WellSpan EpicCare Link

Site Administrator Training

(Version date: 9/5/2025)

Perform Site Verification

- Site Administrators will be required to do a Site Verification every 6 months on June 1st and December 1st.
- This ensures that all active users are still current at your site.
- If the site verification is not completed, the site will lose access to WellSpan Care Link.
- Sites may have up to three site administrators and must have at least one active site administrator at all times.
- These next steps will walk you through performing a Site Verification.

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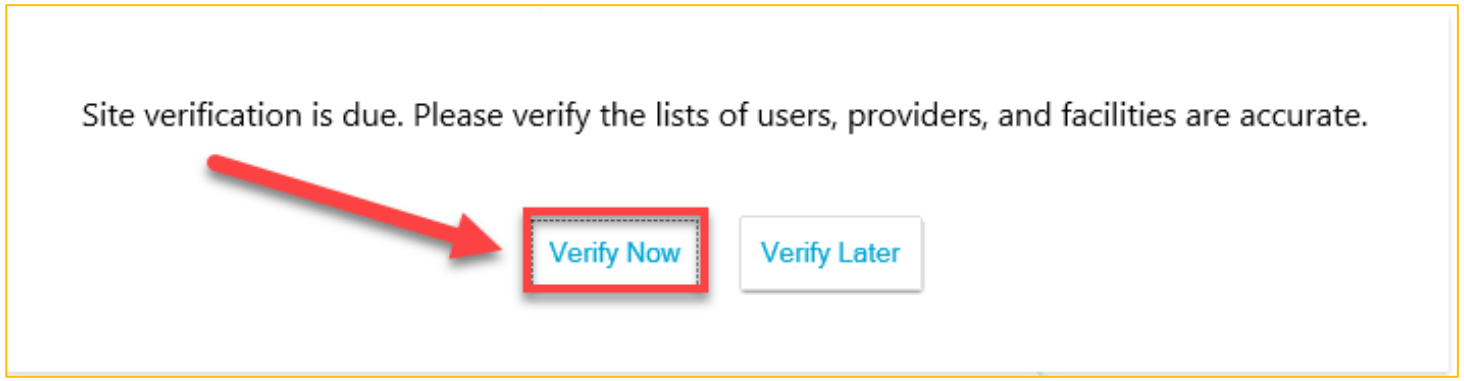
- Click Verify Now



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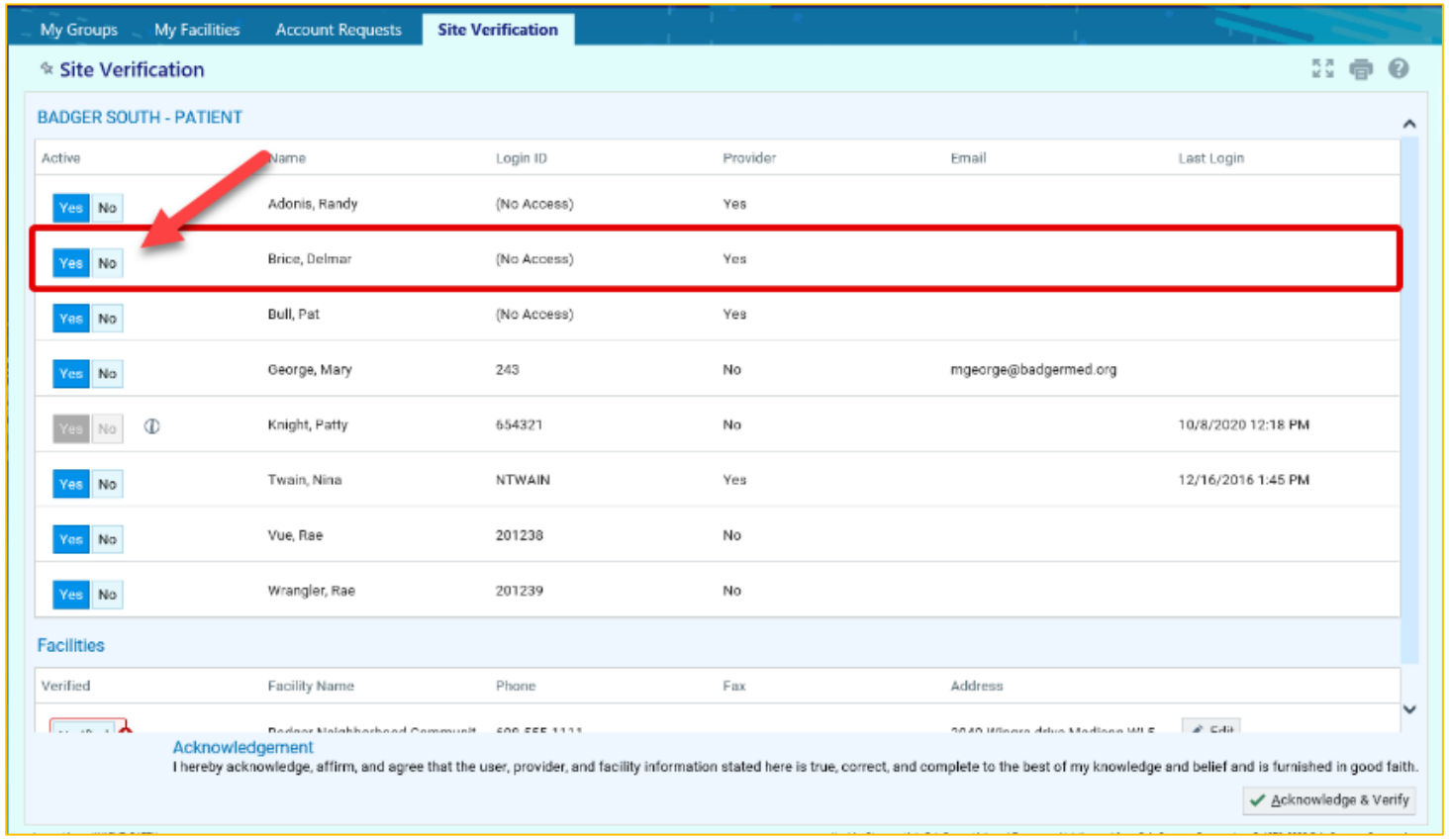
- If a user is no longer working at your site -click No



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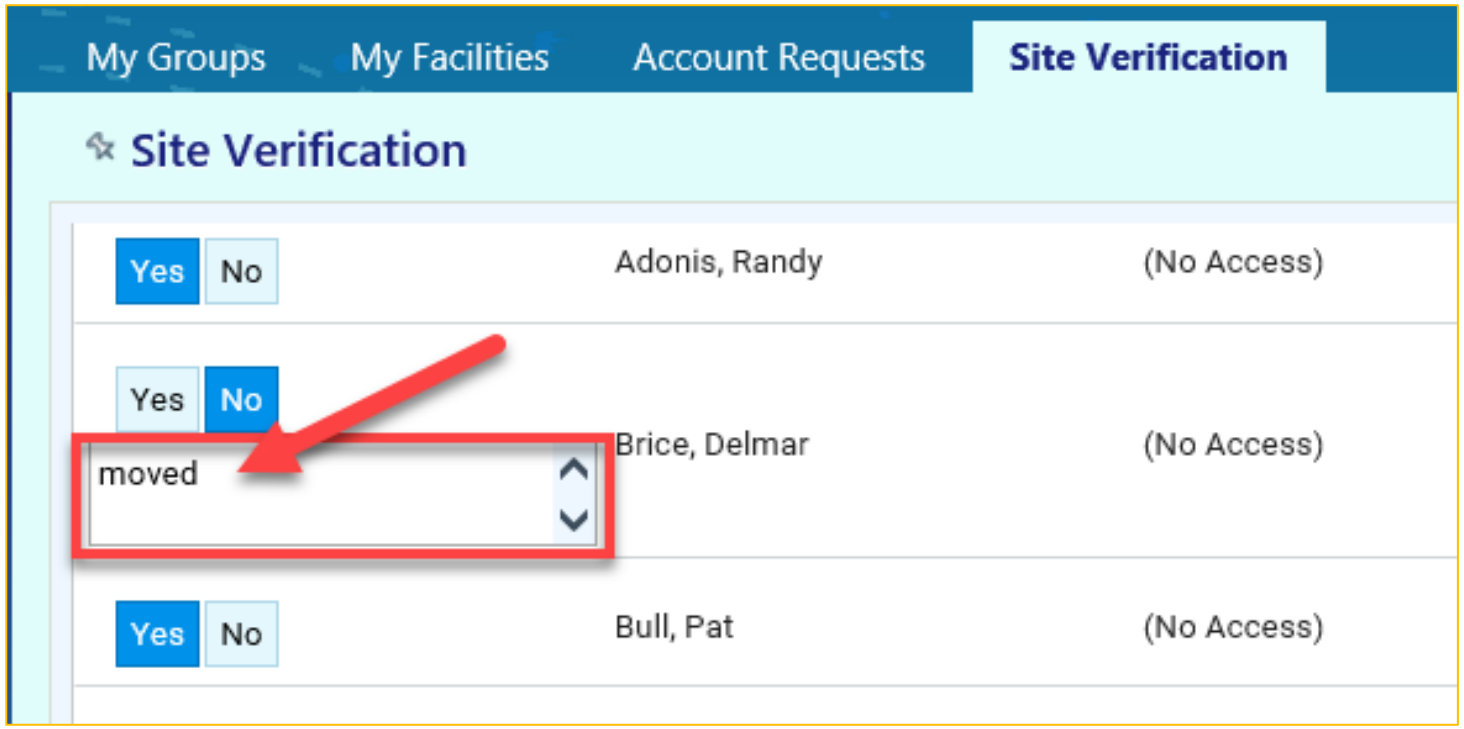
- Enter a comment to document your reason for marking the user as no longer active



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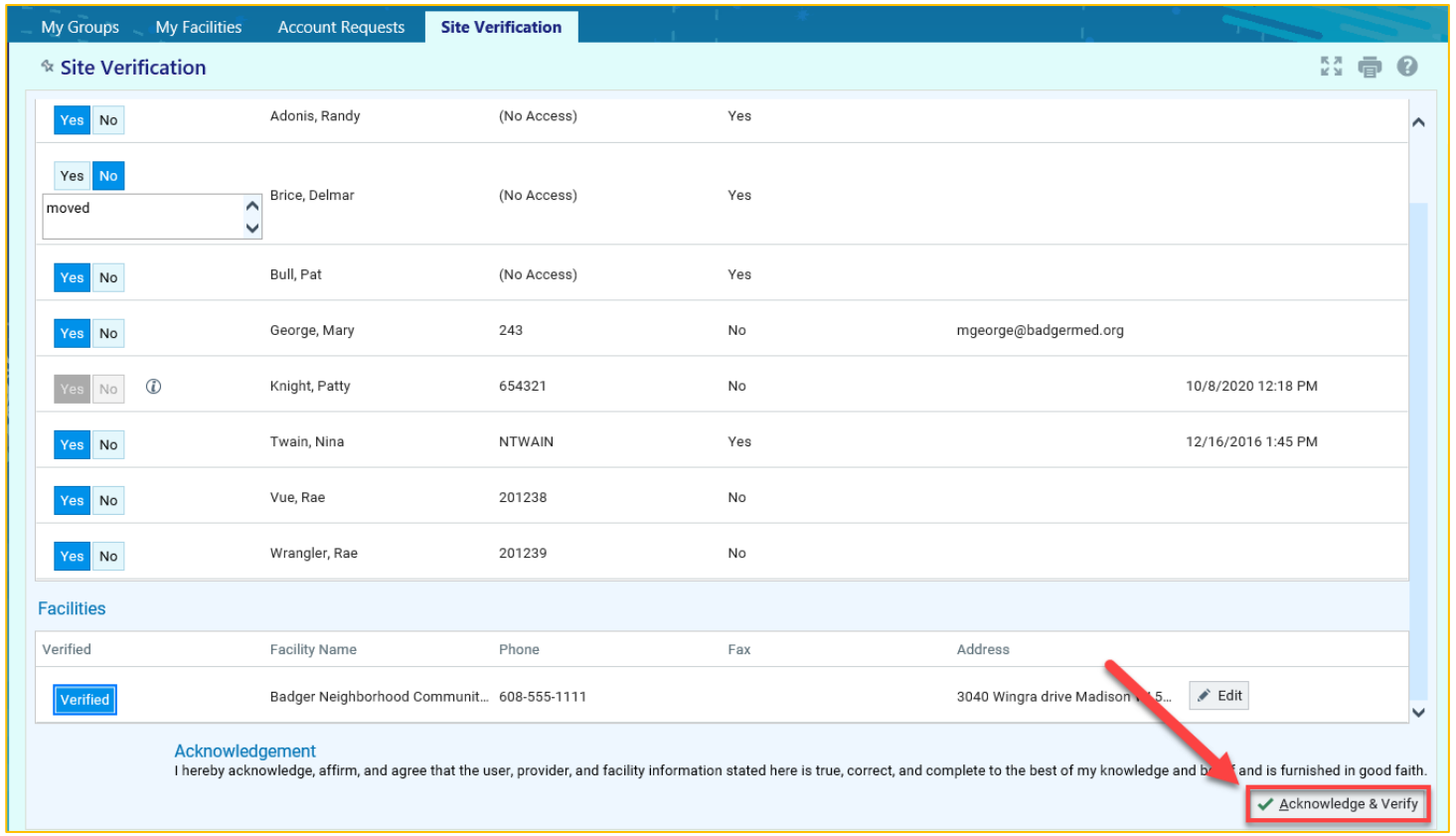
- Click Acknowledge & Verify



