

Site Administrator Job Aid (EpicCare Link & Tapestry Link)



EpicCare Link

After you have filled out, signed, and returned your Intermountain Health (IH) user & site agreement (ITSA) with our Affiliate Support Team, you are ready to complete the next steps in the process which includes formally requesting the setup of your clinic, site, or organization. Once you have your own site administrator access, you can continue by logging in and adding your list of users who also need access to the EpicCare Link web application.



Starting in March 2026, new EpicCare Link and Tapestry Link user account requests will NO longer be able to be submitted externally to the application and must be submitted by designated site administrator(s).

EpicCare Link Site Administrator Purpose and Role

As your group's Site Administrator user, you are empowered with a streamlined process that allows you to handle your clinic's password resets, user deactivation, and new user requests without having to call the Intermountain Health Help Desk or Hotline.

EpicCare Link Site Administrators are designed to serve as community network partners and strategic patient care liaisons with Intermountain Health with the shared goals of:

- Communication between us and your organization
- Utilization and optimization of the available configured patient data review tools
- Assurance that any issues or requests with the application are promptly addressed

Requesting a New EpicCare Link & Tapestry Link Site

1. In your web browser, navigate to: <https://elink.intermountainhealth.org/EpicCareLink>
2. Click on **Request New Account**.

A screenshot of the EpicCare Link login page. At the top right, it says 'powered by Epic' with the Epic logo. In the center, there are logos for 'Intermountain Health' and 'EpicCare Link'. Below the logos are two input fields: 'User ID' and 'Password'. Under the 'Password' field is a blue 'LOG IN' button. Below the button are two links: 'Forgot password?' and 'Request New Account'. The 'Request New Account' link is highlighted with a red rectangular box.

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The Request a new site selection screen includes a list of four site options:

EpicCare Link Site – Generally used by Family Medicine Clinics, Specialty Clinics, County Health, and Release of Information groups.

Tapestry Link Site – Select this site type if your users submit Referrals and Authorizations.

WorkMed Site – Select this site type if you are using ECL for Employer Portal, Occupational Health, or Workman's Compensation groups.

Payor/Plan Site – Select this type if you are a healthcare Payor, Plan, or Select Health specialty review group.



If you select and submit the incorrect site type, your request may be routed to the incorrect provisioning and review team, and your access, and your clinic's access might be delayed.

3. Select your appropriate new site type.
4. Complete the **Site Information** form and its required fields before clicking **Next**.
5. On the Add a user to your site screen, begin by adding yourself as the Site Administrator.
6. Fill out the required **User Information** and **Basic Information** fields and make sure to click on the "Make this user a site administrator" checkbox before clicking **Accept**.
7. Once your user information has been added, it will appear on a **User's** list:

Users				
+ Add Edit Delete				
Name	User Type	NPI	E-mail	Site Administrator
☐ SITE ADMIN, TEST	Site Administrator		testsiteadm@gmail.com	Yes

8. Add as many users as needed by clicking on the **+Add** button. You can always add additional users once you have your own login set up.
9. When adding a provider user, there are required **Credentials** (NPI # and License) fields.
10. Once you have completed adding your list of users, click on the **Verification** button on the bottom right of the screen.

