

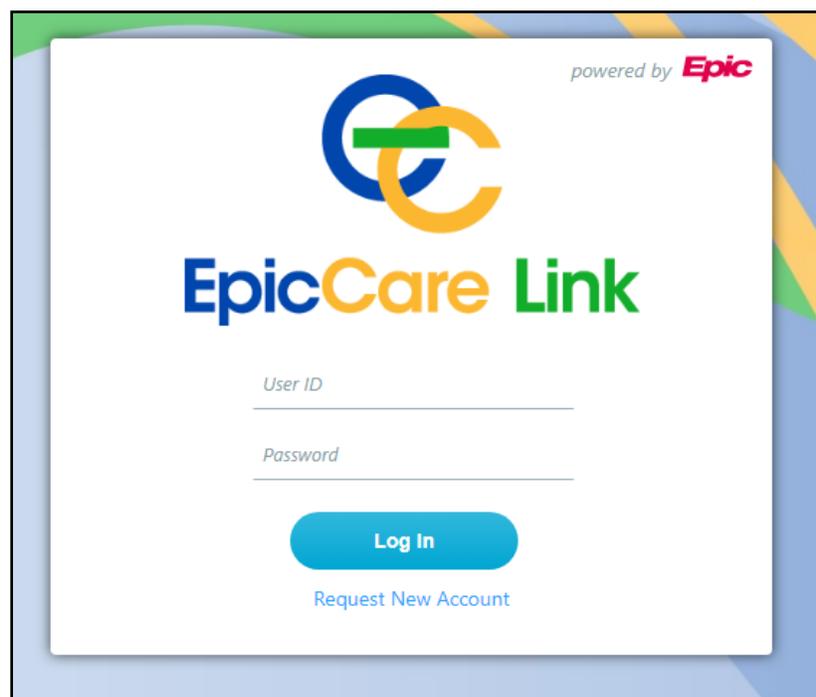
Two-Factor Authentication Setup for EC Link Users

For added security, CHEO is now implementing two-factor authentication. This means that in addition to entering your usual username and password, you will also need to enter a one-time passcode that is randomly generated. To receive this passcode, you can choose to either receive it via email or download an authenticator application on your mobile device.

Follow the steps below to set up your account for two-factor authentication.

Setting up "Mobile authenticator" to receive passcode.

1. Before you start the authentication setup using a mobile app, you must first download an authenticator app on your mobile device.
We recommend using the "Microsoft Authenticator" app, which can be downloaded from either the "Apple app store" or the "Google Play store."
2. Go to the EpicCare Link [login page](#) and enter your login information.



