

## EpicCare Link - Two Factor Authentication (2FA) Setup

This tip sheet will walk through the steps on how to set up EpicCare Link two factor (2A) authentication.

---

### Getting ready

You may choose one of two methods for Two-Factor Authentication with EpicCare Link:

1. Mobile Device
2. Email

Should you decide to authenticate using a mobile device, this tip sheet and all associated screenshots shown are from the Google Authenticator.

If you do not have the app, download Google Authenticator from either the Apple App Store or Android Google Play store. If you set up 2-Step Verification, you can use the Google Authenticator to receive codes.

Set up Google Authenticator:

- Download Google Authenticator from either the Apple App store or Android Google Play store.
- Set up two-step verification on your google account. Under "Security and Sign-In" select "Two-Step Verification," and then scroll down to select the "Authenticator app" option.
- Select your phone, Android or iPhone.
- Open the actual Google Authenticator app on your phone and tap the plus button.

### Try it Out

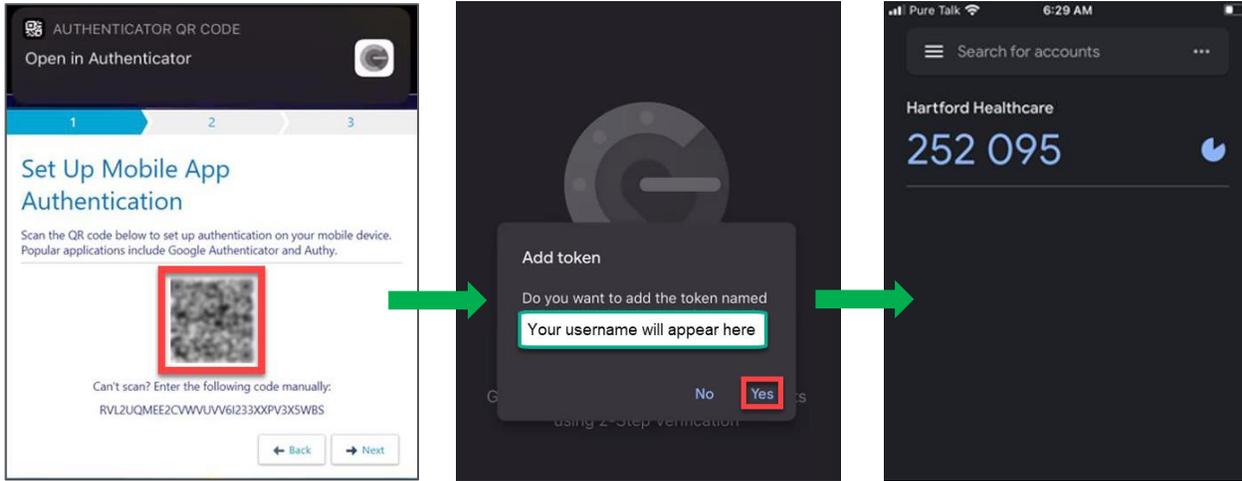
Upon signing into EpicCare Link:

1. Log into Link with the following URL using the login credentials you were provided. The URL to access EpicCare Link is <http://hhclink.hhchealth.org>

*\*Note that every 24 hours and/or new browser, you will need to re-authenticate.*

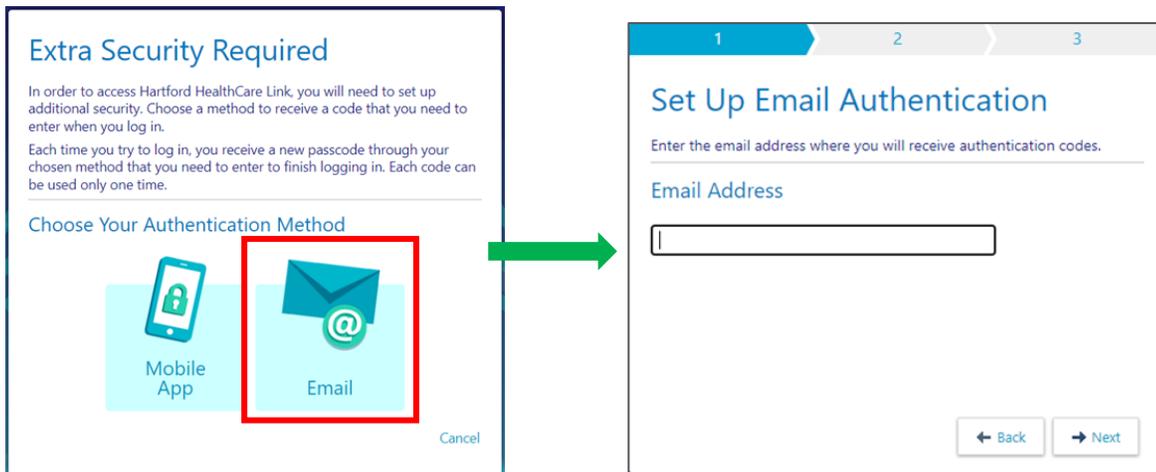
Once you have the Google Authenticator app downloaded, you can choose the authentication method.

- Scan the QR code to set up authentication on your mobile device.
- Scanning the QR code with a phone camera will automatically take you to the Google authenticator app. Select Yes to add the token named Hartford Healthcare.
- Enter the number provided in the **Authenticator** screen to establish enrollment and verify the scan to complete setup.