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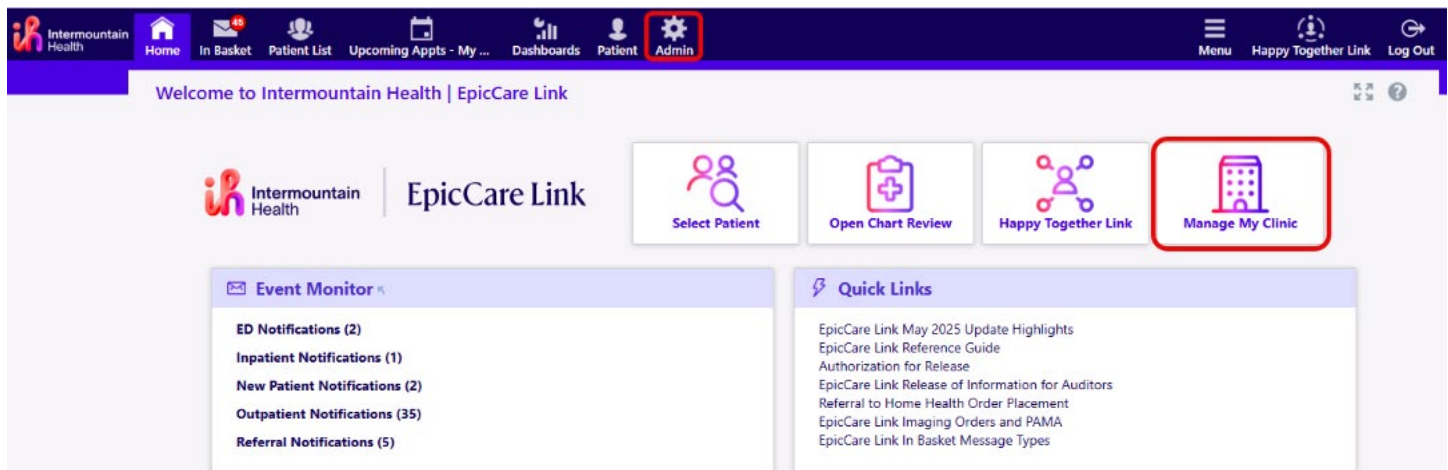
11. Complete the “I am not a robot” verification step, fill out the **Name of user Submitting this Request** field, and select your email in the **Primary contact** field (The primary contact will be used for communication about this request. A verification email will be sent to this address when your request is submitted).
12. Once submitted, you will be redirected to a New Account Request Confirmation screen. Collect your **Reference #** which can be used to check on the status of your account request and is also used during your email authentication and initial login steps.

Once a new site request is received, it is fully provisioned by the Intermountain Health administrator team typically within 3-4 business days.



Your new user login information (including a system login and how to set up your initial password steps) will be emailed to you starting with a verification email. As your group’s site administrator, you can choose how to best distribute your users’ login credentials.

Requesting New User Accounts (Manage My Clinic)



1. After logging into EpicCare Link, select either the **Admin** or **Manage My Clinic** buttons to get started.

The **Account Requests** tab shows pending and completed new account requests.

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My Groups My Facilities Account Requests Site Verification						
Account Requests						
+ Request New Account						
Name	Status	Request Date	Email	Phone	Submitted By	Reference #
Test, TestOne	Pending	3/10/25	testone@gmail.com	303-123-4567	SCLEpicCare Link, Site Ad...	55943412
User, IH Test	Pending	4/23/25	test@test.com	555-123-4567	Ih, Tapestry Link Site Admi...	55953907
Test, Test	Complete	6/26/24	test@gmail.com	303-123-4567	Test, Scmlinkadmin	55903441
WIZARD ONE, TEST SITE	Complete	8/7/24	john.resetarits@imail.org	720-261-7873	SCLEpicCare Link, Site Ad...	55907989
UTREF IH LINK NEW SITE...	Complete	8/7/24		303-123-4567	SCLEpicCare Link, Site Ad...	55908027

2. To place a new user request, select the **+ Request New Account** button to get started.
3. Choose the appropriate user type from the **Add User** list to continue.
4. Fill out the required and recommended **User, Site, and Credentials** fields before clicking **Submit Request**.
5. A **New Account Request Confirmation** message will appear on your screen with a **Reference #** to keep for your records in case you need to check on its status with the IH Administrators.



If you select and submit an incorrect user type, your request may be routed to the incorrect provisioning team, and your site's set up and access might be delayed.

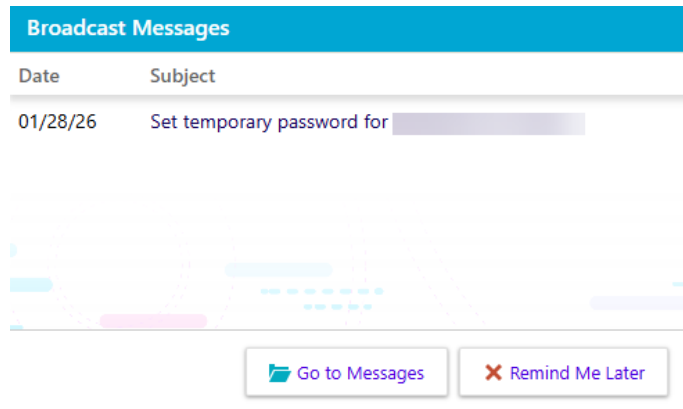
Keep Track Of Users At Your Site (My Groups)

From the **My Groups** activity, you can keep track of users at their site who have access to EpicCare Link. Site Admins are able to edit users' demographic information, reset two-factor authentication, unblock users who can't login, and update passwords. Site Admins can also deactivate users and include reasons for deactivation (i.e. User no longer employed at the organization).

