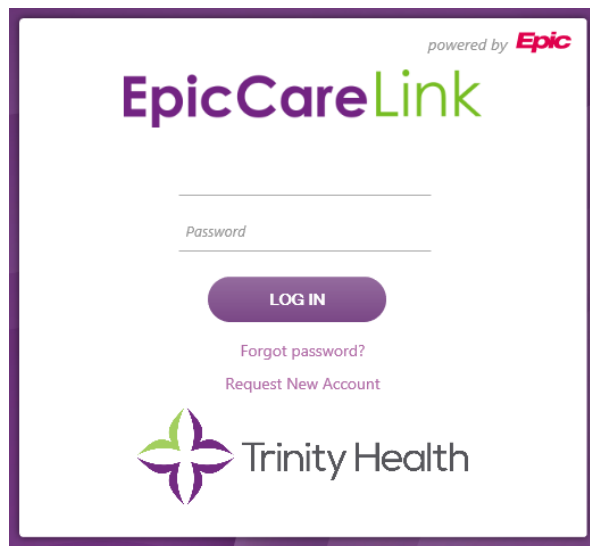


Revision Date: 11/24/2025

This guide includes information to help you log in to EpicCare Link, including browser requirements and how to set up your account properly.

How do I log in?

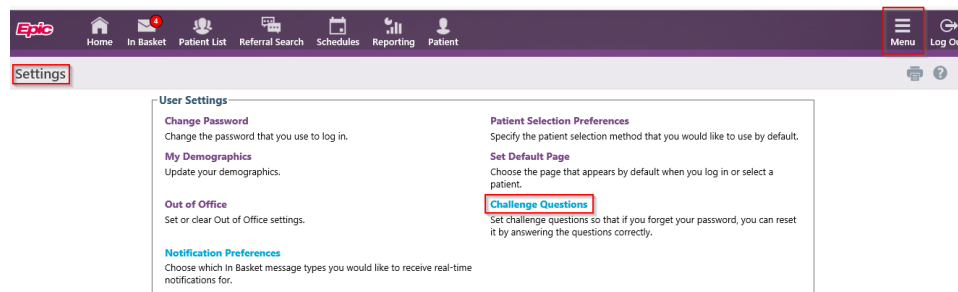
1. Open your web browser and go to https://epic-ecl.trinity-health.org/EpicCareLink/common/epic_login.asp
2. Enter the user ID and temporary password that you received for EpicCare Link



3. You will be prompted to change your password and enroll in two factor authentication
 - Follow the on-screen prompts to set these up
4. Search for your department by Region you are associated with
 - See notes below if your region is not defaulted
5. Once you are logged in, a Terms and Conditions page will appear
 - Read and acknowledge the agreement to continue to EpicCare Link

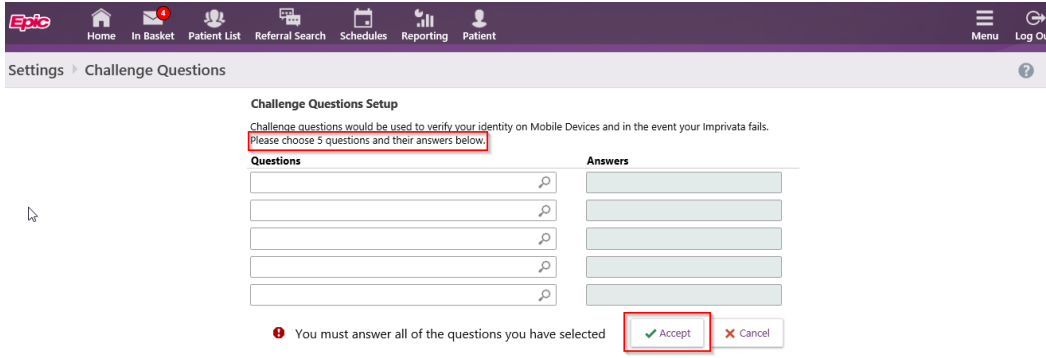
Required: Setting up Challenge Questions

6. Once you are logged in, go to Menu, Settings, Challenge Questions



- You will need to authenticate yourself by first entering your password
- You are required to set up 15 questions and answers

- When re-setting your password, you will be prompted to answer 2 of the 15 questions
- To save your Questions and Answers, click Accept



Next Steps After Logging In

7. Verify your demographics
 - Menu, Settings, My Demographics
 - Update, if needed
8. If you are a Site Coordinator, please verify your facility demographics, as well
 - Admin, My Facilities
 - Update, if needed
9. Set up your notification preferences
 - Menu, Settings, Notification Preferences
10. Set up your Event Monitor Settings
 - Menu, Settings, Event Settings

