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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 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 UW Medicine'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

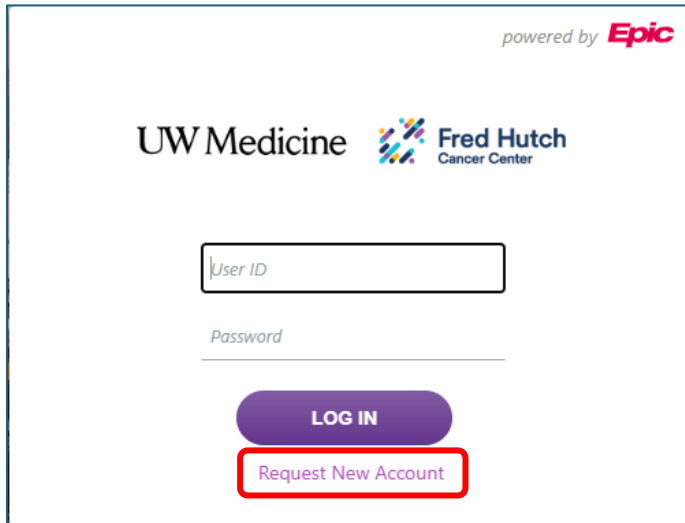
EpicCare Link Account Request

FYI IMPORTANT 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 This person is responsible for requesting new user accounts, and deactivating the accounts of users that are no longer active at your site.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: <https://epiccarelink.medical.washington.edu/EpicCareLink/>
2. Select **“Request New Account”**.



powered by **Epic**

UW Medicine  Fred Hutch
Cancer Center

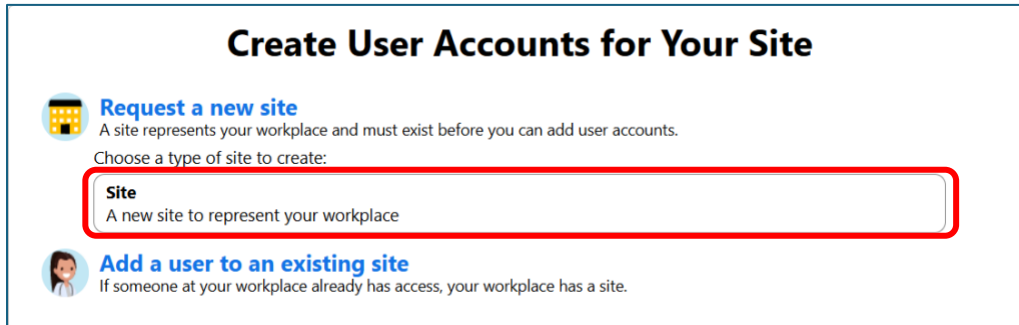
User ID

Password


LOG IN

Request New Account


3. Select **“Request a new site”**, and from the drop down, choose the **“Site”** options.



Create User Accounts for Your Site

 **Request a new site**
A site represents your workplace and must exist before you can add user accounts.
Choose a type of site to create:

Site
A new site to represent your workplace

 **Add a user to an existing site**
If someone at your workplace already has access, your workplace has a site.

4. Fill out the required information (indicated with a ) about your site. When completed, click  Next.

Site Information

 Site name:

 Site type:

 Phone:  Fax:

Site NPI #:

Address

 Address:

 City:

 State:  ZIP:

County:

Country:

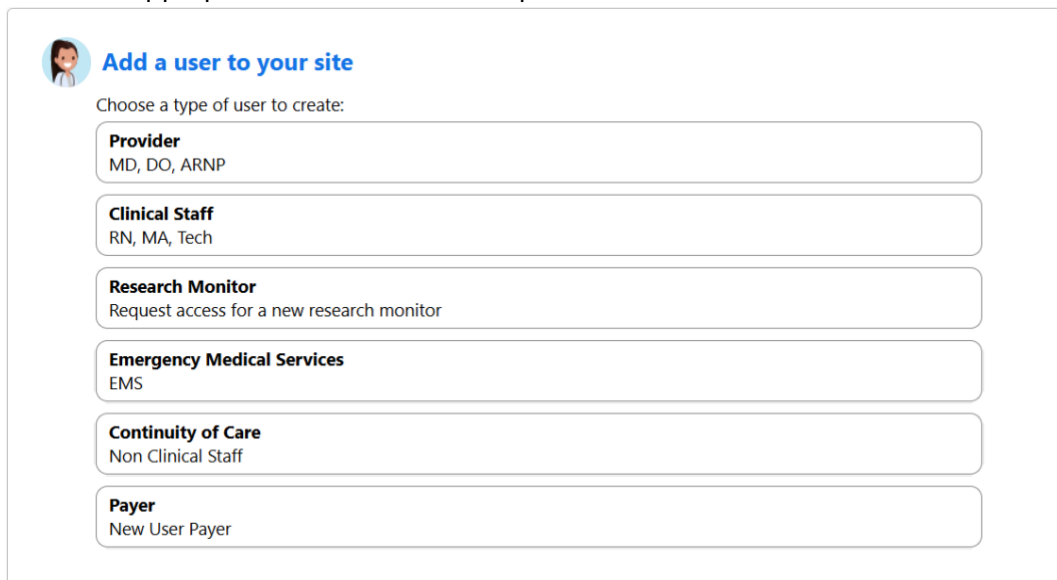
Other

Comments:

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.

1. Select an appropriate user role. This first person should be the site administrator.



The screenshot shows a user interface for adding a new user. At the top left, there is a small circular icon of a person and the text "Add a user to your site". Below this, the instruction "Choose a type of user to create:" is displayed. There are six rounded rectangular buttons stacked vertically, each representing a different user role with its associated sub-roles listed below the main title:

- Provider**
MD, DO, ARNP
- Clinical Staff**
RN, MA, Tech
- Research Monitor**
Request access for a new research monitor
- Emergency Medical Services**
EMS
- Continuity of Care**
Non Clinical Staff
- Payer**
New User Payer

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

This provider doesn't need to log into this application. Add the provider to this site, but don't create a login account.

❗ Work phone:

Credentials

⚠ License #: ⚠ License state:

⚠ Clinician title:

Additional Information

Prior UW Email Address?

Job Title

Other

Comments:

3. Ensure “Make this user a site administrator” is checked. 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

FYI: Shared email addresses are not allowed. If no work email is available, a personal email (that is not Hotmail) is acceptable.

4. Once you have added your Link Site Administrator to your request, click → Verification.

New Account Request ▶ Site ▶ Users 

1. Site Information **2. Users** 3. Verification


Users

[+ Add](#) [✎ Edit](#) [- Delete](#)

	Name	User Type	NPI	Email	Site Administrator
<input type="radio"/>	Admin, Test	Clinical Staff		noreply@noreply.com	Yes

[← Site Information](#) [→ Verification](#) [✕ Cancel Request](#)

EpicCare® Link licensed from Epic Systems Corporation, © 1979-2025 Epic Systems Corporation. **TST**

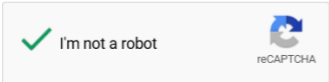
5. The verification activity will populate. Read and agree to the Terms and Conditions. Complete all  required fields.

Verification

Terms and Conditions: **Privacy, Confidentiality, and Information Security Acknowledgement**


UW Medicine has a legal and ethical responsibility to safeguard the privacy of all patients and protect the confidentiality of their protected health information (PHI). Federal and state laws and regulations govern the privacy of our patients and their health information. In the execution of services by the organization, I will or may see patients with a variety

I agree to the Terms and Conditions above.

Verification: 

Requested by:


Primary contact:

 The primary contact will be used for communication about this request. A verification email will be sent to this address when your request is submitted.

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

FYI Important: Confirm the primary contact name and email information. It is critical to the process that this information is correct.

7. 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.

 **Verify Your Email Address**

Click the link sent to .com with the subject **Verify Email Address**.

Having trouble?