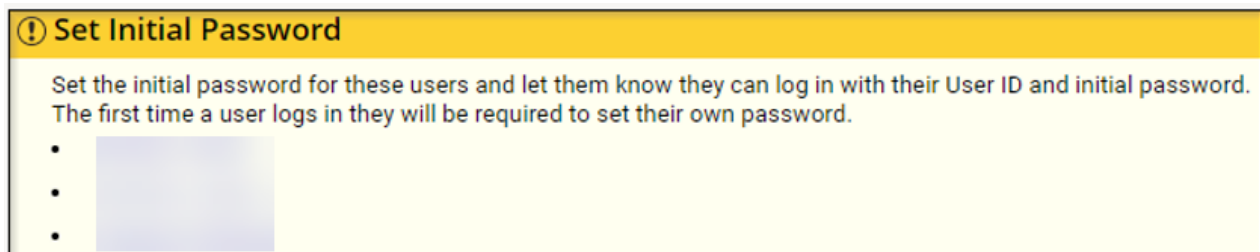
My Groups My Facilities Account Requests						
My Groups						
Set Initial Password						
Set the initial password for these users and let them know they can log in with their User ID and initial password. The first time a user logs in they will be required to set their own password.						
There are too many names to show all of them. Click a letter to filter by name.						
All Groups						
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z						
Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	
		No		Yes	10/21/2025 3:40 AM	  
		No		Yes	1/28/2026 3:15 PM	  

Set and Reset Login Passwords

Once a new user request has been completed in the system, Site Admins will be prompted to set temporary passwords for newly provisioned users at log in. Using the **My Groups** activity, the full list of users that may need to be unlocked or have their password reset will also be listed.



The Set Initial Password prompt appears only when needed. Clicking on a user in this list opens the **Change Password** window.

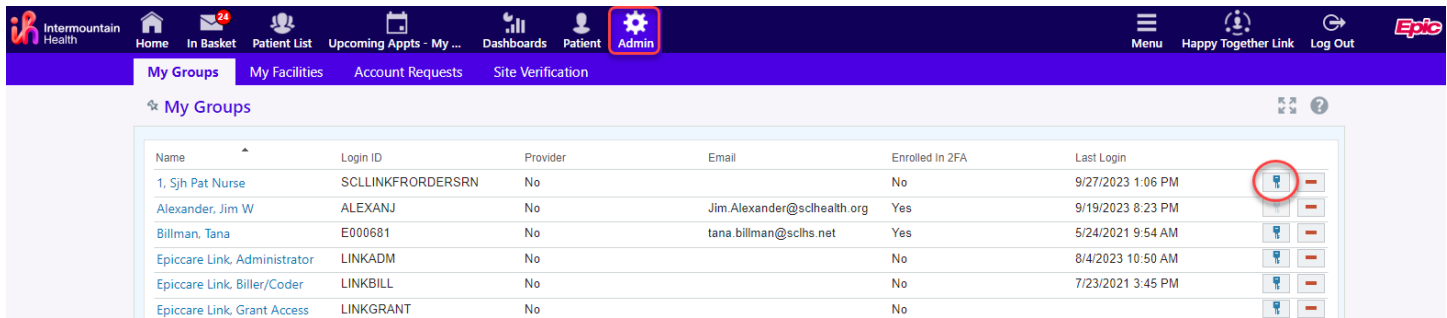


Change User Passwords

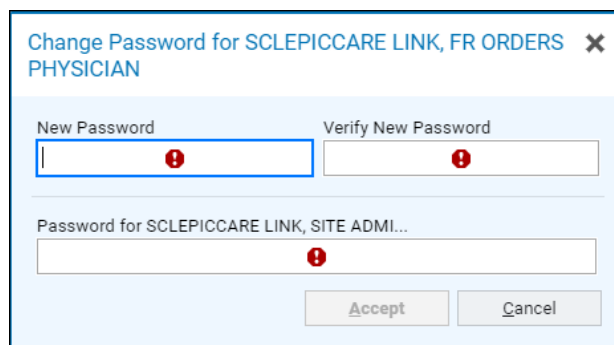
Site Admins can reset the login passwords for their list of users if necessary. After you reset a user's password, the system sends the user a notification email (if they have a valid email address in our system) to let them know that this has occurred.