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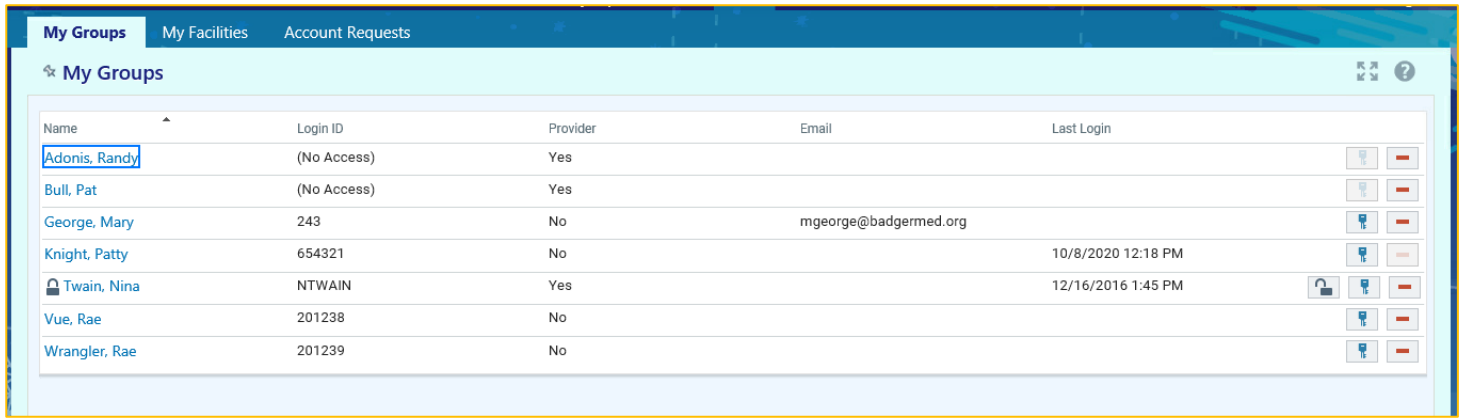
- The verification is complete, and the former employee will no longer be listed



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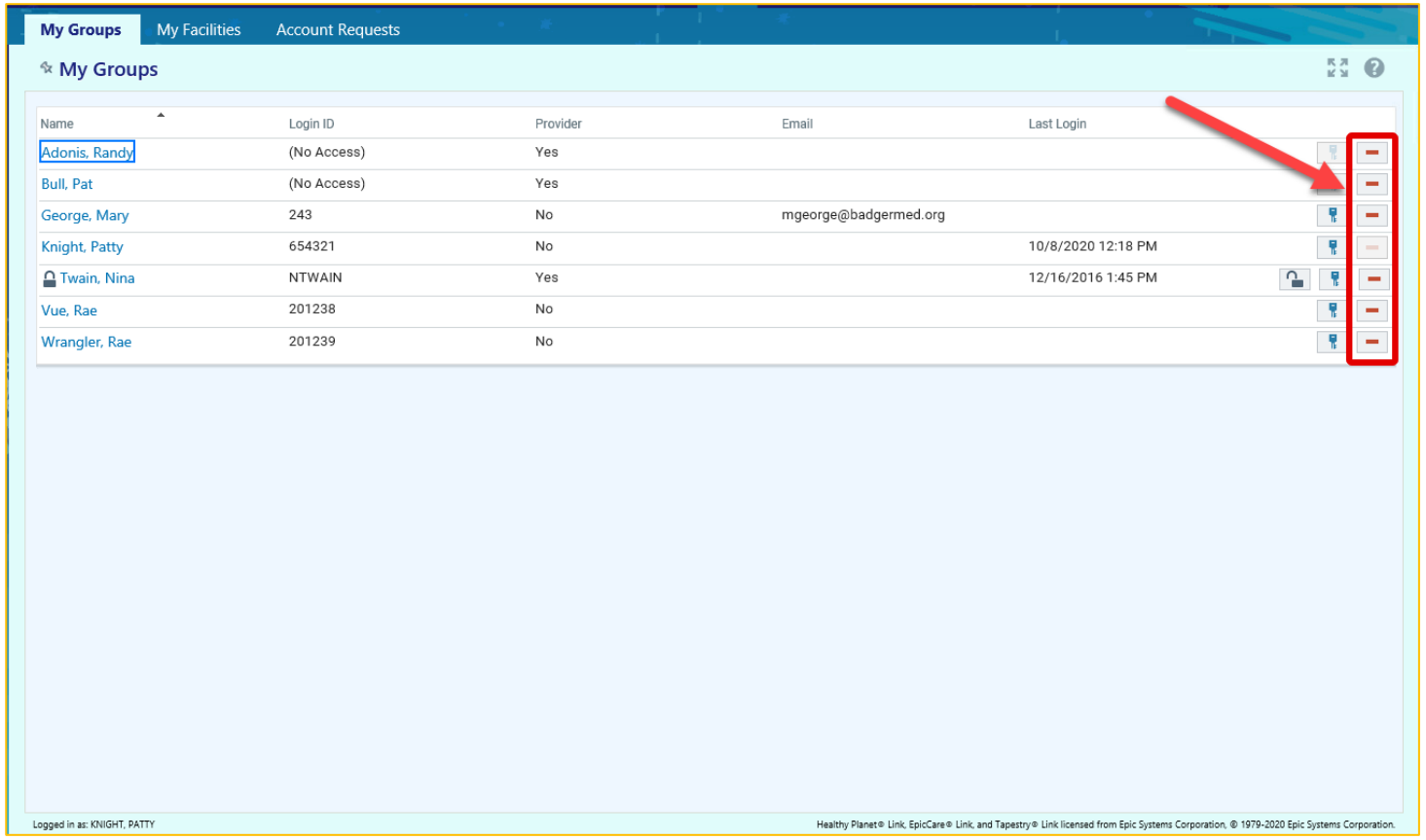
- Should you need to deactivate a user at any time - click the red minus icon, from the My Groups tab



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Manage User Accounts

- Site Administrators are responsible for completing the following administrative functions for their users:
  - Reset passwords
  - Reset multi-factor authentication method
  - Remove blocks for failed logins

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Reset Passwords

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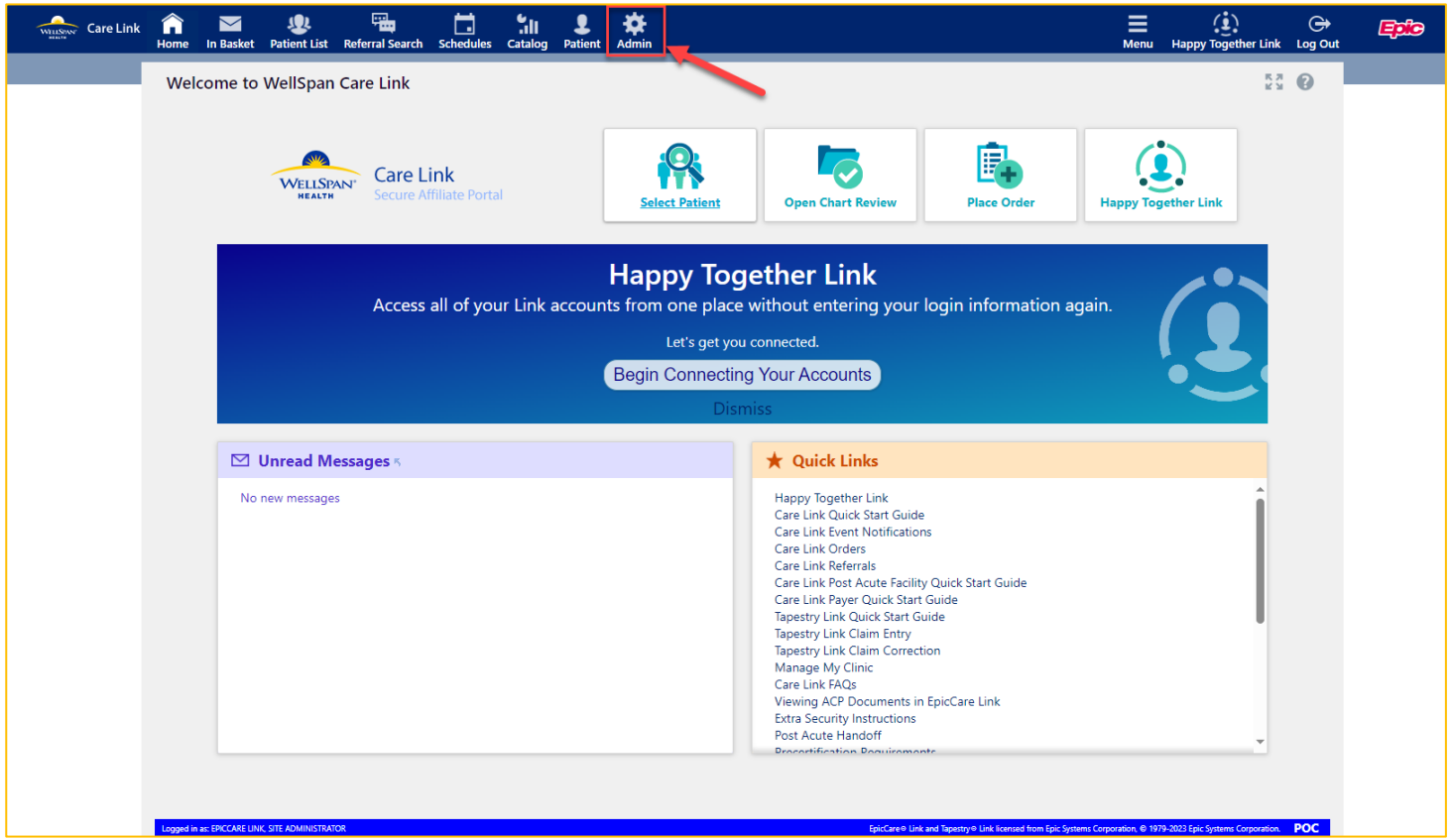
- Click Admin tab



