We're making important changes to UVA Health EpicCare Link. On March 26, 2024, UVA Health EpicCare Link is adding new features. *These will require you to take action.*

EpicCare link will be:

- More secure, because we're implementing two-factor authentication
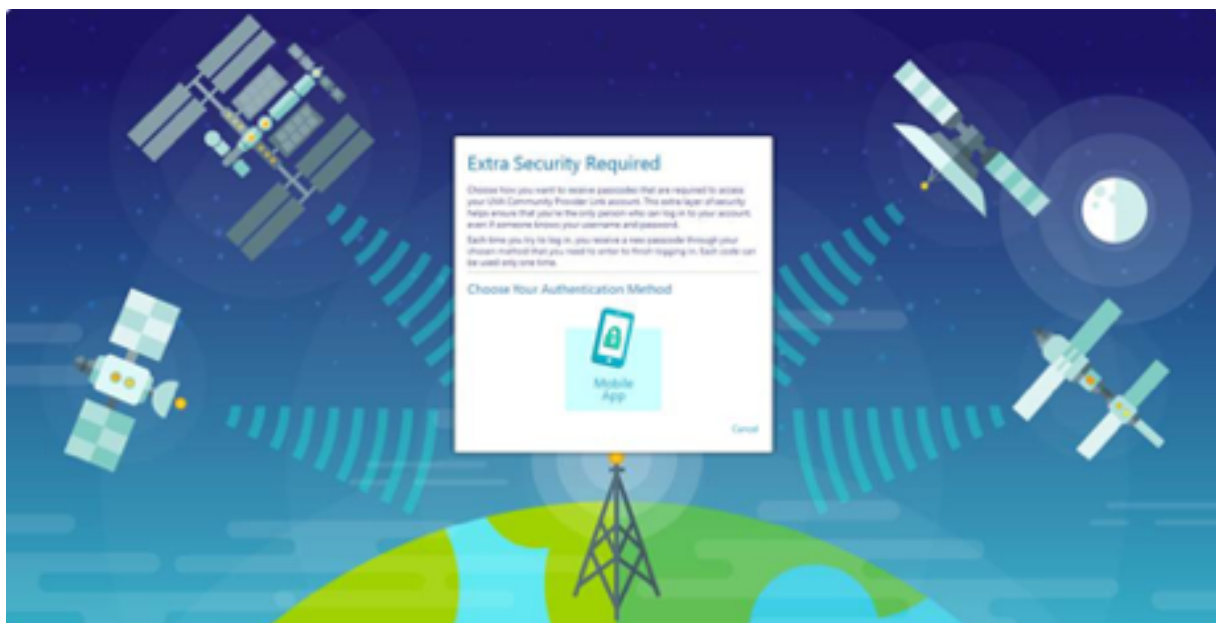- Easier, because we're improving how to request and reset your password

Adding two-factor authentication

The protection and security of patient data is a top priority for us.
Two-factor authentication (2FA) helps us ensure that we're keeping patient data as secure as possible.
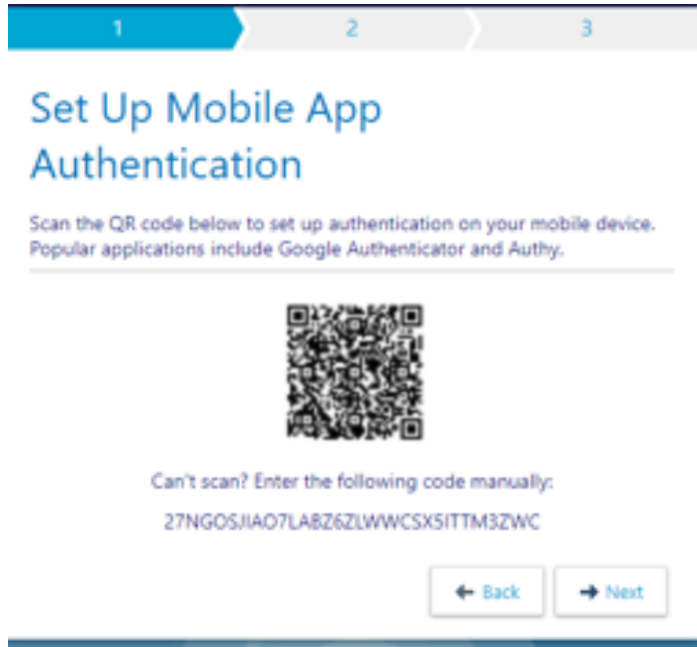
How do I get started with 2FA?