1. Select either the **Admin** or **Manage My Clinic** buttons to get started.
2. With the My Groups tab selected, click on the key icon for any user whose password you need to change.

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3. In the **New Password** and **Verify New Password** fields, enter the new password for the user.

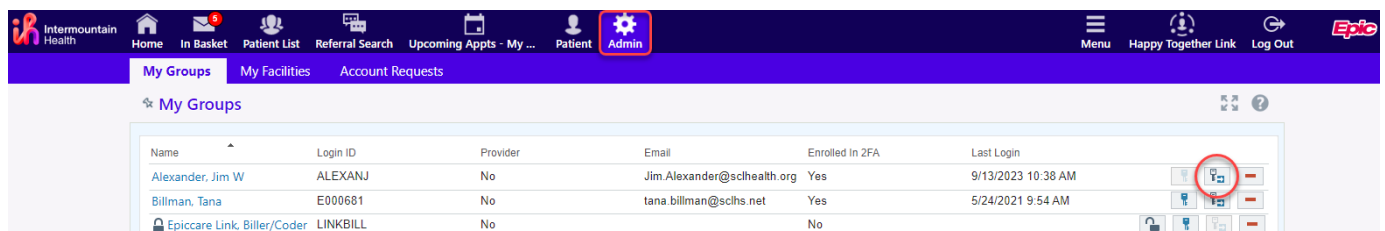


4. Enter your password in the **Password for (Your Name)** field.
5. Click **Accept**. The next time the user signs into EpicCare Link using this password, they will be prompted to select a new password.

Reset Two Factor Authentication (2FA)

You can also reset a user's two-factor authentication method settings from the My Groups activity. In the activity, you can see which users are currently enrolled in 2FA. After the reset is completed, an email is sent to the user letting them know that they can now set up their preferred 2FA method the next time they log in.

1. Click the two-factor authentication button .



2. Verify the correct user is selected and click **Reset**.

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Two-Factor Authentication Settings for SclEpicCare Link, FR Orders Nurse

ⓘ You are about to reset SclEpicCare Link, FR Orders Nurse's two-factor authentication settings.

Is user enrolled?
Yes

Method:
Email

Email:
bel****@****.org

Unblocking a User's Account

A lock icon appears next to a user's name if their login is currently blocked. Click on the unlock icon to remove the block on the account. You can do this only if an account was locked because of inactivity or because of too many unsuccessful login attempts. Other reason prompt you to contact the system administrator (Intermountain Health).

1. Click the **unlock** icon.

My Groups My Facilities Account Requests						
My Groups						
Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	
Alexander, Jim W	ALEXANJ	No	Jim.Alexander@schhealth.org	Yes	9/13/2023 10:38 AM	  
Billman, Tana	E000681	No	tana.billman@schhs.net	Yes	5/24/2021 9:54 AM	  
 Epiccare Link, Biller/Coder	LINKBILL	No		No		  
Epiccare Link, Grant Access	LINKGRANT	No		No		  

2. Click **Unblock**.

Unblock Epiccare Link, Biller/Coder

ⓘ Login block reason: Inactive for too many days

Do you want to unblock Epiccare Link, Biller/Coder?

If the account remains blocked or unable to be unlocked by you for any other reasons, please call the **Intermountain Health Technical Assistance Center** at 1-877-725-4837.

Deactivating a User

There are two types of EpicCare Link users that will be displayed on your My Groups list: those with EpicCare Link access (Providers, Clinical Staff) and Providers who are associated with your Provider Group, but who do not have access to the application and will appear on the list with (No Access) under their Login ID column. Associated providers are associated with your clinic because others in your clinic need to be able to view their specific patient's charts. Provider users who have EpicCare Link access are also automatically associated with your clinic's Provider Group.