powered by **Epic**

EpicCare Link

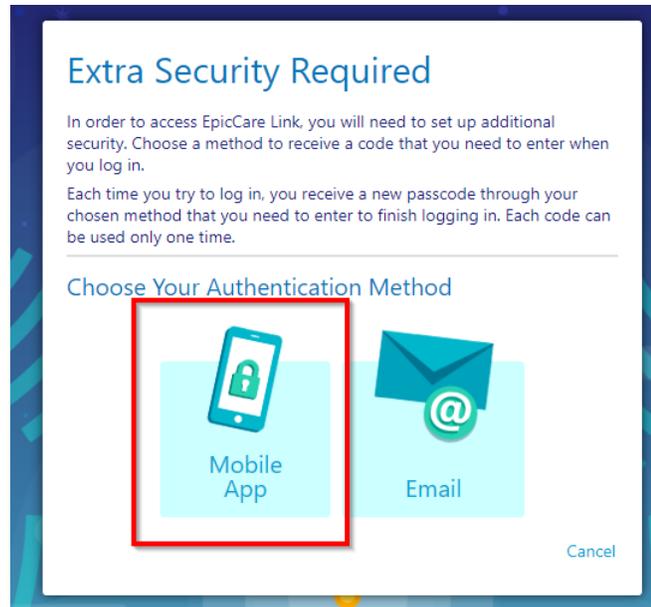
User ID

Password

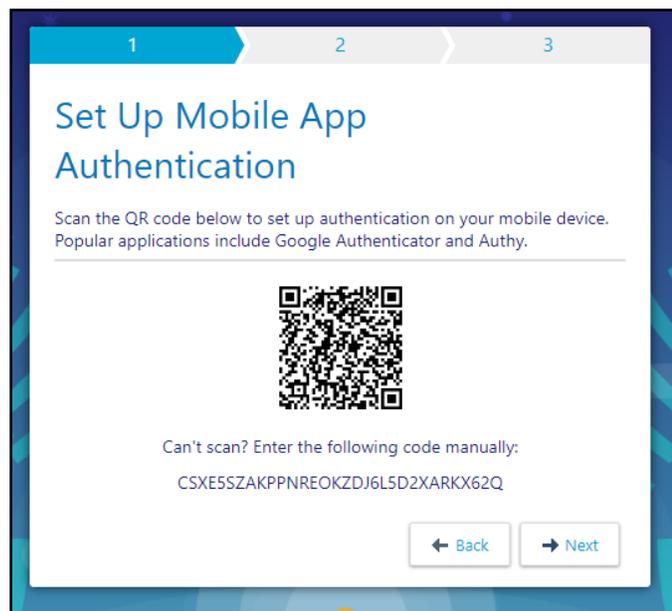
Log In

[Request New Account](#)