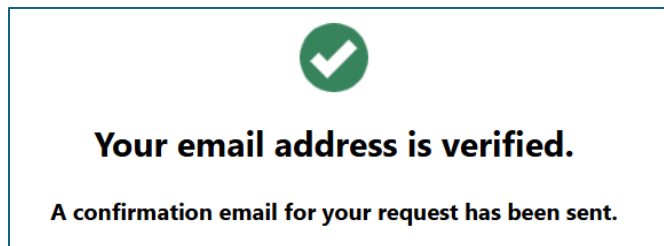
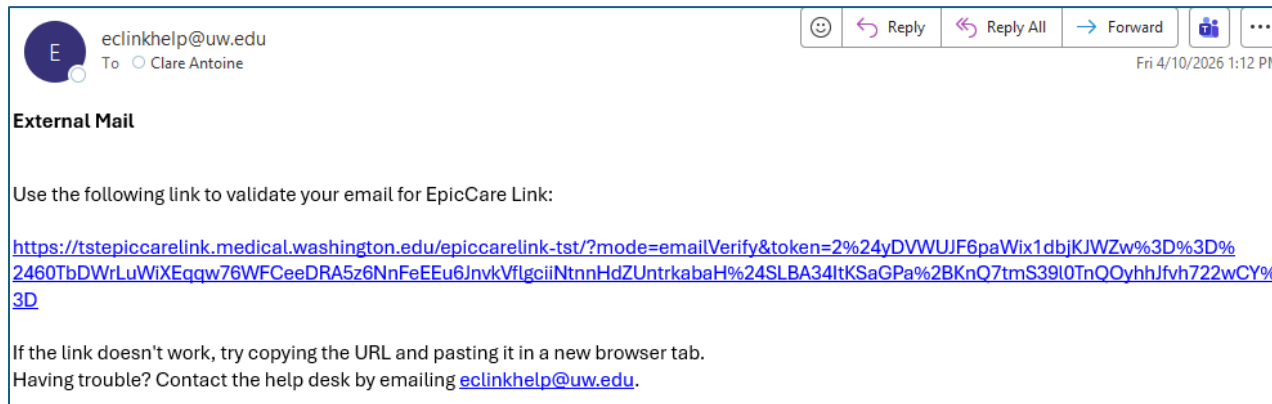
- If you cannot find the email, try checking your spam folder or incoming email filters.
- Contact the help desk by emailing eclinkhelp@uw.edu.

Reference #: 85370

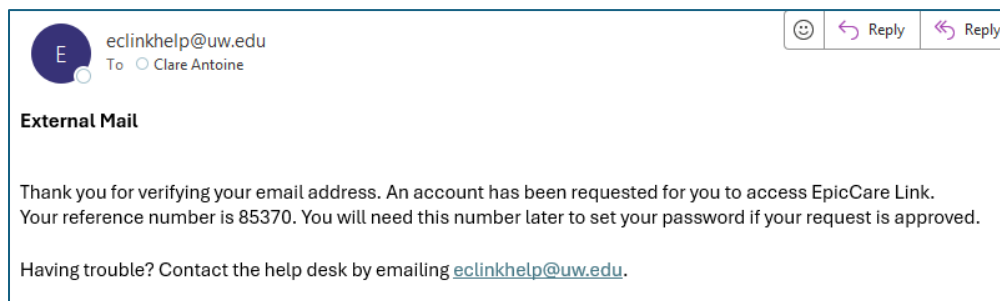
FYI Please keep the reference number for your records. This reference number is used to track the process of the account creation requested and to set your password You can print this confirmation page by clicking the icon in the top right of the screen.

What to Expect After Submitting Your New Account Request

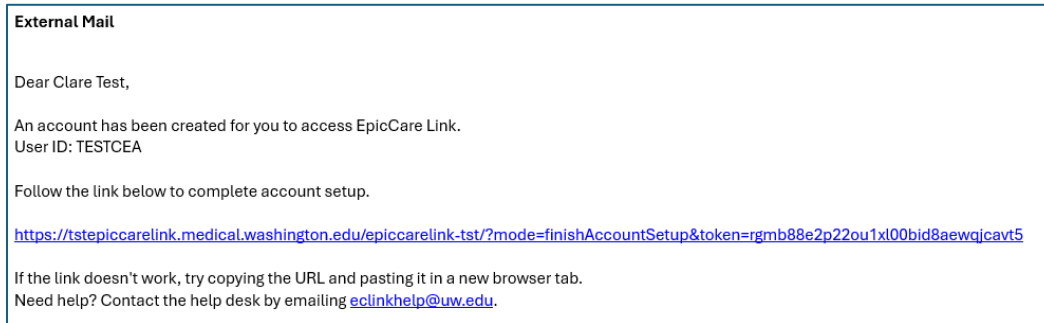
1. After clicking “Submit Request”, you will receive an email asking to verify your email address. Click the link in the email to validate your email address.



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



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



- **If you do not receive any/all of the emails shown, please take the following steps:**
 - Check your junk folder for emails from eclinkhelp@uw.edu
 - Check with your service team to determine if firewall settings are blocking the encrypted emails.
 - Please contact eclinkhelp@uw.edu 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.

FYI Important: 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.

1. Select your new password that will be used to log into UW Medicine EpicCare Link.
 - a. Passwords must be 8 characters long

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 emailing eclinkhelp@uw.edu.