My Groups My Facilities Account Requests						
My Groups						
Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	
Alexander, Jim W	ALEXANJ	No	Jim.Alexander@scelhealth.org	Yes	9/13/2023 10:38 AM	
Billman, Tana	E000681	No	tana.billman@sclhs.net	Yes	5/24/2021 9:54 AM	
Epiccare Link, Biller/Coder	LINKBILL	No		No		
Epiccare Link, Grant Access	LINKGRANT	No		No		
Epiccare Link, Site Administrator	LINKSITEADMIN	No	linkmd@sclhs.net	No	1/3/2018 3:28 PM	
Finnemeyer, Belinda D	S054004	No	belinda.finnemeyer@scelhea...	Yes	9/27/2023 11:53 AM	
Johnson, Sandra O	E001851	No	Sandra.Johnson@sclhs.net	Yes	6/3/2021 9:06 AM	
Link, Orders Physician	SCLLINKFRORDERSMD	Yes		Yes	9/19/2023 1:04 PM	
Sclepiccare, MD						
Sclepiccare Link, Webster Nurse	SCLLINKRNWEBSTER	No		No		
Sclepiccare Link, Webster Physician	(No Access)	Yes		No		
Sclepiccare Link, FR Orders Nurse	SCLLINKFRORDERSRN	No		Yes	1/31/2023 11:37 AM	
Sclepiccare Link, Front Desk	SCLLINKFD	No		No		

1. Select either the **Admin** or **Manage My Clinic** buttons to get started
2. On the **My Groups** tab, click on the Minus (-) icon at the end of the row for the end user you need to deactivate.
3. Depending on the user's role and access, one of the forms below will be displayed. For providers who are both associated with your Provider Group and have EpicCare Link Access, select the button that applies to your situation under **What to remove**, as shown in step 1 in the form on the left. For all other users, enter a **Comment** describing why you're deactivating the user and click **Deactivate**.

My Groups My Facilities Account Requests						
My Groups						
Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	
Alexander, Jim W	ALEXANJ	No	Jim.Alexander@scelhealth.org	Yes	9/13/2023 10:38 AM	
Billman, Tana	E000681	No	tana.billman@sclhs.net	Yes	5/24/2021 9:54 AM	
Epiccare Link, Biller/Coder	LINKBILL	No		No		
Epiccare Link, Grant Access	LINKGRANT	No		No		

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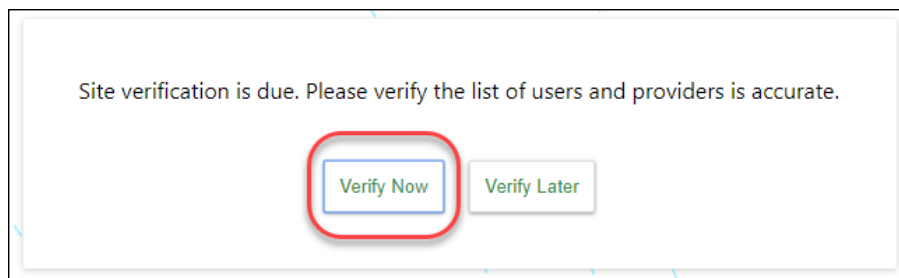
EpicCare Link

Depending on the user's role and setup, deactivating them will vary:

Role	Logs into EpicCare Link?	Is a provider in your provider group?	Result
Non-provider	Y	N	The user's access is automatically deactivated and unlinked from your clinic.
Provider	Y	N	The provider's access is automatically deactivated and unlinked from your clinic's provider group.
Provider	N	Y	They are removed from your clinic's provider group.
Provider	Y	Y	It depends on whether you deactivate their log in access, their association with their provider group, or both.

Site Verification

Every 3 months, you will receive a message from Intermountain Health asking you to verify that all the users working at your site are current and active. When you log in to EpicCare Link you will see this message:



Clicking on **Verify Now** opens the **Site Verification** tab of the **Admin** activity. From the **Site Verification** tab, verify which users are currently working at your site and which ones have left and should no longer receive authorized access by clicking the **Yes** or **No** buttons as appropriate. Clicking No automatically deactivates a user's account and removes them from your site.