3. Select **mobile app** as the authentication method

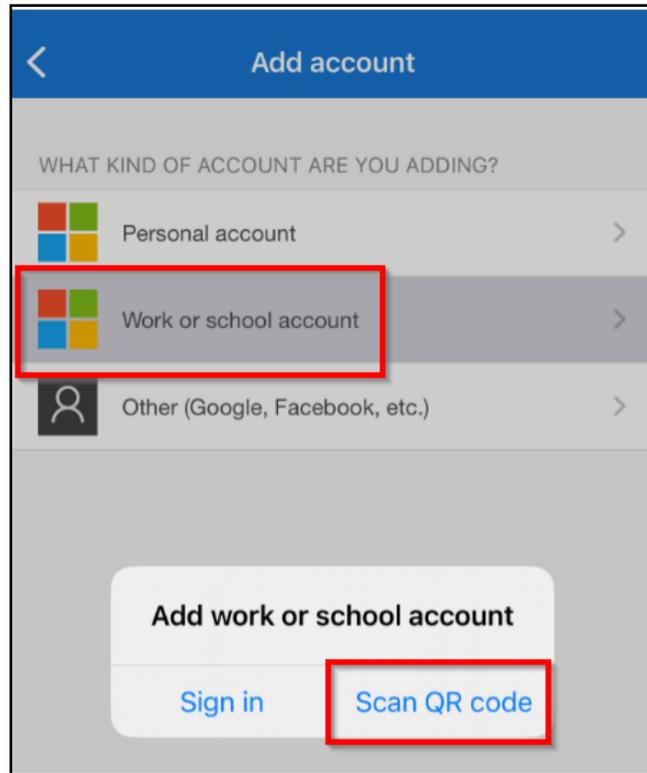


4. To scan the QR code, open Microsoft Authenticator and tap the "+" icon located on the top right corner of the app.

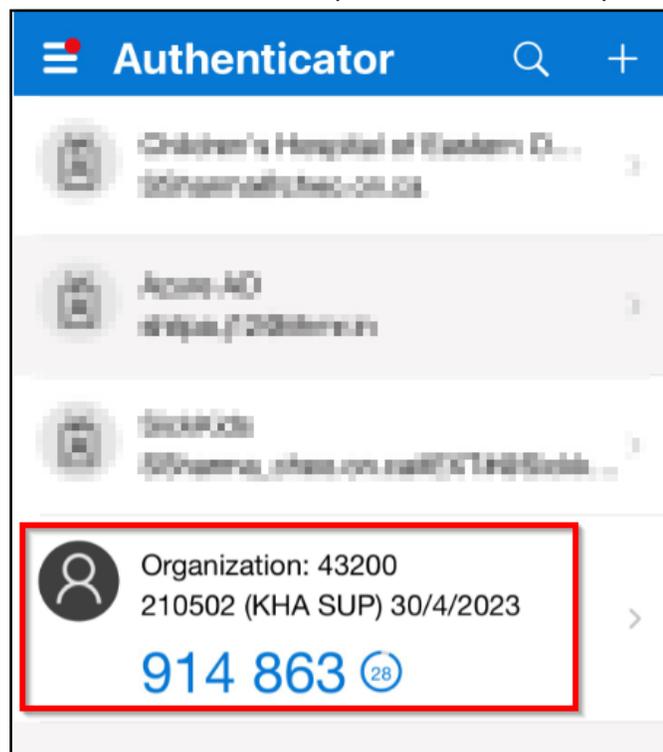


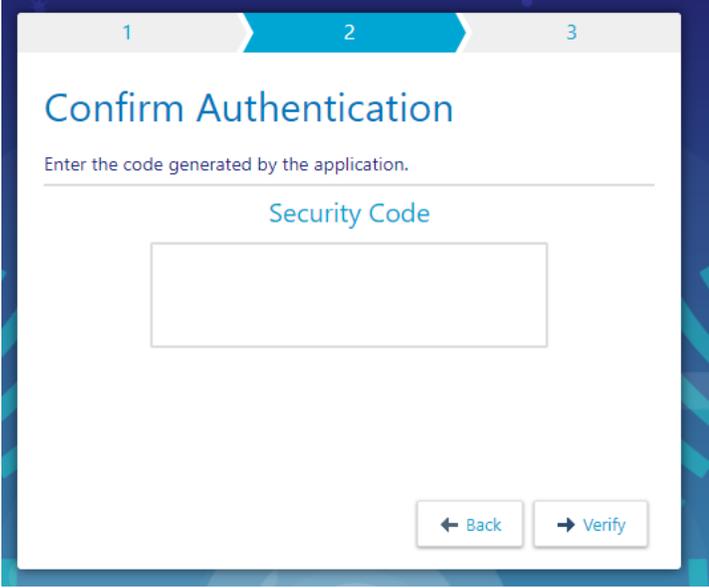


Click "Work or school account" and then click on "Scan QR code"



Please enter the “passcode” displayed on the authenticator app into the "confirm authentication" screen on EC Link to complete the verification process.





1 2 3

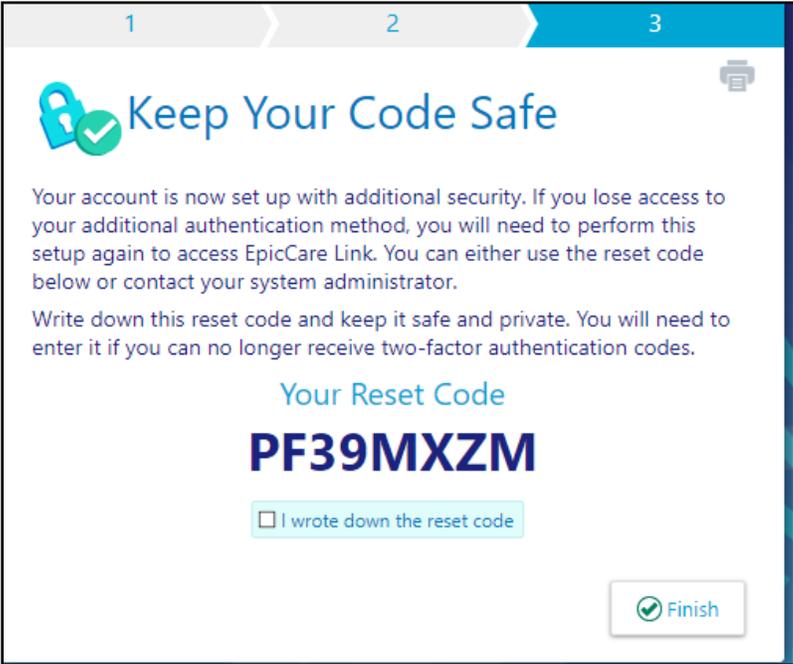
Confirm Authentication

Enter the code generated by the application.

Security Code

← Back → Verify

5. On the following screen, you will find the "reset code" which is necessary in case you lose access to your authentication method and need to reset your two-factor authentication setup. It is important that you keep this code safe and private.



1 2 3

Keep Your Code Safe

Your account is now set up with additional security. If you lose access to your additional authentication method, you will need to perform this setup again to access EpicCare Link. You can either use the reset code below or contact your system administrator.

Write down this reset code and keep it safe and private. You will need to enter it if you can no longer receive two-factor authentication codes.