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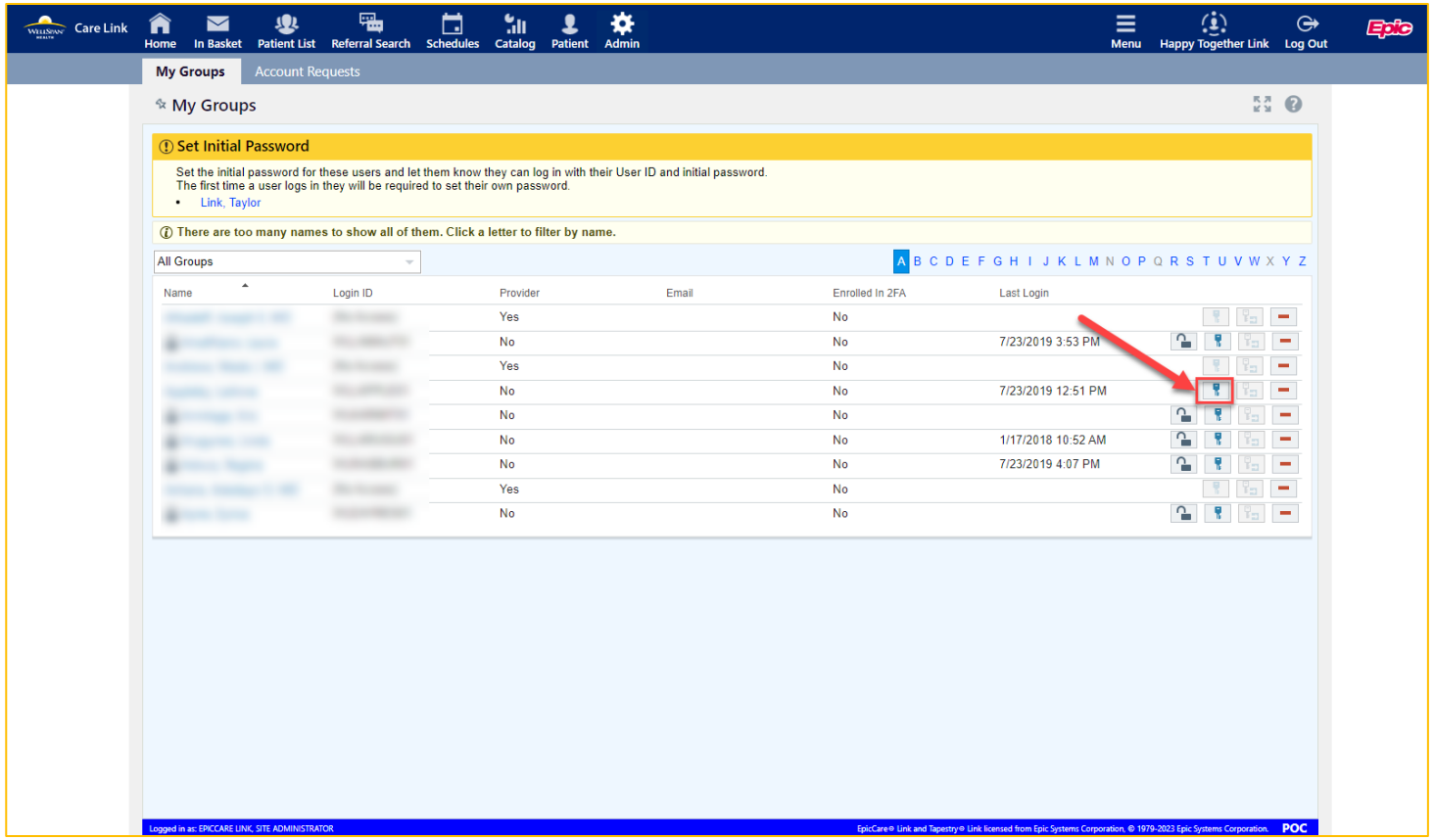
- Click the key icon to send user a temporary password



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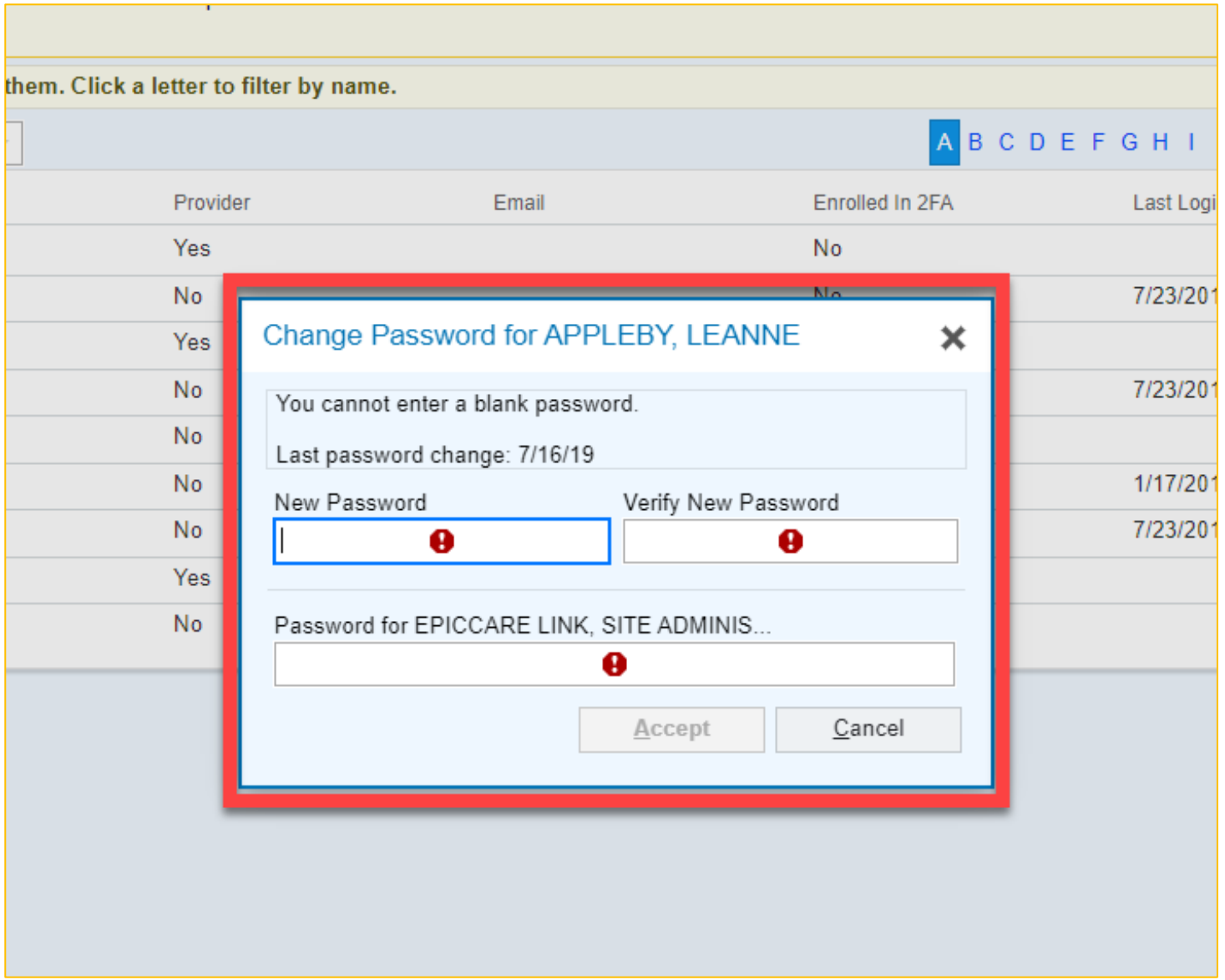
- Complete the fields and click Accept



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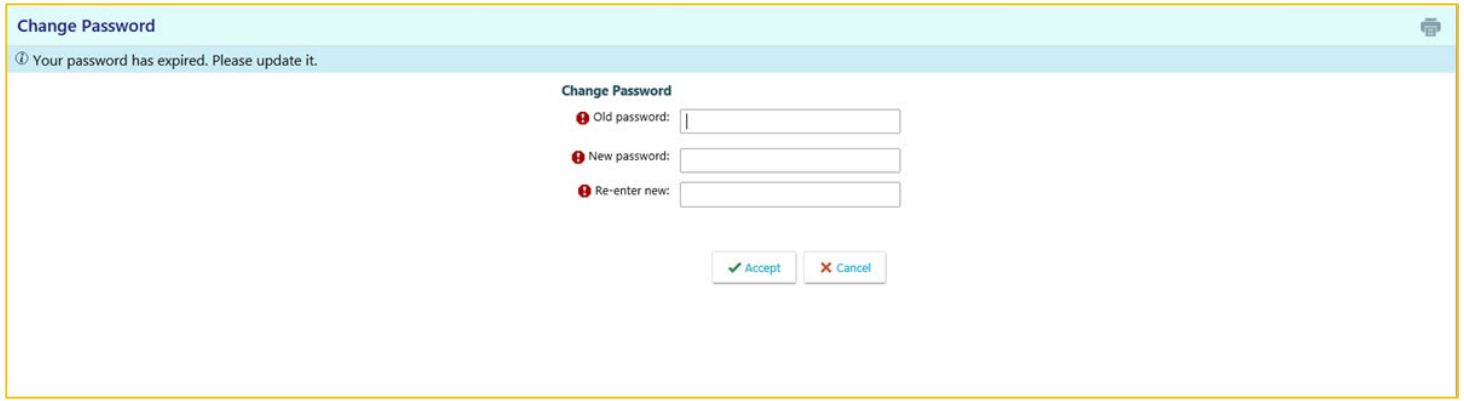
- When logging in- the user will receive prompt to create a password of their own



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Reset Multi-Factor Authentication Method

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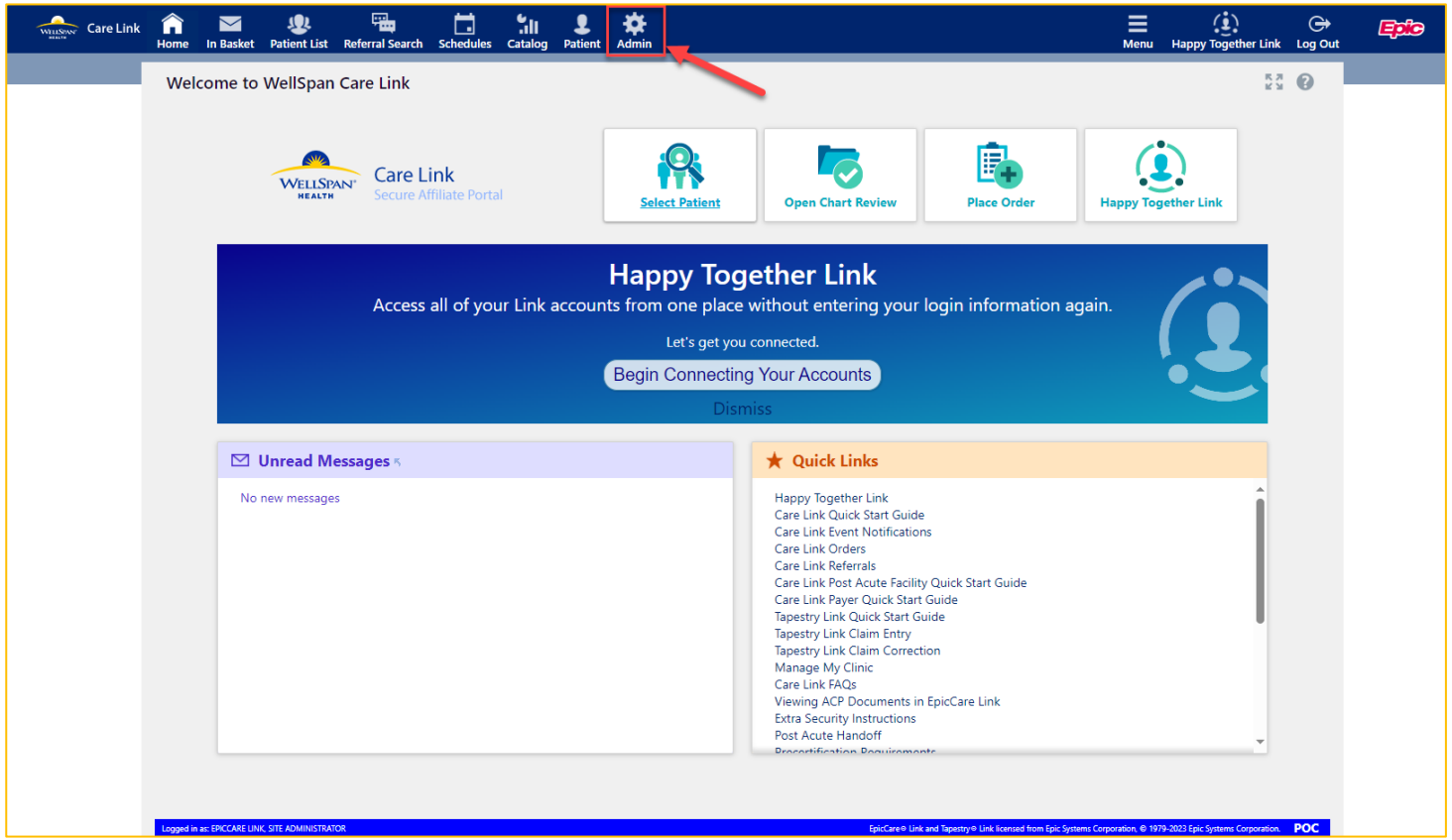

