Hartford Healthcare EpicCare Link FAQs

Two-Factor Authentication (2FA)

Q: What is Two-Factor Authentication (2FA)?

A: A security process to ensure user accounts are accessed appropriately and ensures you are the only person to access your account. It requires two steps for login completion:

- Step 1: Enter Username and password
- Step 2: Enter code received via text or 2FA mobile app

Q: I use Hartford Healthcare EpicCare Link multiple times throughout the day. Will this code be required every time I log in?

A: Yes and No. Once you log in at the beginning of your day, your login will be good for the rest of that day. The system will remember you as long as you use the same device and browser to login throughout the day. When you start a new day, or switch to a different computer or browser during the day, you will be presented with a new code, and this code must be entered for successful login.

Q: How do I reset the 2FA settings?

A: Two-Factor login configuration settings can be reset by inputting the RESET CODE provided at the time of initial configuration. If you do not have your reset code or it is not working, please contact the HHC IT Security Help Desk at 860-545-5699.

Q: Which mobile app would I need to install to receive the code?

A: We recommend using Google Authenticator app (Android or iPhone).
iPhone: https://apps.apple.com/us/app/google-authenticator/id388497605

Q: What happens if I change my phone?

A: You can reset your login configuration settings can be reset by inputting the RESET CODE provided at the time of initial configuration. If you do not have your reset code or it is not working, please contact the HHC IT Security Help Desk at 860-545-5699.