Your Reset Code

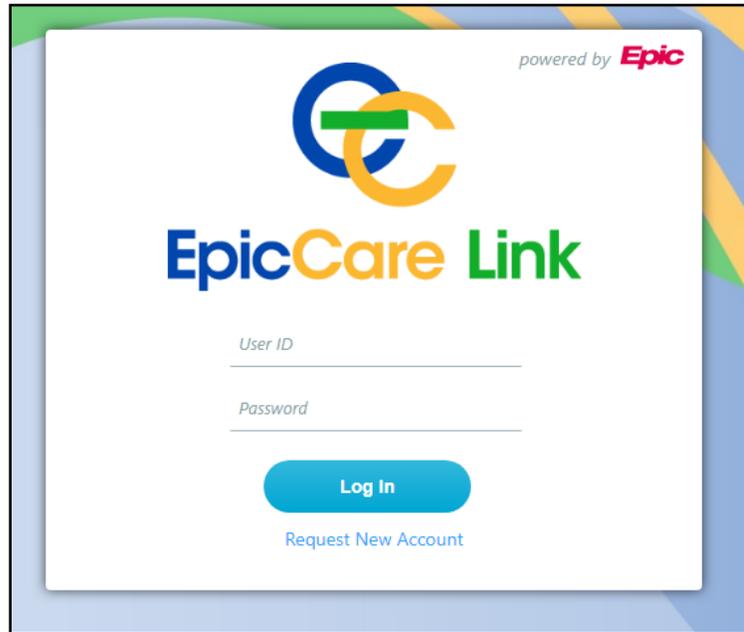
PF39MXZM

I wrote down the reset code

✓ Finish

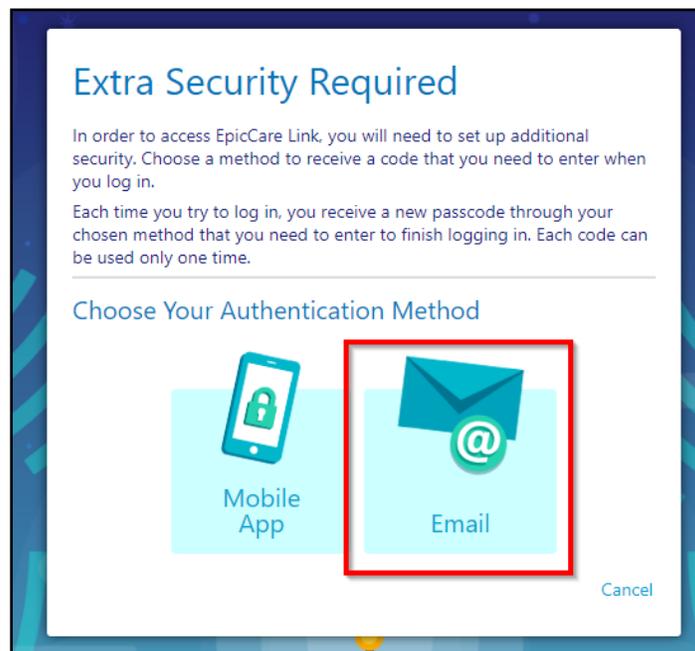
Setting up “email” to receive passcode.

1. To start with the setup, please visit the go to EpicCare Link [login page](#) and enter your login information.



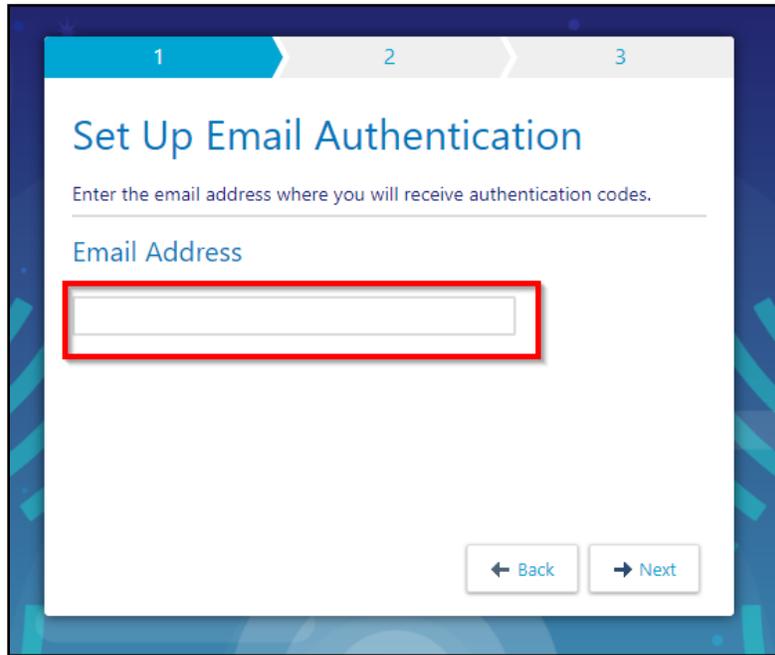
The image shows the EpicCare Link login page. At the top right, it says "powered by Epic". The EpicCare Link logo is prominently displayed in the center. Below the logo, there are two input fields: "User ID" and "Password". A blue "Log In" button is positioned below the password field, and a link for "Request New Account" is located at the bottom center.