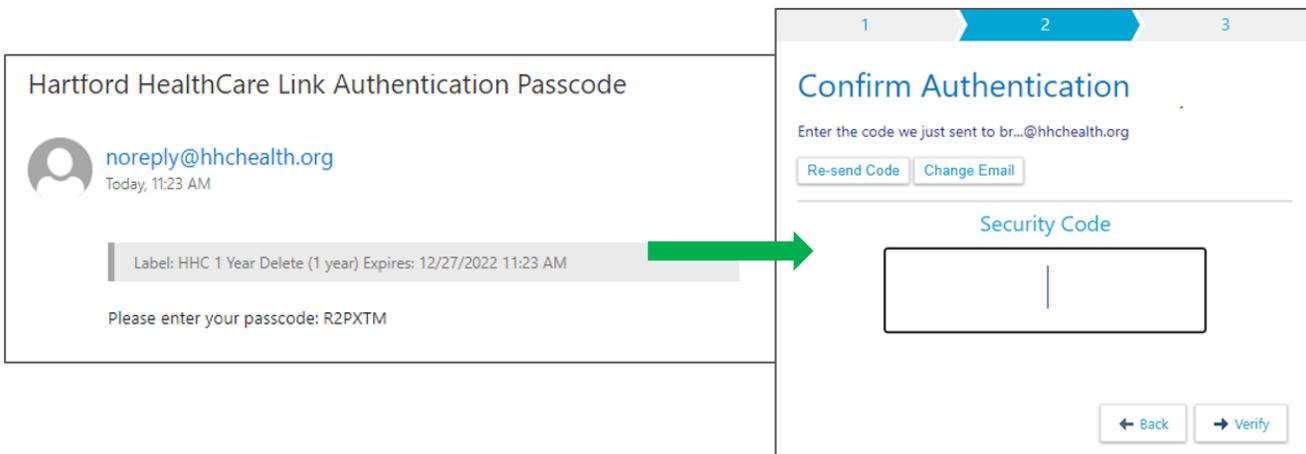


- **NOTE:** You may see multiple codes, but the one to use is the 6-digit code associated with Hartford Healthcare.

2. If you select the email option, you will type the email address you would like the code sent to.



3. Enter the authentication code in the Security Code field to complete setup.



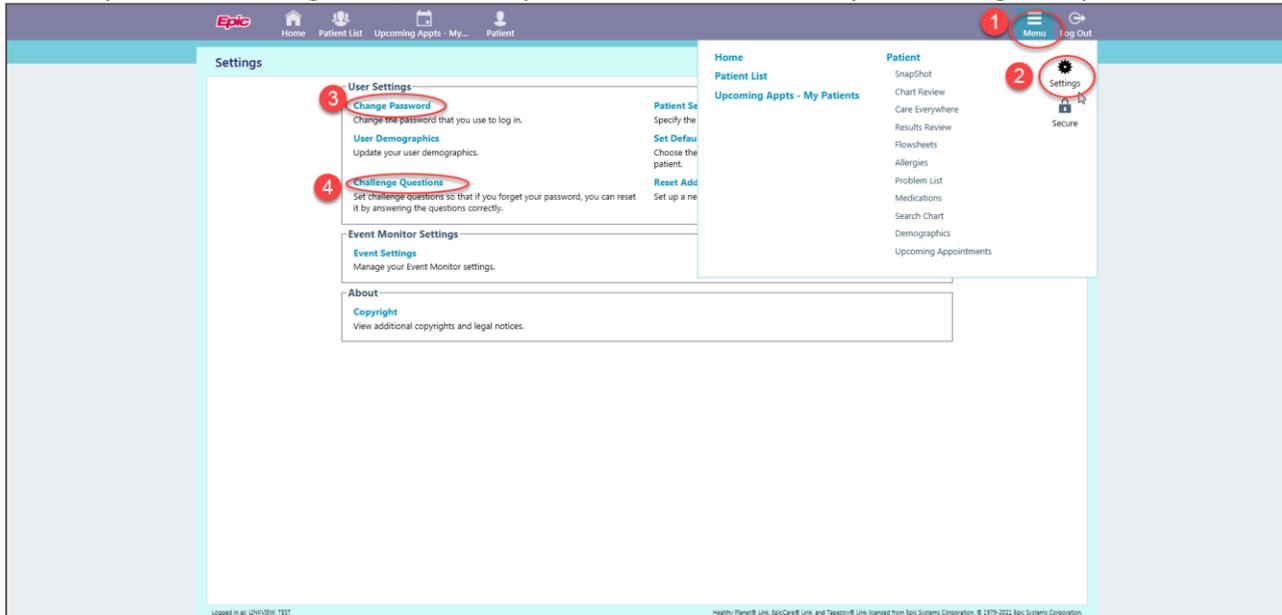
## Try it Out

## Resetting Two-factor (2FA) Password

Users are able to reset their own passwords.

To change the password:

1. Go to **Menu**
2. Select **Settings**
3. Click **Change Password** to change the password that is used to log in.
4. To set up challenge questions, select **Challenge Questions** to set challenge questions in the event the password is forgotten, and the password can be reset by answering the questions correctly.



**Users that have internal Hartford Healthcare access or both Hyperspace and Link will not be able to reset their own passwords.**

If you receive a new mobile device or email address, contact the Helpdesk at 860-545-5699 to have 2FA reset. After 2FA has been reset, follow the previous setup instructions.