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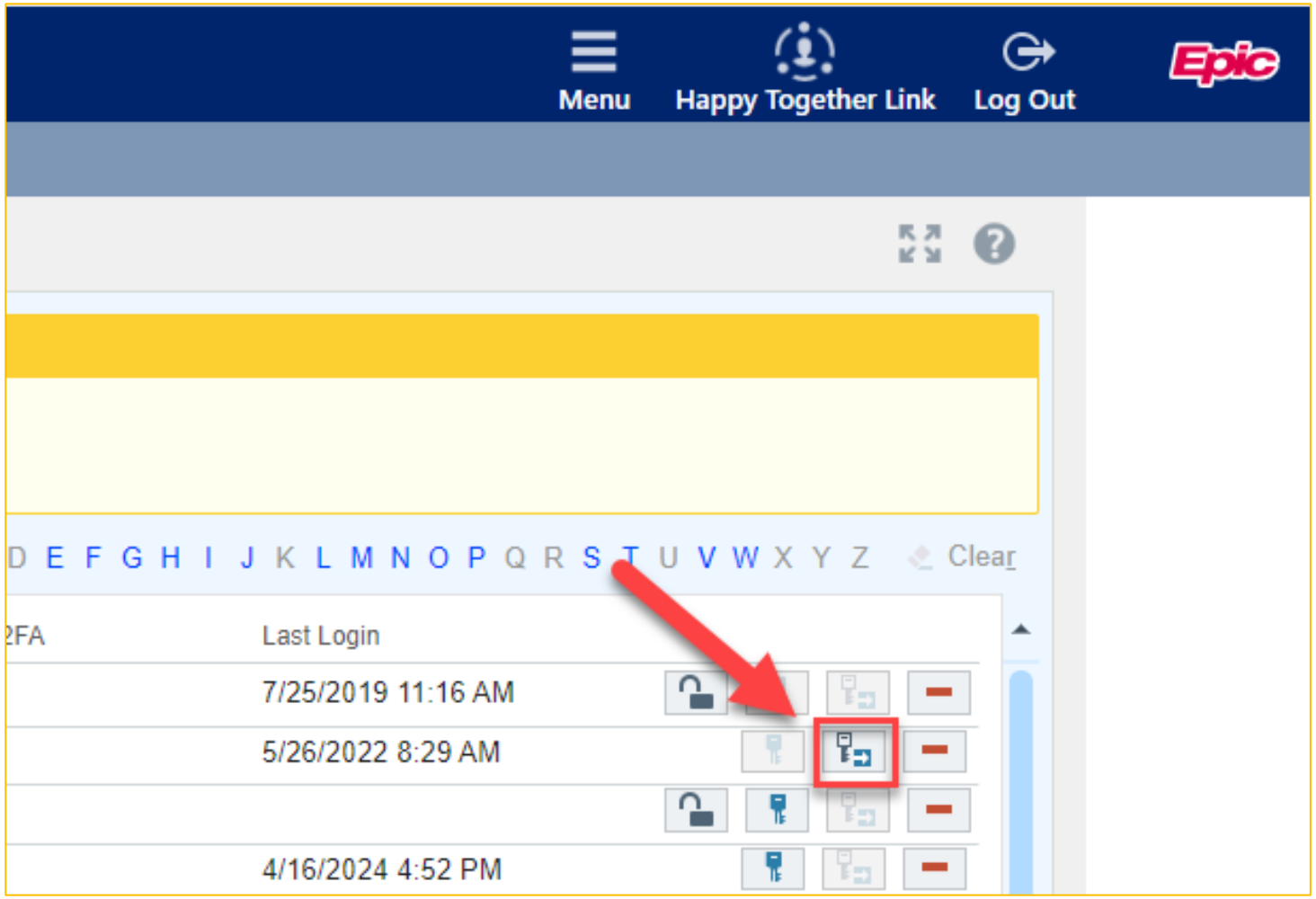
- Click the Two-factor authentication button



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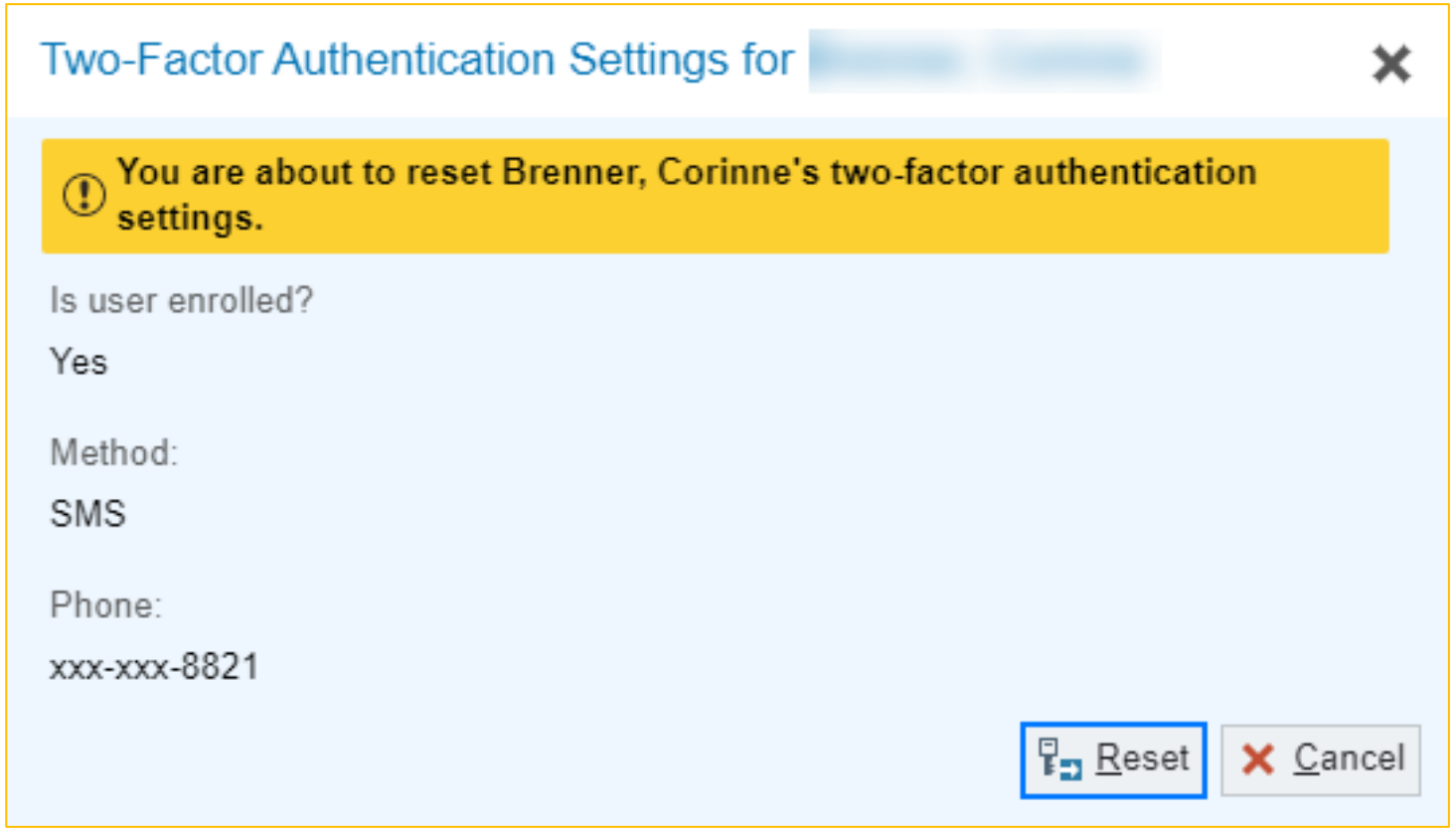
- Click Reset



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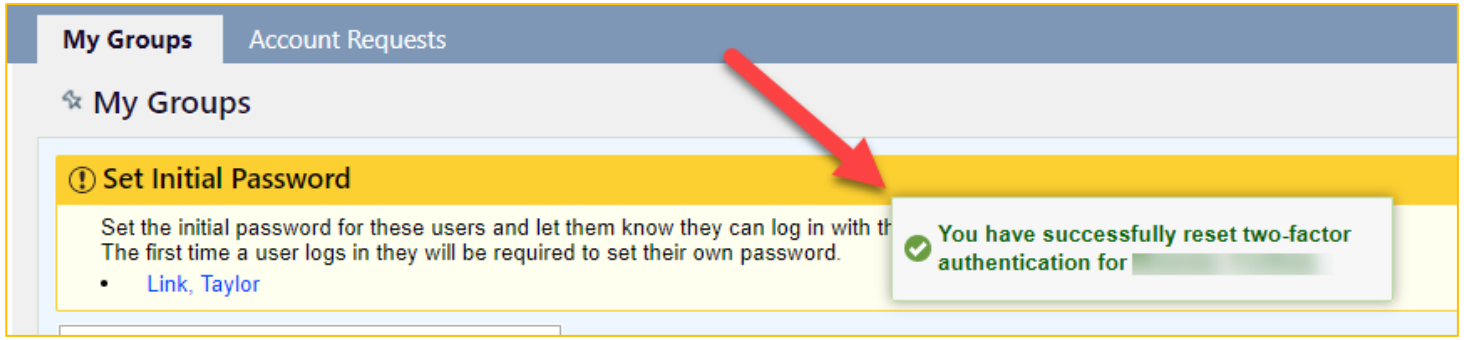
- You will see a pop-up that you successfully reset two-factor authentication



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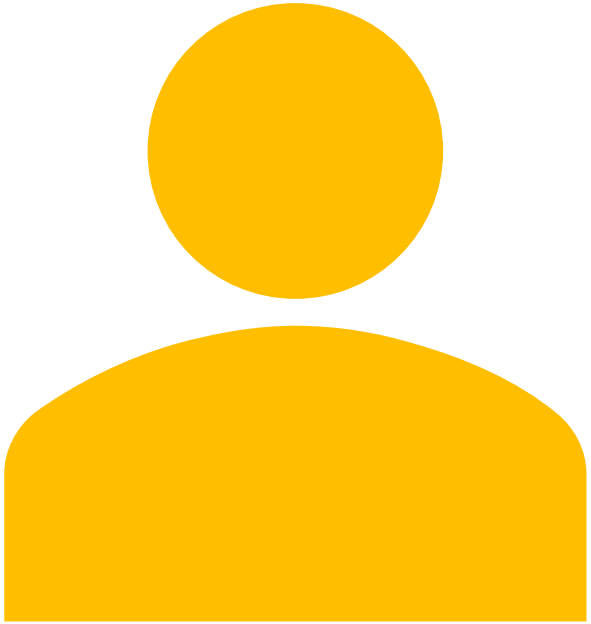