2. Select **email** as the authentication method



The image shows the "Extra Security Required" screen. The title "Extra Security Required" is at the top. Below it, there is explanatory text: "In order to access EpicCare Link, you will need to set up additional security. Choose a method to receive a code that you need to enter when you log in. Each time you try to log in, you receive a new passcode through your chosen method that you need to enter to finish logging in. Each code can be used only one time." Below this text is the heading "Choose Your Authentication Method". There are two options: "Mobile App" (represented by a smartphone icon) and "Email" (represented by an envelope icon with an @ symbol). The "Email" option is highlighted with a red rectangular border. A "Cancel" link is located at the bottom right of the screen.

3. Please provide the email address where you would like to receive the passcode.



1 2 3

Set Up Email Authentication

Enter the email address where you will receive authentication codes.

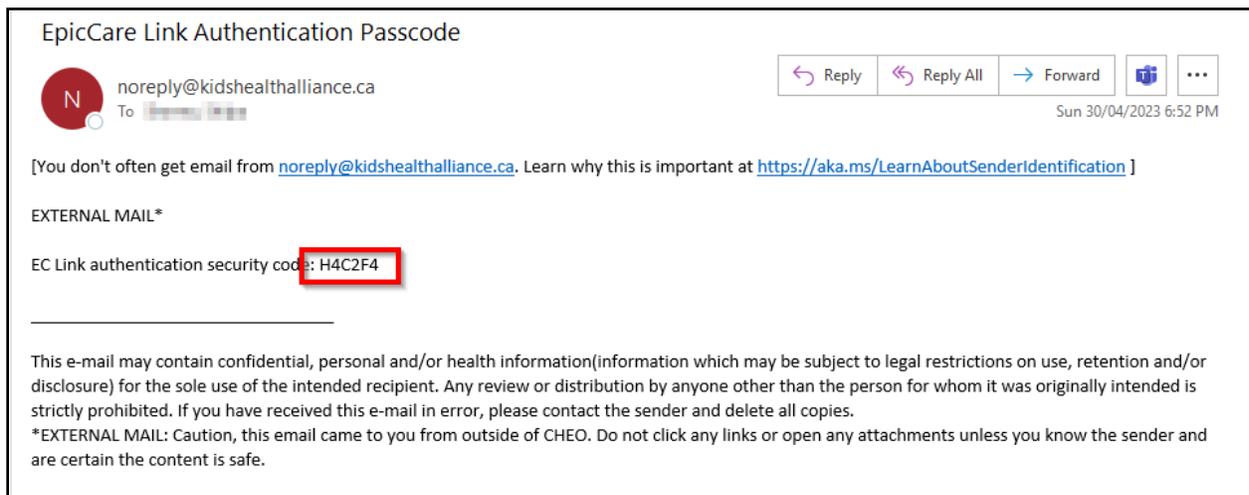
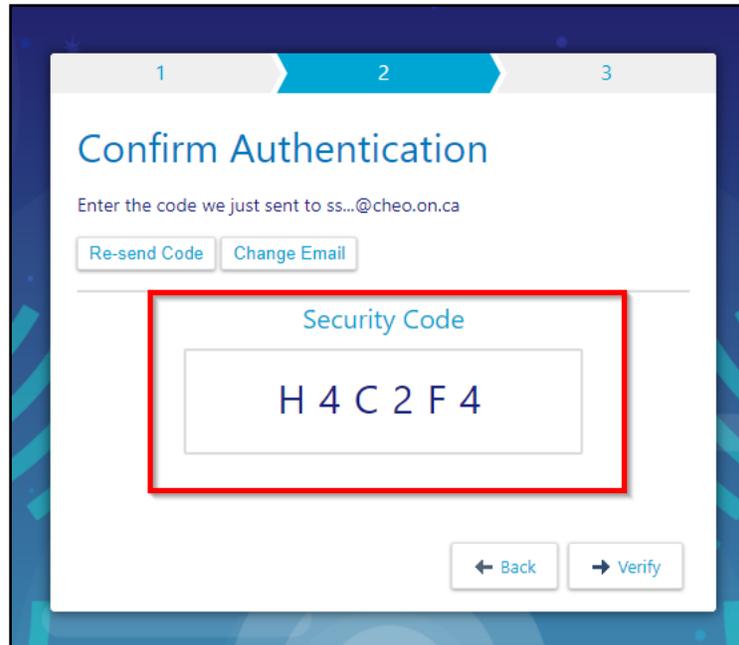
Email Address