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EpicCare Link

My Groups My Facilities Account Requests Site Verification							
Site Verification							
IH LINK PATIENT GROUP							
Users who can log into Intermountain Health EpicCare Link							
Active	Name	Login ID	Provider	Email	Phone	Address	Last Login
☐ Yes ☒ No	1, Sjh Pat Nurse	SCLLINKFORDERSRN	No			test account	9/27/2023 1:06 PM
☐ Yes ☒ No	Alexander, Jim W	ALEXANJ	No	Jim.Alexander@schs...			9/19/2023 8:23 PM
☐ Yes ☒ No	Billman, Tana	E000681	No	tana.billman@schs.net	406-237-3258	MT DPHHS 2030 11th ...	5/24/2021 9:54 AM
☐ Yes ☒ No	Epiccare Link, Administ...	LINKADM	No		555-5555	123 Anywhere St. Ver...	8/4/2023 10:50 AM

Clicking **No** for a user also displays a **Comment** field. This information is sent in an **In Basket** message to IH Administrators to complete the remaining pieces of the deactivation process.

My Groups My Facilities Account Requests Site Verification			
Site Verification			
IH LINK PATIENT GROUP			
Users who can log into Intermountain Health EpicCare Link			
Active	Name	Login ID	Provide
☐ Yes ☒ No	1, Sjh Pat Nurse	SCLLINKFORDERSRN	No
☐ Yes ☒ No	Alexander, Jim W	ALEXANJ	No
Comment			

If you have associated providers listed in your site's Provider Group, you will see their names in a separate list at the bottom of the **Site Verification** tab. This allows you to deactivate their user access and their association with your clinic separately if needed.

My Groups My Facilities Account Requests Site Verification						
Site Verification						
☐ Yes ☒ No	SCEpicCare Link, Fro...	SCLLINKFD	No			8/24/2023 10:45 AM
☐ Yes ☒ No	Sclepiccare Link, Happ...	SCLLINKHT	No		test user for HEL	3/17/2022 9:44 AM
☐ Yes ☒ No	ScEpicCare Link, MT ...	SCLLINKMTORDERSRN	No		test account	12/6/2022 2:22 PM
☐ Yes ☒ No	Sclepiccare Link, Mt Or...	SCLLINKMTORDERSMD	Yes		test account	2/8/2023 2:55 PM
☐ Yes ☒ No	SCEpicCare Link, Nurse	SCLLINKRN	No	scllinkrn@schs.net	test account	9/26/2023 3:07 PM
☐ Yes ☒ No	SCEpicCare Link, Site...	SCLLINKSITEADM	No	scllinksiteadm@schs.net		9/27/2023 3:25 PM
☐ Yes ☒ No	ScEpicCare Link, WS ...	SCLLINKWSORDERSRN	No		test account	8/31/2023 3:12 PM
☐ Yes ☒ No	Sclepiccare Link, Ws O...	SCLLINKWSORDERS...	Yes		test account	9/27/2023 1:39 PM
☐ Yes ☒ No	Vialpando, Venina	E002570	No	venina.vialpando@sch...	Analyst Business HIM ...	6/18/2021 10:06 AM
Providers for this group						
Associated	Name	Provider ID	User	Phone (Primary)	Fax (Primary)	Address (Primary)
☐ Yes ☒ No	Ihepiccare Link, Physiclan	4163975	Yes	555-555-5555		12600 W Colfax LAKEW...
☐ Yes ☒ No	Link, Orders Physician Sc...	4209857	Yes			
☐ Yes ☒ No	ScEpiccare Link, Webst...	4164385	No	555-555-5555		12600 W Colfax Lakewoo...
☐ Yes ☒ No	Sclepiccare Link, Mt Orde...	4213601	Yes			
☐ Yes ☒ No	Sclepiccare Link, Ws Ord...	4213600	Yes			
Acknowledgement I hereby acknowledge, affirm, and agree that the user and provider information stated here is true, correct, and complete to the best of my knowledge and belief and is furnished in good faith.						
☒ Acknowledge & Verify						

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EpicCare Link

For providers, click **Yes** in this section to keep them associated with your clinic and Provider Group. This association continues to automatically add their patients to your Patient List, and you will continue to receive Event Notifications for them. Click **No** to break the association.

After you have clicked **Yes** or **No** for each row, click **✓ Acknowledge & Verify** to close the screen. When complete, the **Site Verification** tab will no longer be displayed.

Additional Assistance

If additional assistance is needed or you are prompted to contact your system administrator, please reach out to one of our support teams in one of the following ways:

EpicCare Link support email: IH_EpicCareLinkSupport@imail.org
EpicCare Link support hotline: (877) 725-4837

Tapestry Link support email: IH_TapestryLink_Support@imail.org
Tapestry Link support hotline: (702) 253-2680