

EpicCare Link – Dual Factor Authentication

This tip sheet will cover the steps necessary to authenticate your login to the EpicCare Link system.

Try It Out

On your first log in for the day, you will be prompted to select your Authentication Method

Extra Security Required

In order to access Healthy Planet Link and EpicCare Link, you will need to set up additional security. Choose a method to receive a code that you need to enter when you log in.

Choose Your Authentication Method



For whichever method you choose, after your initial log in, there will be a **Remember me** option for subsequent log in attempts.

This **Remember me** will be active for that user/browser for **1 day**.

Enter Your Authentication Code

Use the code generated by your authenticator.

Remember me

LOG IN

Cancel

Having trouble?

[Reset additional authentication](#)

Follow the instructions below for the Authentication Method you choose.

Mobile App

1. You will need to download the **Epic Authenticator** app from the app store.



Epic Authenticator
Utilities

2. Once you have the app installed, you will need to Set Up your mobile app, by scanning the QR code shown here.

Scan the QR code below to set up authentication on your mobile device.
Popular applications include Google Authenticator and Authy.



Can't scan? Enter the following code manually:

JJCPS27F2F64QRZXSZFEO7FM4HA6VK5F

3. Enter the code generated by the app after scanning the QR code.

1 2 3

Confirm Authentication

Enter the code generated by the application.

Security Code

← Back → Verify

Email Authentication

1. Enter the email address where you wish to receive the authentication code.

1 2 3

Set Up Email Authentication

Enter the email address where you will receive authentication codes.

Email Address

← Back → Next

2. Enter the code that was sent to you in your email.

1 2 3

Confirm Authentication

Enter the code we just sent to jh...@unitedregional.org

Re-send Code Change Email

Security Code