Remove Blocks for Failed Logins

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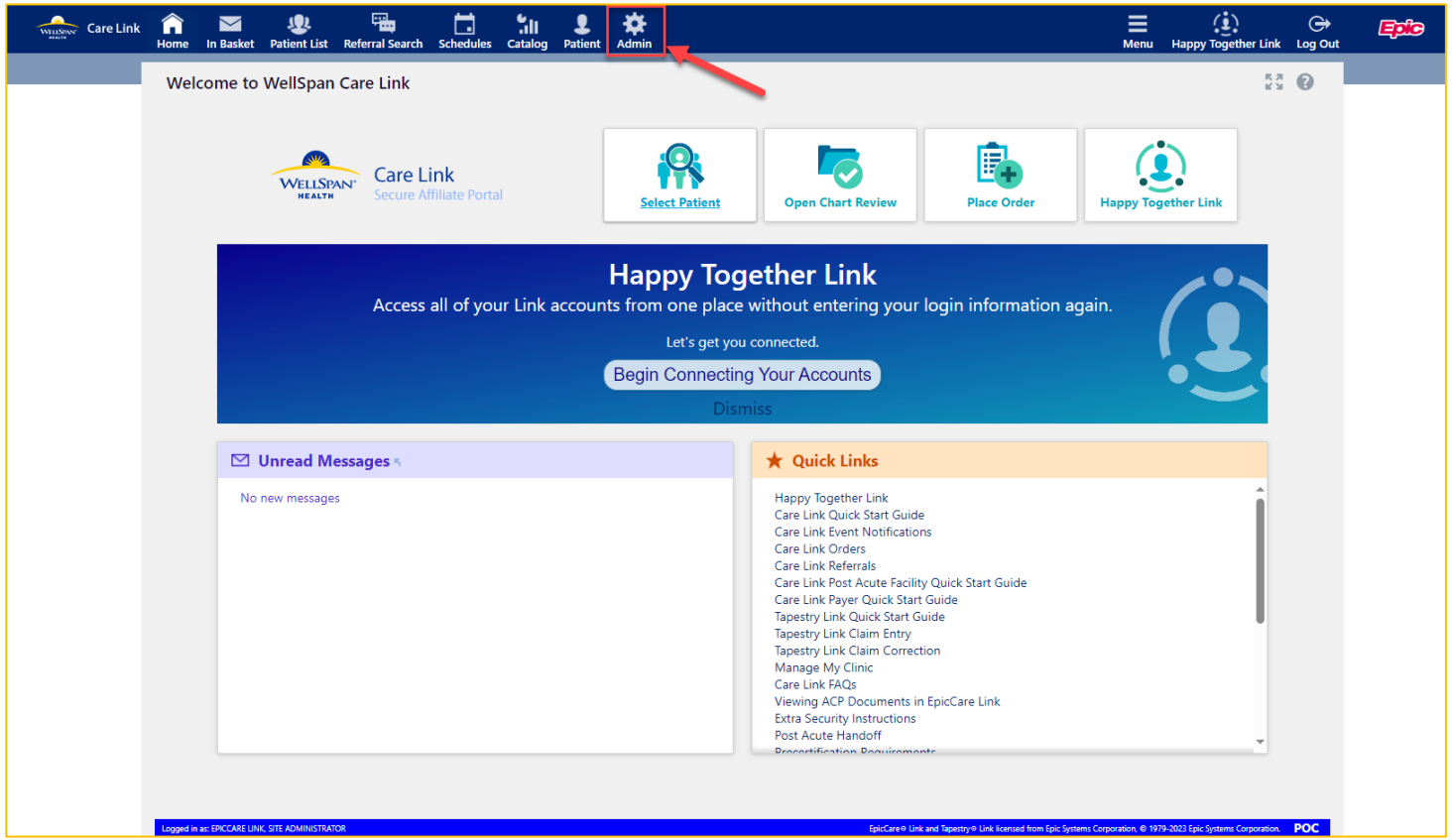
- Click Admin tab



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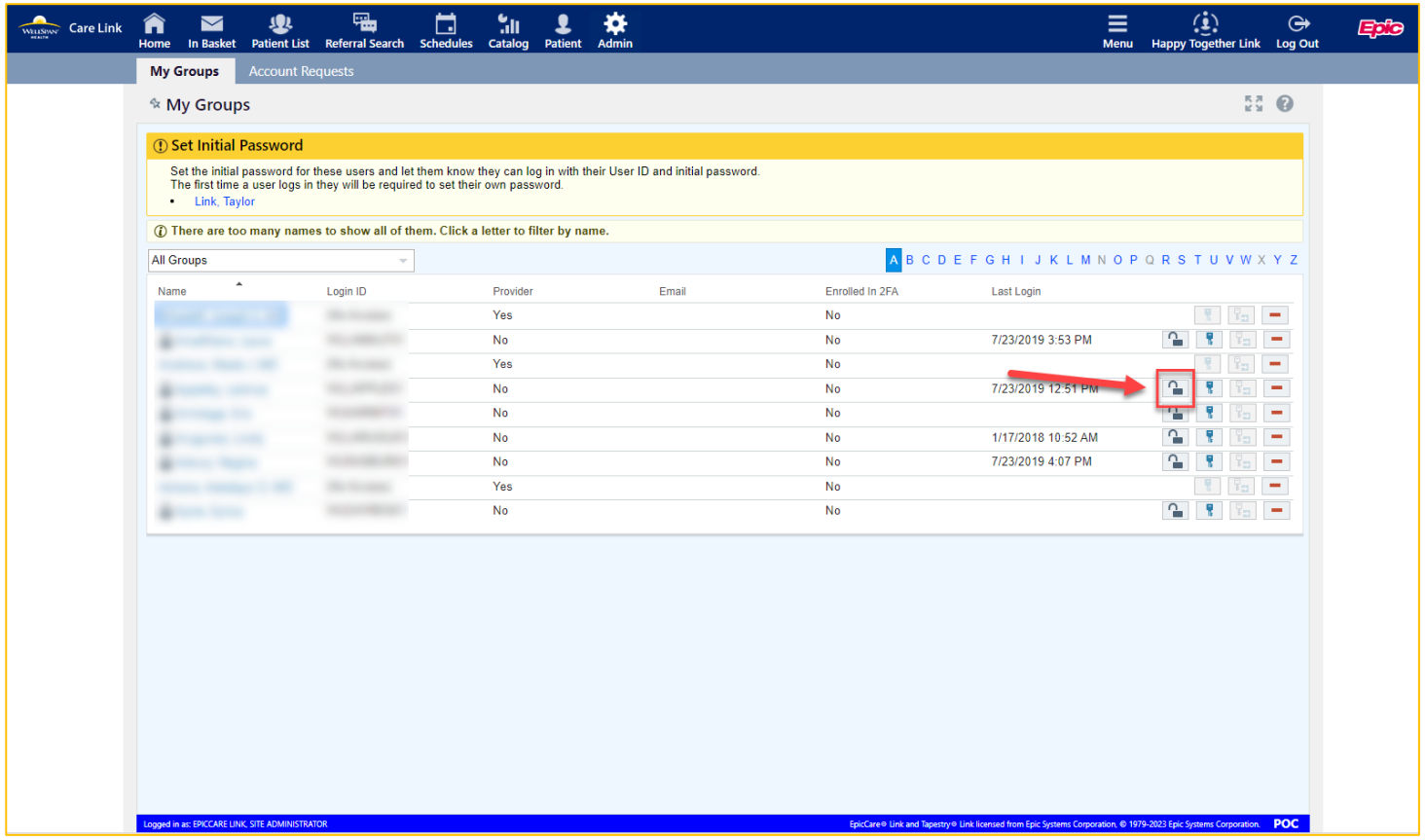
- Click unlock icon



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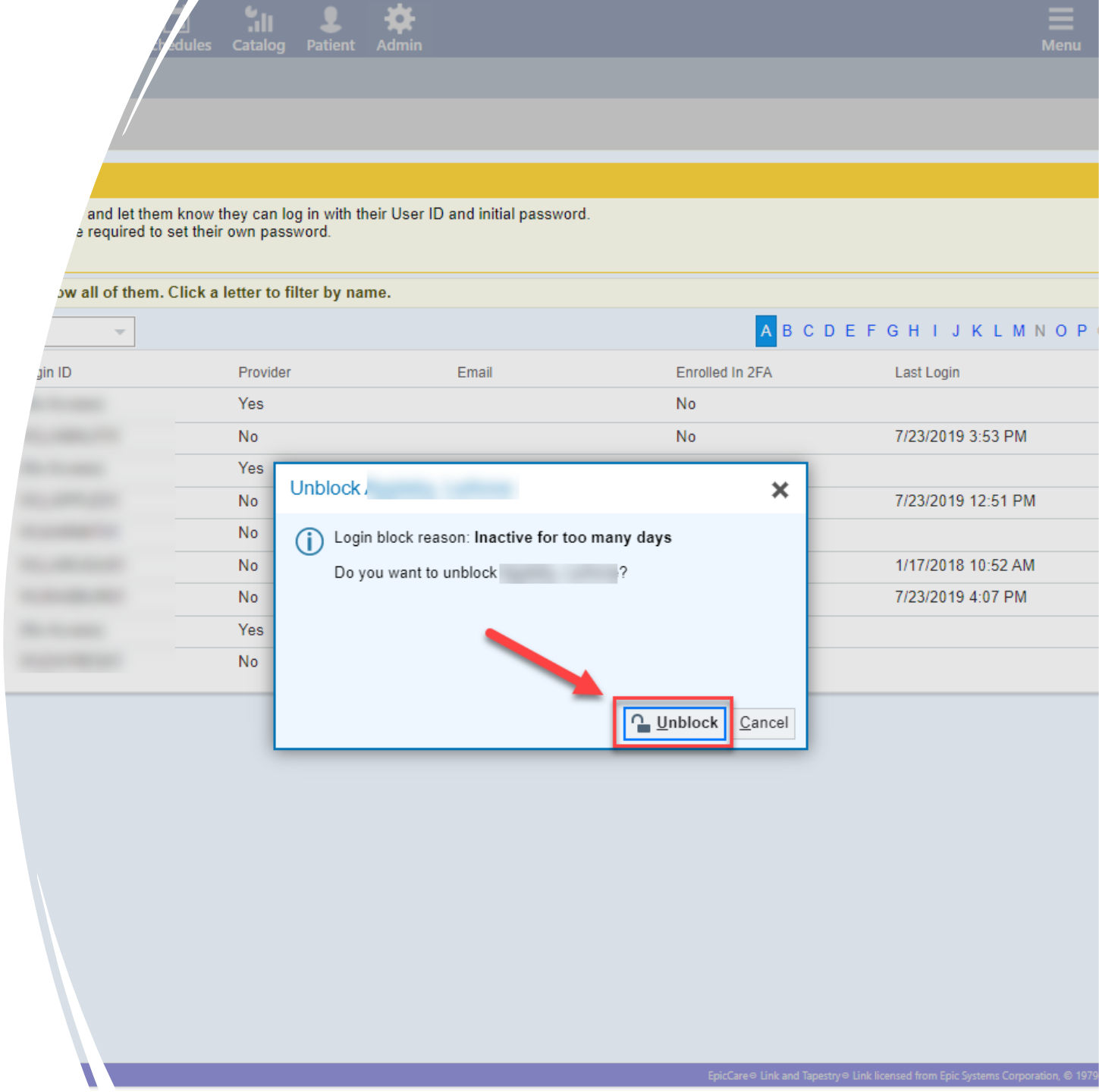
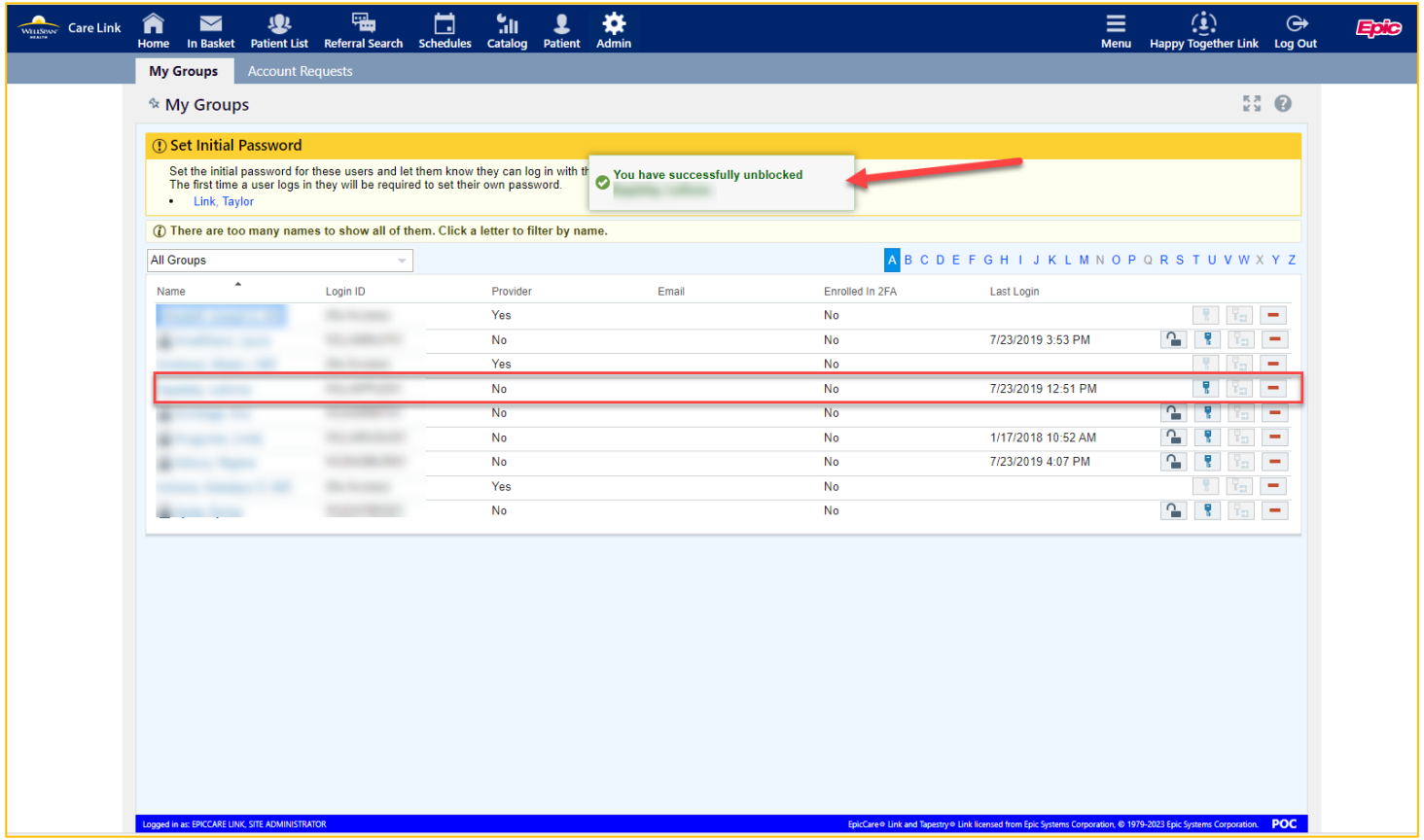
- Click Unblock



