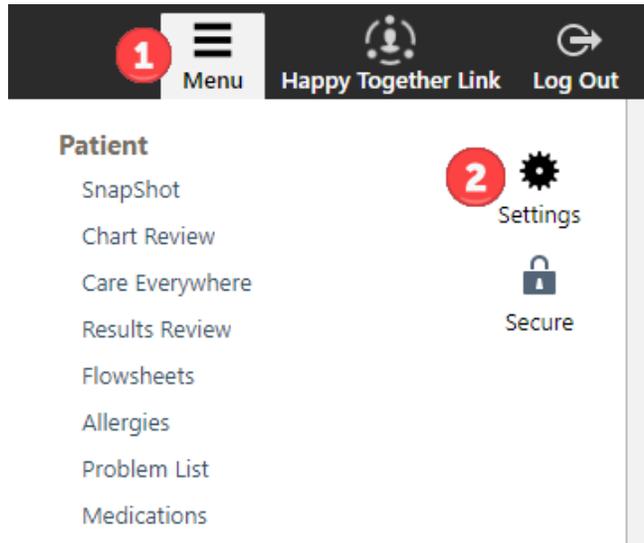| | **UI CareLink User Guide – Password Reset Help** |

The UI CareLink user's User ID and initial Password information is provided via the Welcome Email. Upon first login, a user will be prompted to complete 3 Challenge Questions. Users may also reset their login anytime in UI CareLink. There are also times when a UI CareLink User will encounter password issues and not be able to log into UI CareLink. The **Forgot password** feature is available or there may be situations that require a call to the UIHC Help Desk at 319-356-0001.

Changing your Password within UI CareLink

Change your password after you initially receive your log in information. 1. Click **Menu** in the upper right-hand corner. 2. Select **Settings**.	
3. Click **Change Password**.	
4. Enter **Old Password** and **New Password** and **Verify New Password** and Click **Accept** to update. Passwords must be a minimum of 9 characters. 3 of the following complexity rules are required. - Uppercase characters (A-Z): 1 - Lowercase characters (a-z): 1 - Numerical characters (0-9): 1 - Special characters (e.g. !, @, #, %): 1	
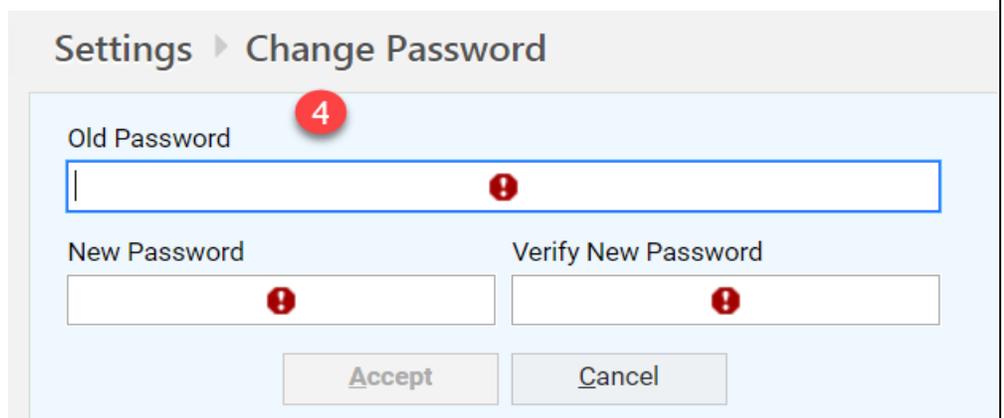
Challenge Questions

Upon first login, you will be prompted to complete 3 Challenge Questions.

1. Select **Questions** from the menu and provide the **Answers.**
2. Select **Accept and Continue**.

Note: Please ensure you have noted your Challenge Question answers as they are not visible to UI CareLink and UIHC staff.
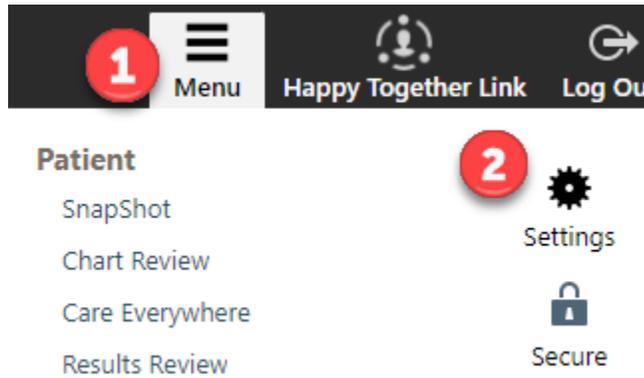
Challenge Questions Setup

Challenge questions may be used to verify your identity in lieu of a password. Please choose 3 questions and their answers below.

