

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**).

Android: https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_US&gl=US

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**.