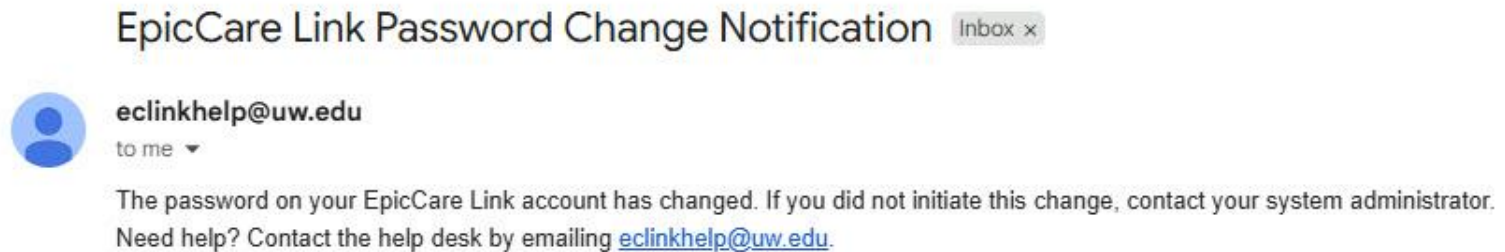
EpicCare Link - Finish Account Setup

Password

Congratulations, your identity has been successfully validated. Please select a new password and enter it the same way twice. By default, passwords must be at least two characters long.

Password:
 Re-enter password:

- You will receive an EpicCare Link Password Change Notification email letting you know your password has changed after completion of the steps above.



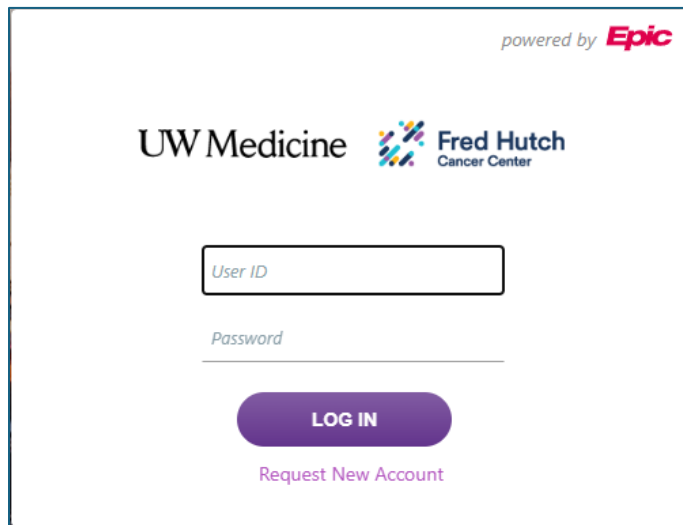
- Your new site account is ready for use. Upon login, there will be a link to a User Guide available to help navigate UW Medicine EpicCare Link.

Account Set Up

Logging in for the first time

FYI Important: In order to maintain active EpicCare Link access, you must log in within each 90 day period. A lapse in login activity will request an access request submission.

1. Open your web browser and access the following URL: [UW Medicine EpicCare Link](#)
2. Enter your EpicCare Link User ID and password (your password is case sensitive) you established by visiting the email link. If you experience any issues during the setup process, please email eclinkhelp@uw.edu. In the message, please send the practice name, username, and reference number in the email.



The screenshot shows a login interface for UW Medicine and Fred Hutch Cancer Center. At the top right, it says "powered by Epic". The logos for UW Medicine and Fred Hutch Cancer Center are displayed. Below the logos are two input fields: "User ID" and "Password". A purple "LOG IN" button is centered below the fields, and a link for "Request New Account" is located below the button.

Two-Factor Authentication (2FA)

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

FYI Important: Skipping the setup of two-factor authentication will result in being unable to access EpicCare Link.

Extra Security Required

Choose how you want to receive passcodes that are required to access your EpicCare Link 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.

Each time you try to log in, you receive a new passcode through your chosen method that you need to enter to finish logging in. Each code can be used only one time.