- You will see a pop-up that you successfully unblocked the account
- Unlock icon also goes away



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Submit a New User Request

These next steps will walk you through how to create an account for a new user

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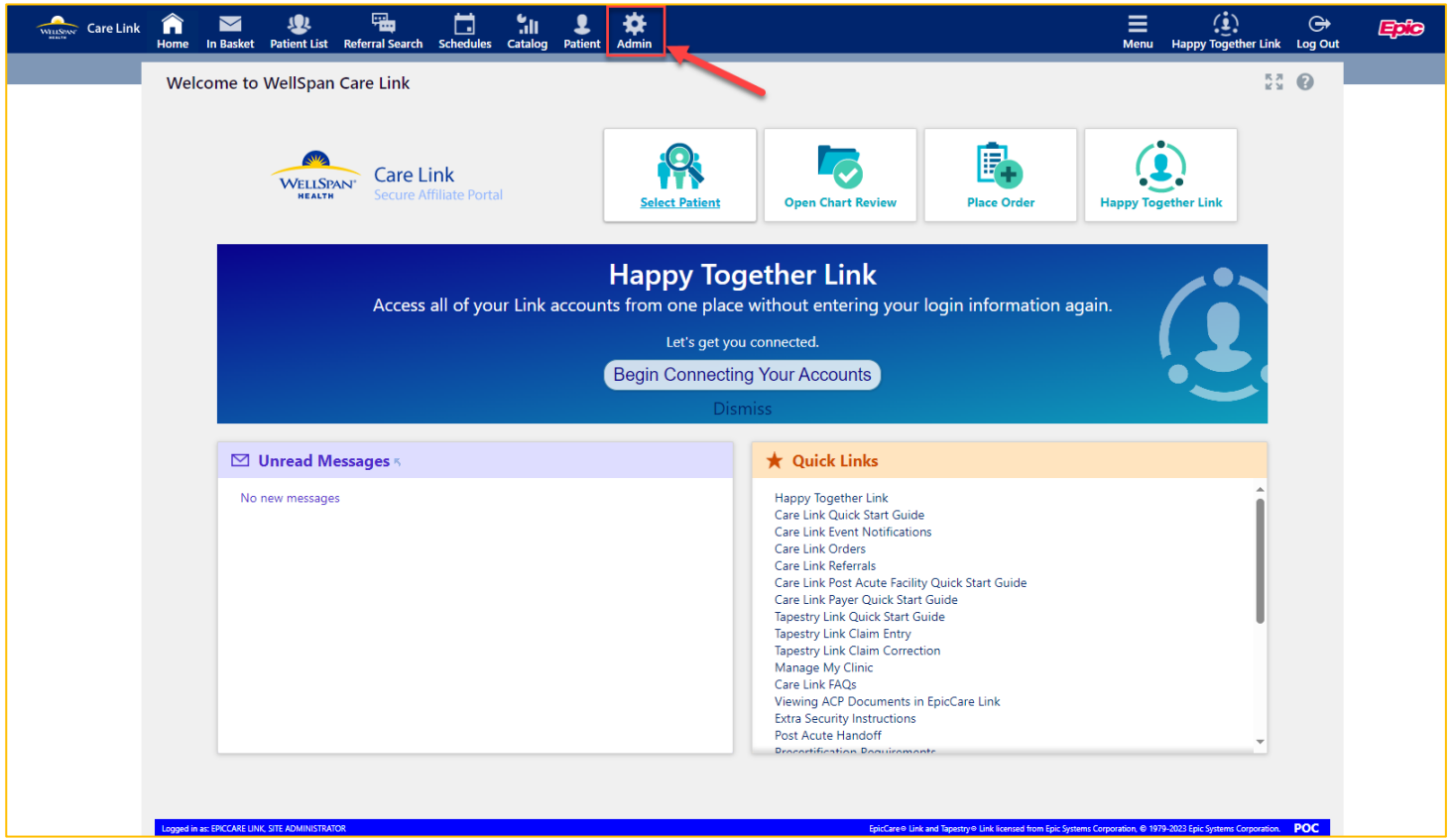
- Click Admin tab



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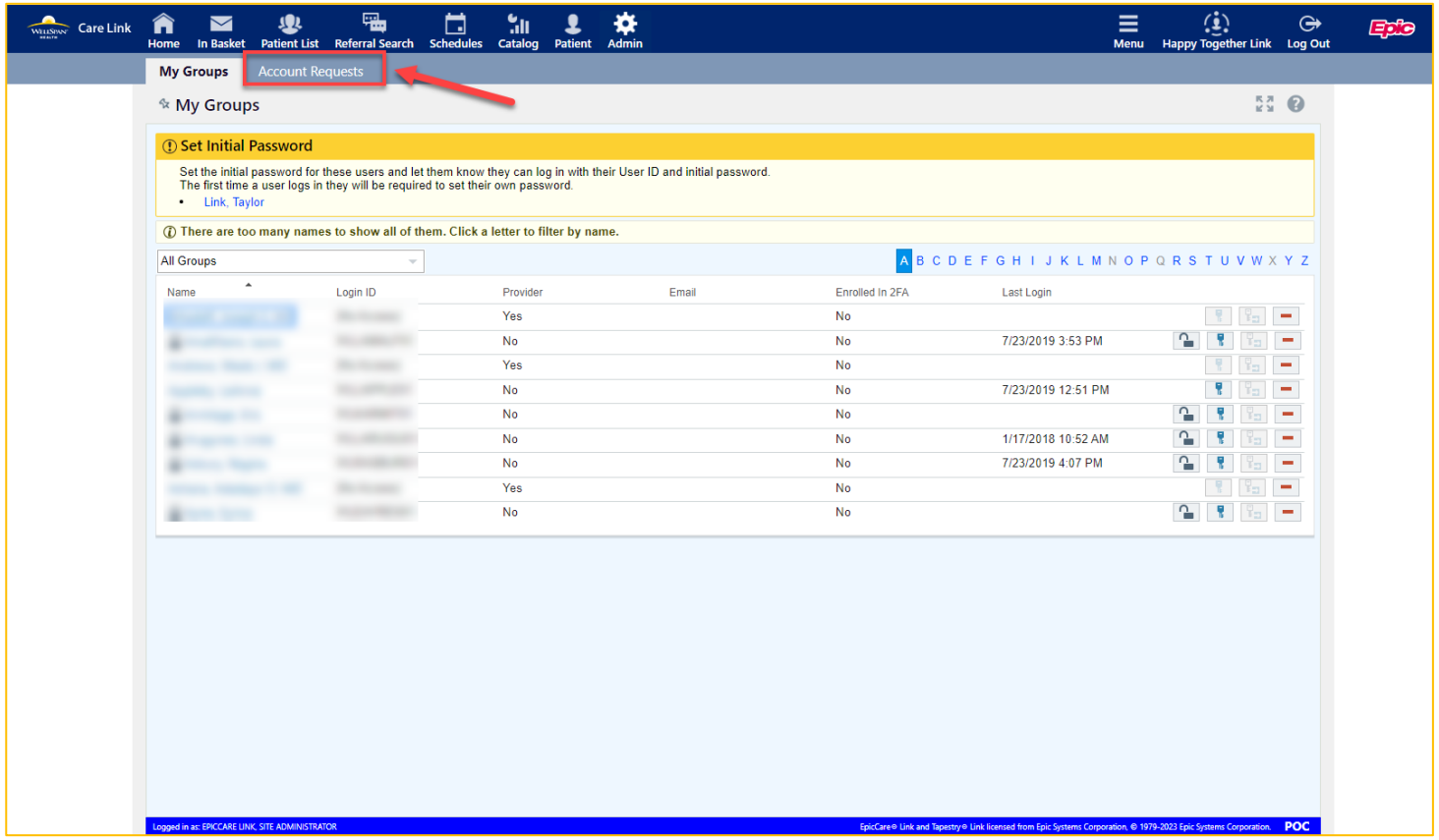
- Click Account Requests tab



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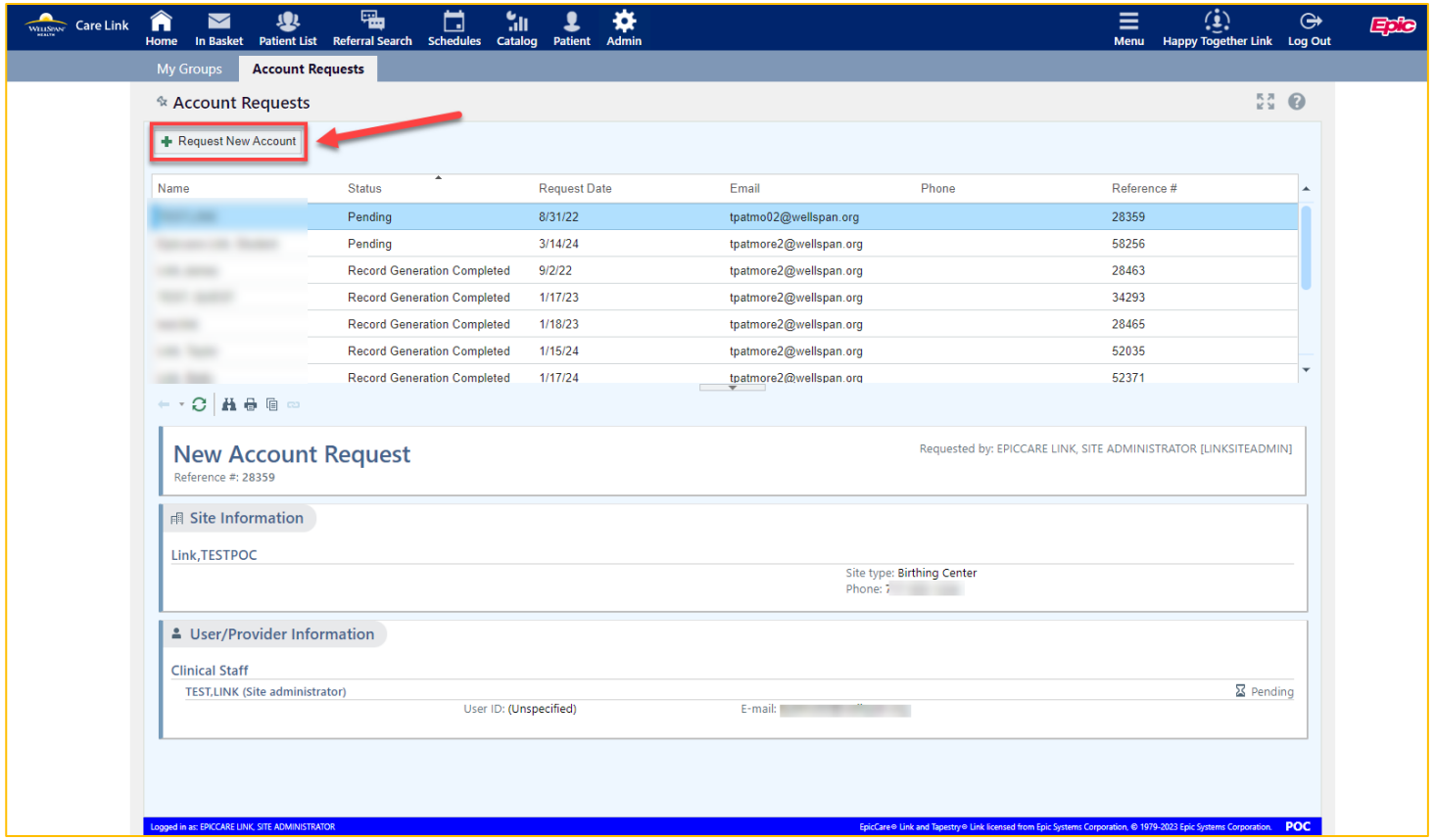
- Click Request New Account