← Back → Next

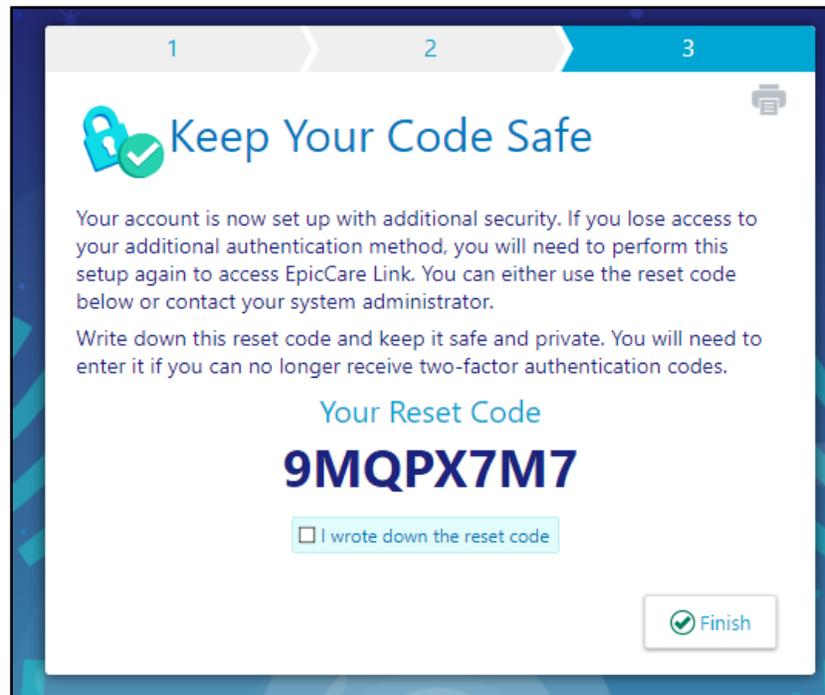


Remember that this email id will receive the passcode each time you try to login into EpicCare Link so make sure you always have access to this email id.

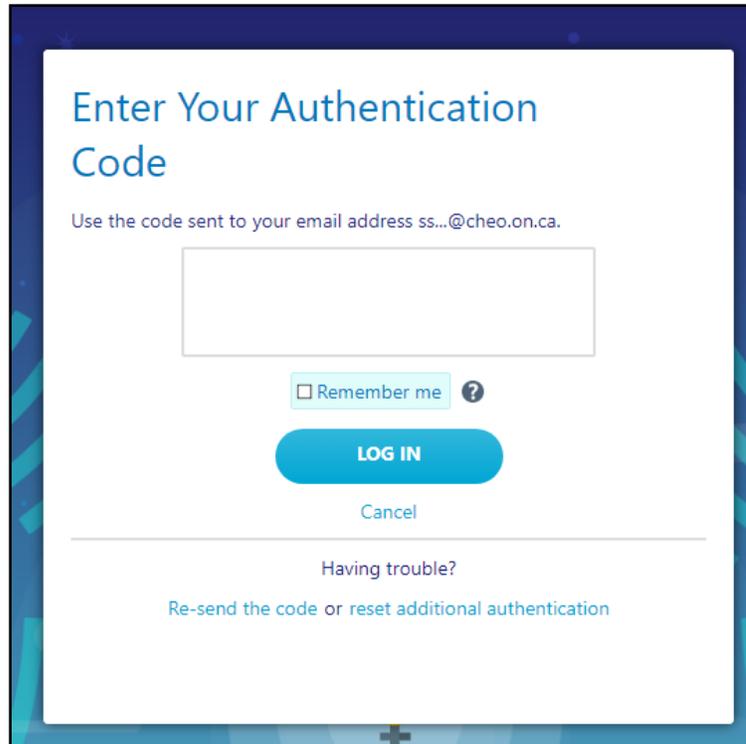
4. Please input the passcode that was sent to the email address provided in the previous step (step 3).



5. On the following screen, you will find the "reset code" which is necessary in case you lose access to your authentication method and need to reset your two-factor authentication setup. It is important to keep this code safe and private.



6. Your setup is complete. Whenever you log in to EpicCare Link, you will be prompted to enter a unique authentication code that will be sent to your email address.



Enter Your Authentication Code

Use the code sent to your email address ss...@cheo.on.ca.

Remember me ?

LOG IN

Cancel

Having trouble?

[Re-send the code or reset additional authentication](#)

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