Questions   **Answers**

❶

❷ ✔ Accept and Continue   ✖ Skip

🛑 You must answer all of the questions you have selected

After initial login, you can complete or update your Challenge Questions and Answers anytime.

1. Click **Menu** in the upper right-hand corner.
2. Select **Settings**.

❶ ☰ Menu   Happy Together Link   Log Ou

Patient

SnapShot

Chart Review

Care Everywhere

Results Review

❷ ✦ Settings

🔒 Secure

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3. Click **Challenge Questions**.

Settings

┌ **User Settings** ┐

Change Password

Change the password that you use to log in.

Challenge Questions ❸

Set challenge questions so that if you forget your password, you can reset it by answering the questions correctly.

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4. Select **Questions** from the menu and provide the **Answers.**
5. Select **Accept and Continue**.

Challenge Questions Setup

Challenge questions may be used to verify your identity in lieu of a password. Please choose 3 questions and their answers below.
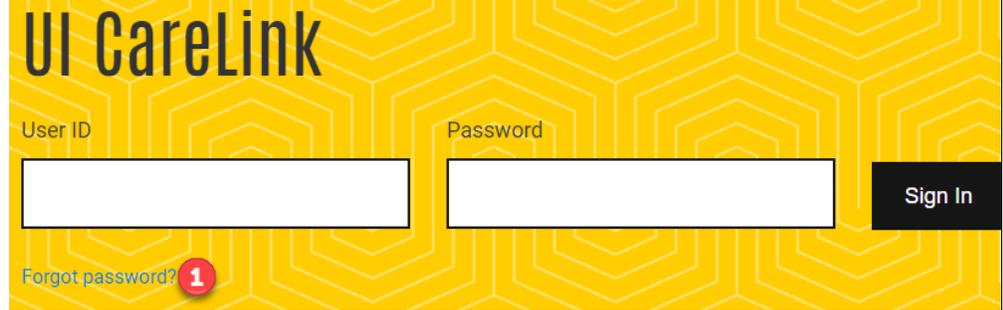
Questions   **Answers**

❹

❺ ✔ Accept and Continue   ✖ Skip

🛑 You must answer all of the questions you have selected

Forgot password?

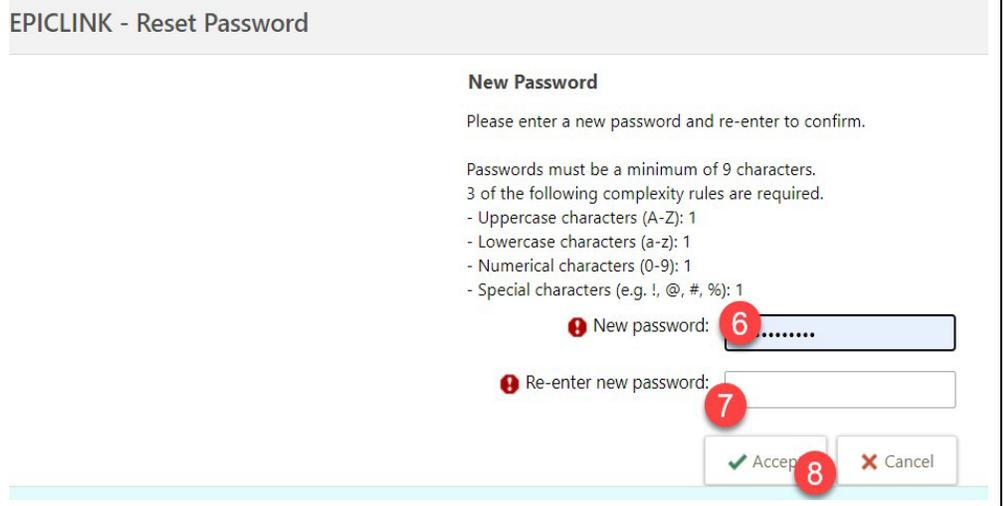|	
If you have previously completed your Challenge Questions, you can use the **Forgot password?** feature. 1. Click **Forgot password?**	**UI CareLink** User ID Password Sign In Forgot password? **1**
2. Enter your **User ID:** 3. Click **Accept.** **Note**: If you do not remember your User ID or did not previously complete your Challenge Questions, it will be necessary for you to contact your ****Site Administrator** or the UIHC Help Desk at 319- 356-0001 ****See last page for identifying your Site Administrator.**	**EPICLINK - Reset Password** User ID **2** User ID: [ ] **3** ✔ Accept ✖ Cancel
4. Answer the Challenge **Question** presented. 5. Click **Accept.**	**EPICLINK - Reset Password** Question What is the first name of your closest childhood friend?: [●●●●●●●●●●] **4** **5** ✔ Accept ✖ Cancel
6. Enter **New password**. 7. **Re-enter New password**. 8. Click **Accept**	**EPICLINK - Reset Password** **New Password** Please enter a new password and re-enter to confirm. Passwords must be a minimum of 9 characters. 3 of the following complexity rules are required. - Uppercase characters (A-Z): 1 - Lowercase characters (a-z): 1 - Numerical characters (0-9): 1 - Special characters (e.g. !, @, #, %): 1 New password: **6** [●●●●●●●●] Re-enter new password: **7** [ ] ✔ Accept **8** ✖ Cancel