Important Notes Regarding Log In Activities

- Upon logging in, you may check the box “keep me logged in”, which will save your two factor authentication for 24 hours. You will still need to log in with your user name and password but will not need the authentication code after your initial log in. After 24 hours, you will have to authenticate again
- If you have dual access to both Hyperspace and EpicCare Link, and attempt to log into both systems, you will receive a "log in fail error." To prevent this error, please do not log into both systems at the same time.
- Your department should always be the Region in which you are associated with, which should automatically default. If it does not, please search for one of the following:
 - 999900000200 TH LINK SE MI ST JOSEPH MERCY HEALTH SYSTEM EXTERNAL COMMUNITY
 - 999900000201 TH LINK W MI MERCY HEALTH EXTERNAL COMMUNITY
 - 999900000202 TH LINK NY ST PETERS HEALTH PARTNERS EXTERNAL COMMUNITY
 - 999900000241 TH LINK IN SAINT JOSPEH HEALTH SYSTEM EXTERNAL COMMUNITY
 - 999900000242 TH LINK OH MOUNT CARMEL HEALTH SYSTEM EXTERNAL COMMUNITY
 - 999900000243 TH LINK MD HOLY CROSS HEALTH EXTERNAL COMMUNITY
 - 999900000246 TH LINK ID/OR SAINT ALPHONSUS EXTERNAL COMMUNITY
 - 999900000263 TH LINK PA TRINITY HEALTH MID-ATLANTIC EXTERNAL COMMUNITY
 - 999900000264 TH LINK DE TRINITY HEALTH MID-ATLANTIC EXTERNAL COMMUNITY
 - 999900000265 TH LINK GA ST MARY'S HEALTH CARE EXTERNAL COMMUNITY
 - 999900000266 TH LINK FL HOLY CROSS HEALTH EXTERNAL COMMUNITY
 - 999900000268 TH LINK NY SAINT JOSEPH'S HOSPITAL EXTERNAL COMMUNITY
 - 999600000001 TH LINK CA SAINT AGNES MEDICAL CENTER FRESNO EXTERNAL COMMUNITY

- 999900000277 TH LINK MA TRINITY HEALTH OF NEW ENGLAND EXTERNAL COMMUNITY
- 999900000269 TH LINK CT TRINITY HEALTH OF NEW ENGLAND EXTERNAL COMMUNITY
- 999900000281 TH LINK PACE (AL, DC, LA, NH, NC, RI, NJ) EXTERNAL COMMUNITY
- 999900000283 TH LINK IA MERCYONE EXTERNAL COMMUNITY
- 999900000285 TH LINK IL LOYOLA MEDICINE EXTERNAL COMMUNITY

How do I log out?

To maintain patient confidentiality, you need to log out when you are done working or have to leave the computer for any reason.

- Click “Log Out”  in the top right corner of the application

Browser, system, and connection requirements

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

Microsoft Windows

- Microsoft Edge version 106 or above
- Google Chrome version 106 or above
- Mozilla Firefox version 102 or above

Mac Operating System

- Firefox version 106 or above
- Google Chrome version 106 or above
- Apple Safari version 15 or above

Google Chrome Operating System*

- Google Chrome version 106 or above

Linux Operating System*

- Google Chrome version 106 or above

Android Tablets*

- Google Chrome version 106 or above

iOS Tablets*

- Apple Safari version 15 or above
- Tablets, Chrome OS, and Linux are not supported in Executive Dashboards.
- EpicCare Link can also be accessed by iPads running iOS 14 or later using the Safari browser and Android tablets using the Chrome browser. The native Android browser and other third-party browsers are not supported. The Chrome browser on iOS is also not supported.
- To function properly with your web application, a browser must be able to accept cookies, and it must be enabled to run JavaScript. These are enabled by default when you install the supported browsers, so they're supported unless you have explicitly disabled them.

Password Creation Tips

- Passwords must be unique per individual
- Passwords must be at least 8 characters and include 2 of the following:
 - 1 Uppercase characters (A-Z)
 - 1 Digit (0-9)
 - 1 Special characters (e.q. !, @, #, %)
- Do not use single dictionary words, *especially* including Trinity, Spring, Summer, Fall, Winter, Names of Months, etc.
- Consider phrases like:
 - Erika's Password 15 Reset
 - T0getherCar3 pw 4 @Susan

Note: If you are unable to reset your own password, this may be due to a block on your account. Please contact your local Link RHM Coordinator.