As of March 26, 2024, you'll get a prompt when logging in to EpicCare Link to set up 2FA. The prompt will look like:
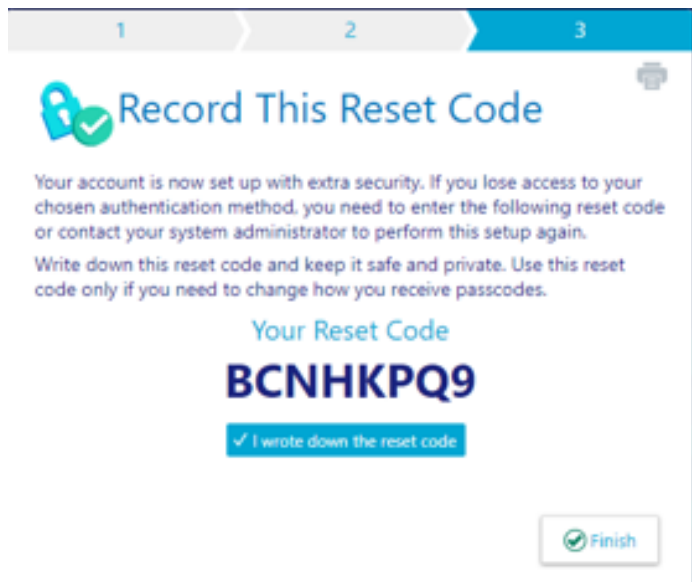
You'll need to:

- Download a mobile authenticator app
- Enter a security code sent via the mobile authenticator
- Also enter your typical log in credentials

For the authenticator, you can use Duo, Google Authenticator, Authy, or Microsoft Authenticator.

You'll need to download one of these apps from the app store before accessing EpicCare Link.

Once you log in, you'll get a QR code to complete 2FA setup. Afterward, you'll need to use the same app each time you log in.
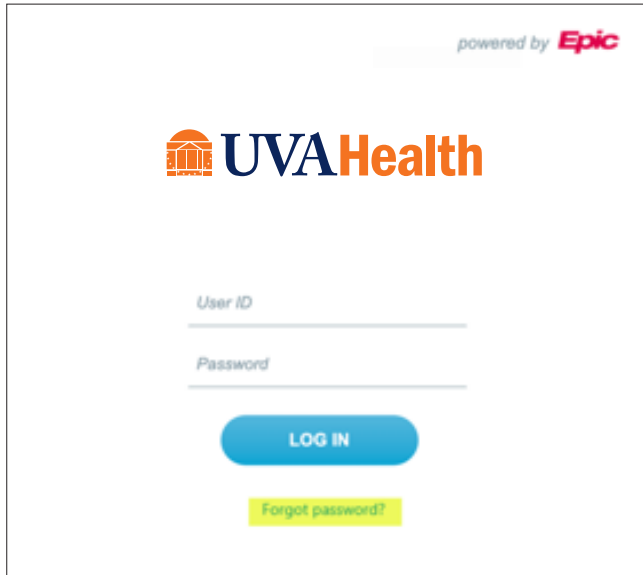

Once you set up your 2FA, you will receive a reset code. Write down and save this code.

You'll need it to reset your access to EpicCare Link if you lose access to your authentication method.

If you don't set up 2FA, you won't be able to access EpicCare Link.

Self-Service Password Reset

For your convenience, you'll be able to reset your password via a self-service link from the EpicCare Link login screen. The link is highlighted here:

When you click "Forgot Password" you'll need to:

- Enter your username
- Enter the answers to any challenge questions
- Enter your new password

If you don't remember your username, you can't reset it using this method. *You'll need to contact the helpdesk to reset.*

If you have any questions or would like help with these changes, contact the UVA Health Helpdesk at 434.243.2500.

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