Resetting a Password or Unblocking an account

If you do not remember your User ID, or your password and did not previously complete the Challenge Questions to be able to use the Forgot password? feature, you can contact your organization's Site Administrator. Your Site Administrator has increased security that grants them access to reset your password or unblock your account if it's been 90+ days since your last login. If you do not know who your Site Administrator is, you will need to contact our 24 x 7 UIHC Help Desk at 319-356-0001. They will use our UIHC standard identity verification process prior to assisting you with your login issue.

When calling the UIHC Help Desk:

- Please let them know you are a UI CareLink User with an "AFL" account. The verification process will include you providing the following information:

    o Organization you are enrolled with

    o Email provided on your enrollment form

- Most importantly, take note of the "Login Failed" error message. Communicate the error message to the UIHC Help Desk as this will indicate what items need to be addressed on the Users account.

    o There are multiple reasons that could cause a password error. Below are a couple of common reasons.

    o It is important to stay on the phone with UIHC Help Desk after they have completed the initial reset to confirm there is not more than one issue with the password.

Incorrect User ID and/or password - If the User ID and/or password is typed incorrectly - The User can try again once back on the Login screen. After multiple tries, it would be best to call your Site Administrator if known or the UIHC Help Desk to confirm there is not another issue. There is also the risk of blocking your account with multiple failed login attempts.	*Epic* 🤝 **UI CareLink** **Login Failed** Your login attempt was unsuccessful. You entered an invalid user ID or authentication credential.
User login is blocked for this account - If a User has not logged into UI CareLink for 90 days or more, the User will automatically be blocked due to inactivity. You may again contact your Site Administrator if known or the HCIS Help Desk. If a User has multiple failed login attempts, the User will automatically be blocked for security reasons. **Note:** See next page for identifying your Site Administrator.	*Epic* 🤝 **UI CareLink** **Login Failed** Your login attempt was unsuccessful. Your account has been blocked due to inactivity or for too many unsuccessful login attempts. You will need to contact your Help Desk to reset your access. UIHC users please call 356-0001.

Who are My Site Administrators

When logged in, users can identify who their Site Administrator is by accessing the My Site Administrators link under the Quick Links section of the UI CareLink Home page.

You can only identify who your Site Administrator is when you're logged into UI CareLink. If you cannot log in, it will be necessary to contact our UIHC Help Desk at 319-356-0001 for assistance.

- When selected, a pop-up message containing the Site Administrator's name and email address will appear. Users with access to multiple sites will see their Site Administrators separated by each location.

⭐ **Quick Links**

Site Administrator Information
My Site Administrators
Site Administrator Guide
Tip Sheets
Care Coordination
Chart Review
Order Entry & Patient Search

My Site Administrators

Site Administrators

UI CareLink Test Site
- Eckrich, Angie M Uicarelink (Test) (Email: angie-test@uiowa.edu | Phone: Not on file)

UIDL Validation
- Eckrich, Angie M Uicarelink (Test) (Email: angie-test@uiowa.edu | Phone: Not on file)

Questions?

RESOURCES	
Password Reset, Program Access and Web Issues UIHC Help Desk Phone: 319-356-0001	**Obtain Medical Records** Health Information Management him-consentform@uiowa.edu Phone: 319-356-1719
UI CareLink User Support uicarelink@uiowa.edu	**Send ROI Authorization** Fax: 319-356-3079
	Send Medical Records to UIHC Fax: 319-356-3949
University of Iowa Health Care, 200 Hawkins Drive, Iowa City, IA 52242	