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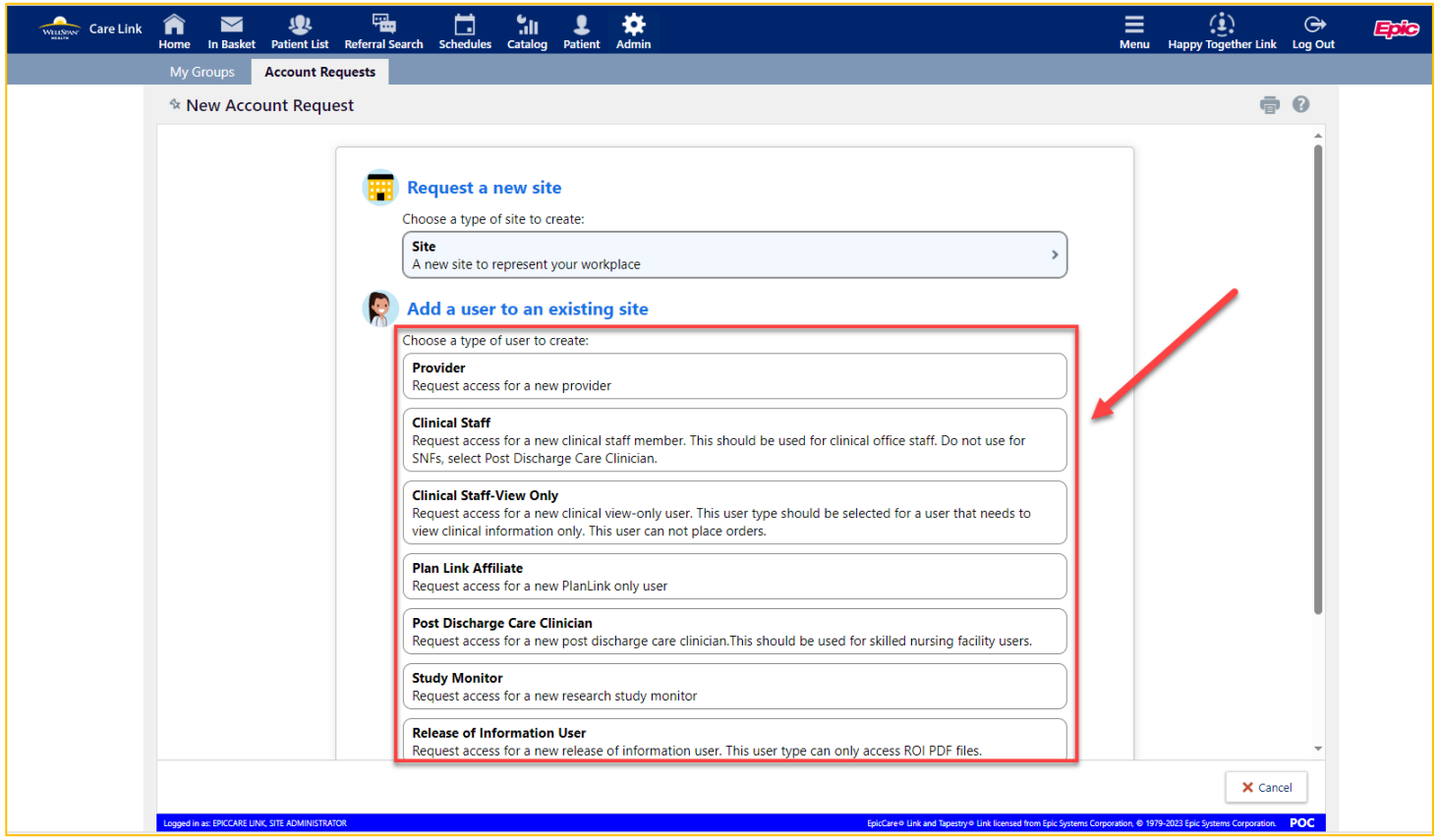
- The New Account Request screen opens
- Click appropriate link for user account being requested



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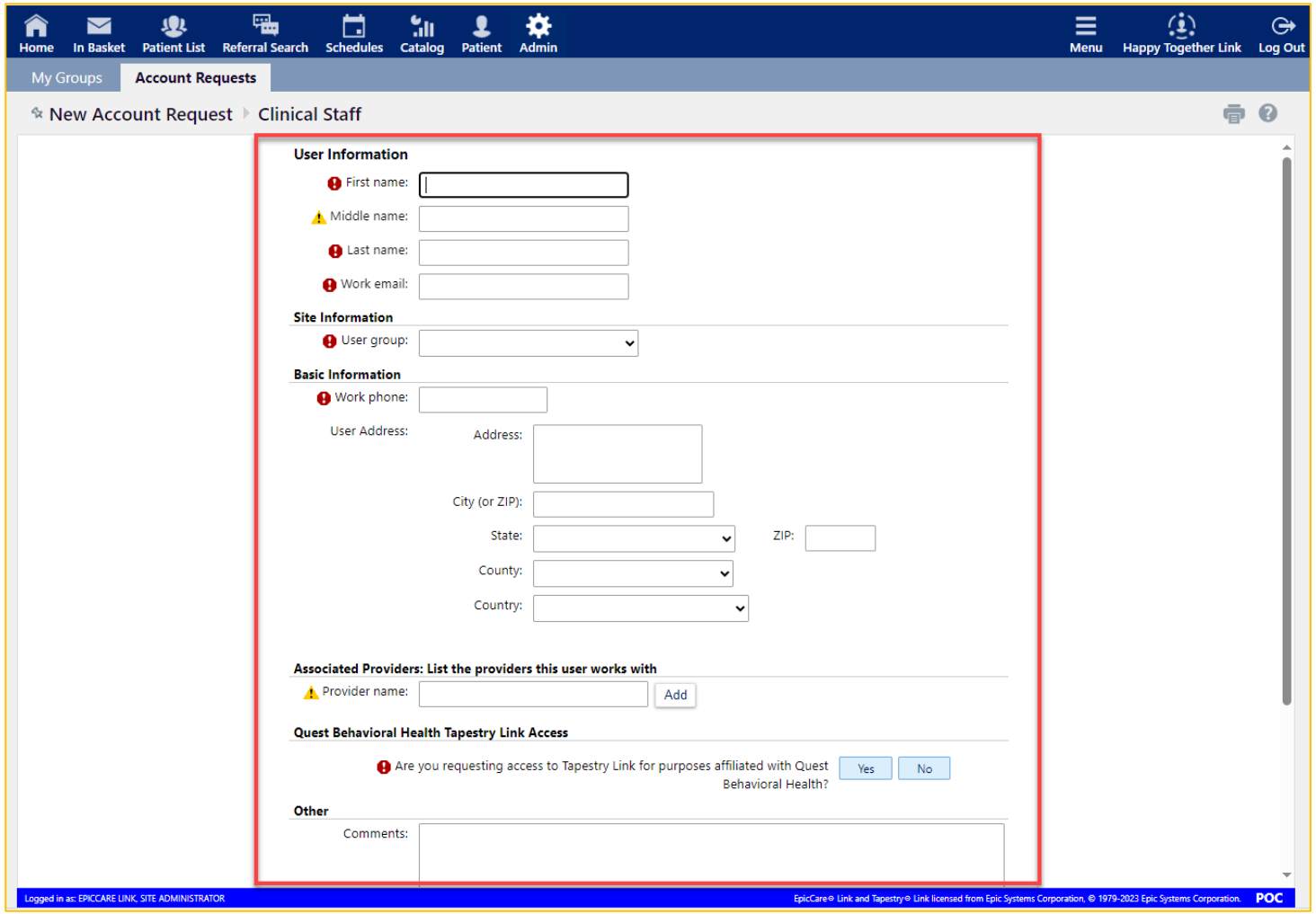
- Complete required fields



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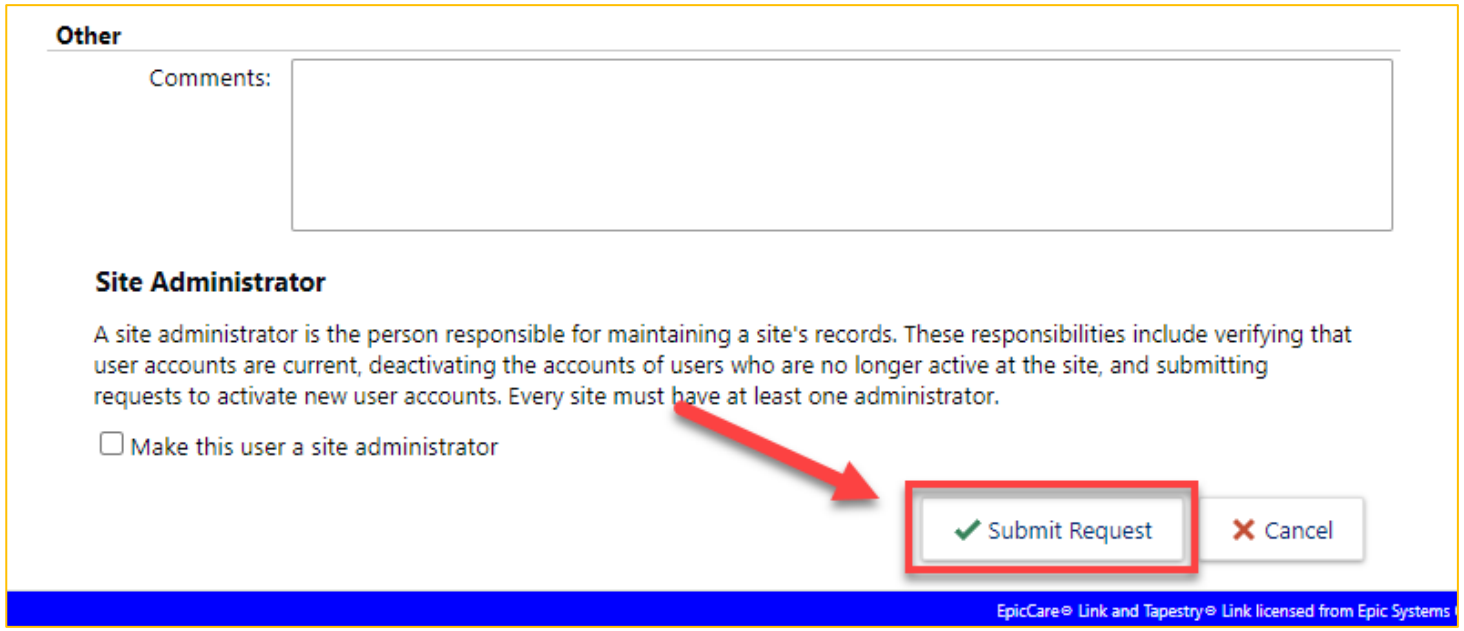
- When all fields have been completed - click Submit Request



