Epic Care Link (ECL) for Site Administrators

**Description:** Epic Care Link (ECL) Site Administrators are responsible for managing users at their facility. This includes resetting 2FA settings for existing users. If you have any difficulty, please contact the UTSW Help Desk at 214-648-7600 or ServiceDesk@UTSouthwestern.edu and specify that you are an EpicCare Link user.

**Reset User 2FA Settings**

If an EpicCare Link user has trouble receiving Two-Factor Authentication (2FA) login security codes to log into EpicCare Link, they should reach out to their Site Administrator to reset their 2FA settings.

1. Click the Admin tab from the main top toolbar to access the My Groups section.

2. On the row for the user whose 2FA settings you need to change, click the Two-factor authentication settings icon.

3. Click Reset.

4. Inform the affected user that they next time they log into EpicCare Link, they will be prompted to set up a new authentication method using either a Mobile App, Text Message, or Email.