Choose Your Authentication Method



Mobile
App



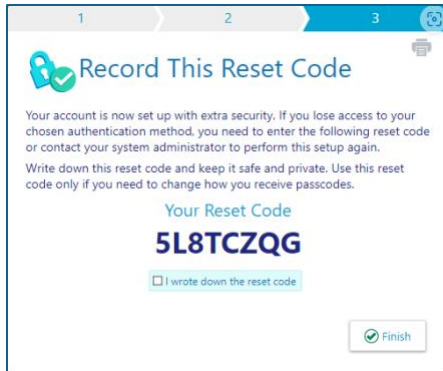
Email

Cancel

2. You will need to download the DUO app which is available on Android or iPhone.
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 UWM.
5. Within the Epic Authenticator app select UWM 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.



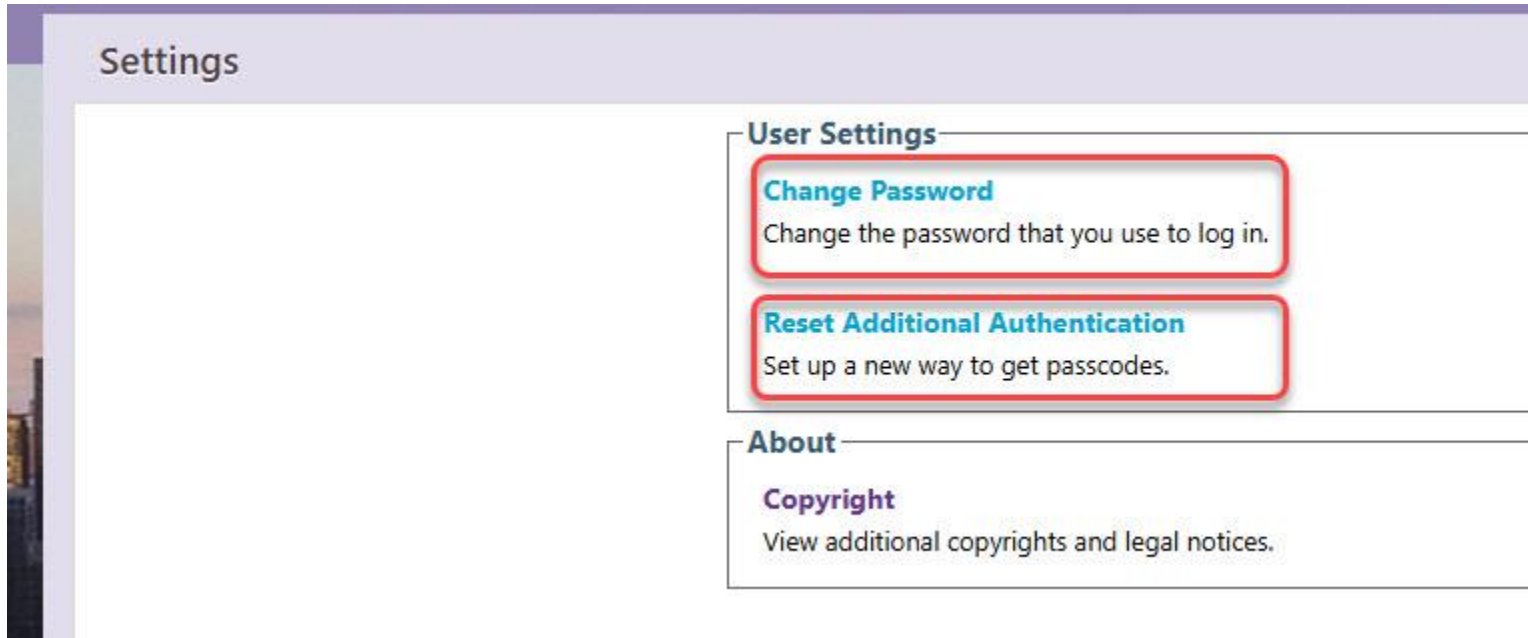
7. Once you have set up your smartphone, tablet or non-smart phone, click **Next**.
8. You will be prompted to change your password. UWM requires a 8 character (maximum 12) complex password following the below requirements:
 - a. The 8 character password must contain three of these four criteria:
 - 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.

FYI Important: Please note that upon each sign-in to the UWM EpicCare Link site you will need to open the authenticator application on your mobile device to authenticate.

Password Recovery / Reset Authentication

FYI: 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.

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 and reset your authenticator. The other option is to contact your Site Administrator or email eclinkhelp@uw.edu



If your password has expired please contact your Site Administrator or email eclinkhelp@uw.edu.

Reset 2FA

Contact your Site Administrator or email eclinkhelp@uw.edu

Help and Contact Information

If you have attempted to activate your account and update your password, but you are still unable to login, please email eclinkhelp@uw.edu.