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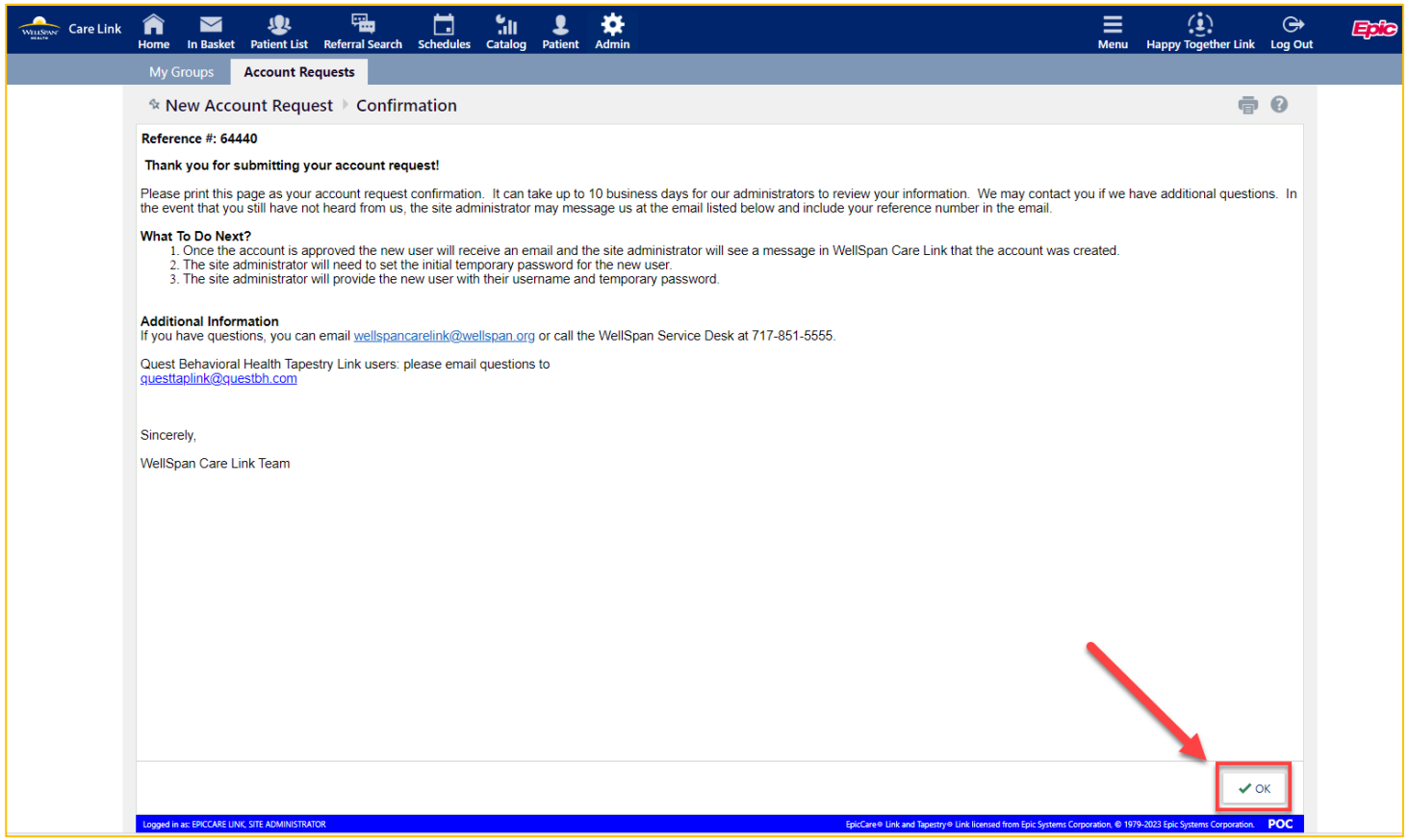
- At the confirmation screen - click OK



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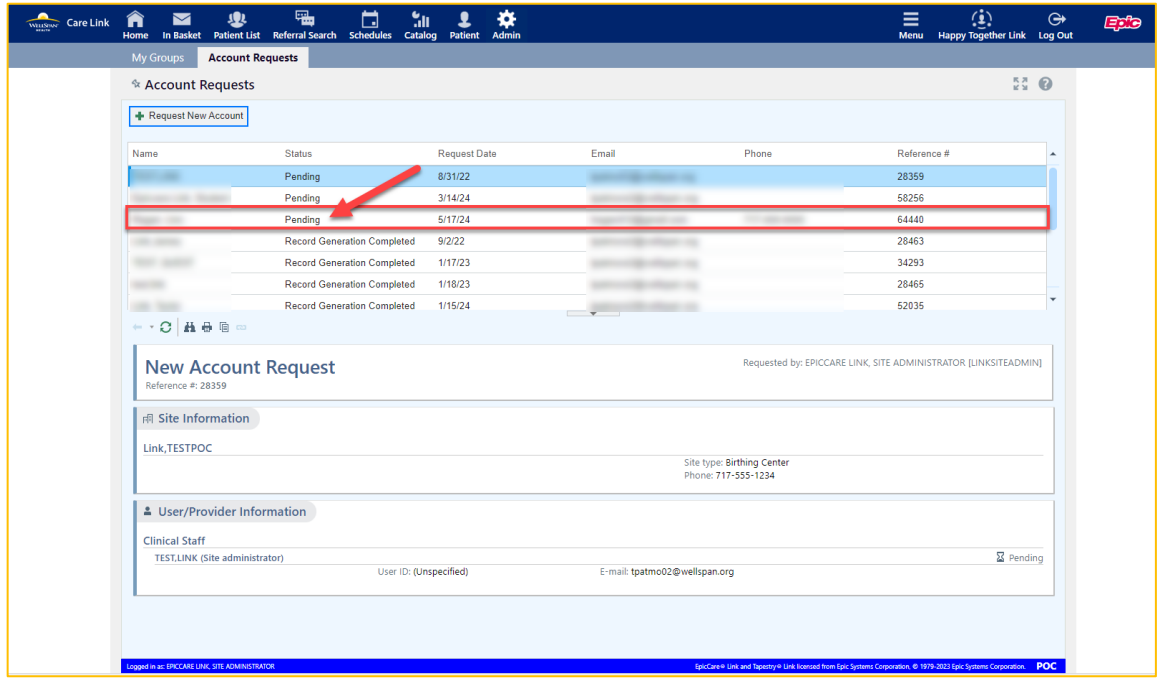
- The request now has Pending status
- After the administrator at WellSpan approves the request and creates the new account - the Pending status will change to Record Generation Completed



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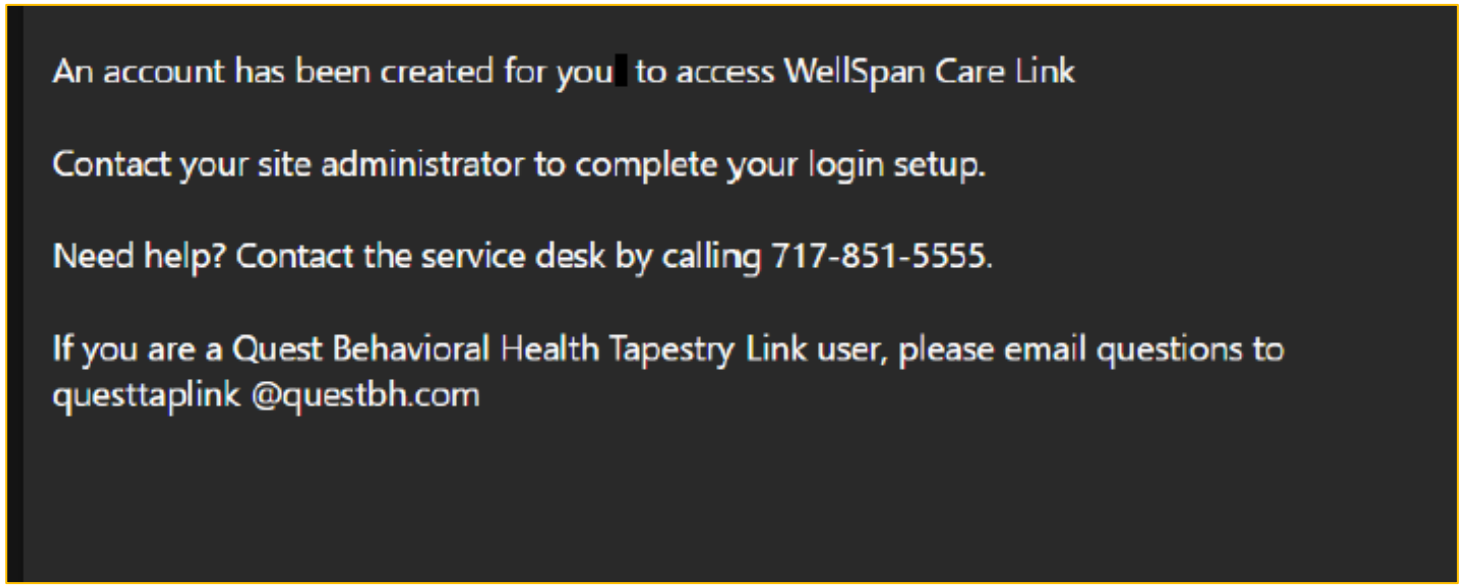
- When a new account is created for a user, the user will receive an email indicating their account set up is complete.
- The user should contact their site admin to obtain their username and temporary password.



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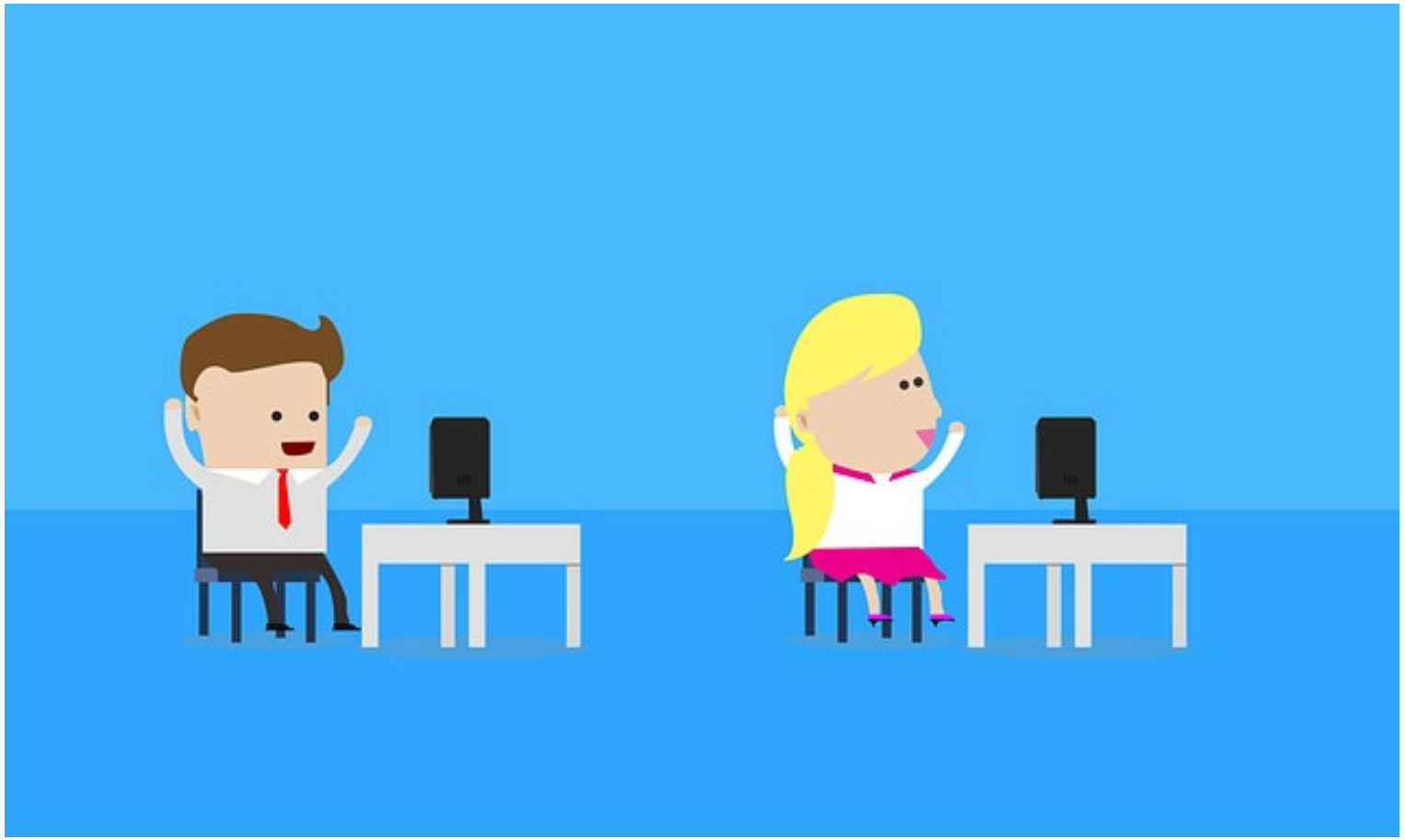
Your *EpicCare Link – Site Administrator* training is complete



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