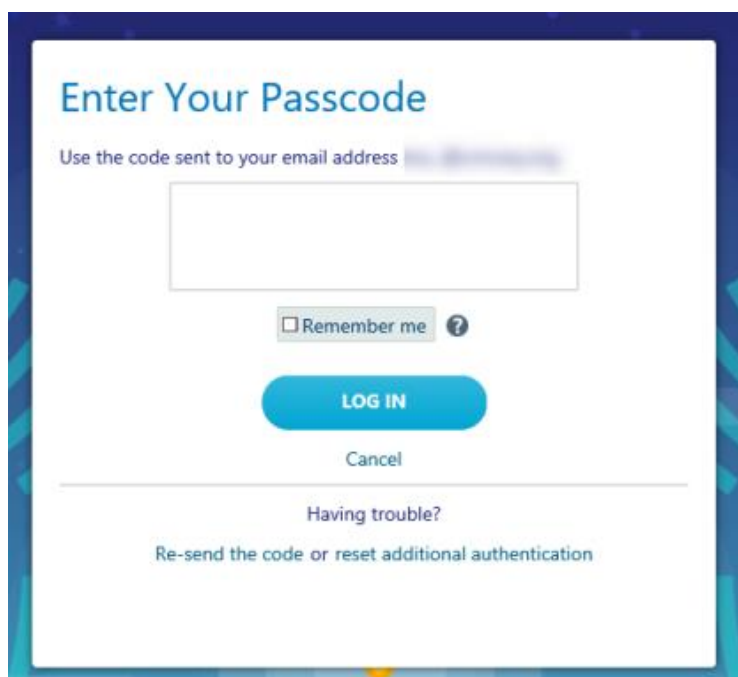
Write down this reset code and keep it safe and private. Use this reset code only if you need to change how you receive passcodes.

**Your Reset Code**  
**SH6NC8PM**

1 ☐ I wrote down the reset code

2

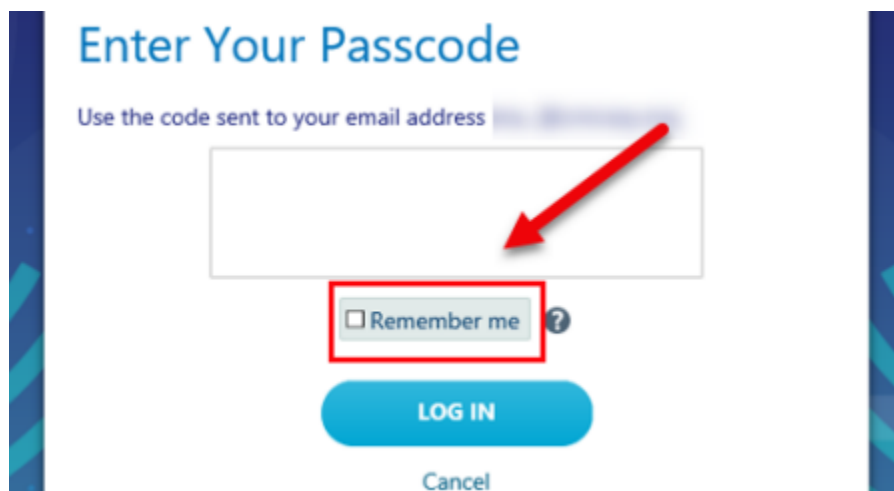
- Each time you login to EpicCare Link going forward, you will receive an email with a new passcode to enter.



The screenshot shows a login interface with a blue header and a white content area. The title 'Enter Your Passcode' is in blue. Below it, the text 'Use the code sent to your email address' is followed by a blurred email address. A large white input box for the passcode is centered. Below the input box is a checkbox labeled 'Remember me' with a question mark icon to its right. A blue 'LOG IN' button is below the checkbox, followed by a 'Cancel' link. At the bottom, there is a 'Having trouble?' link and a 'Re-send the code or reset additional authentication' link.

### You Can Also...

You can use the Remember Me feature to remember your computer, so that you are not prompted as often to enter a code.



This screenshot is identical to the one above but includes annotations. A red arrow points from the top right towards the 'Remember me' checkbox. The 'Remember me' checkbox and its label are enclosed in a red rectangular box. The 'Cancel' link at the bottom is also visible.