

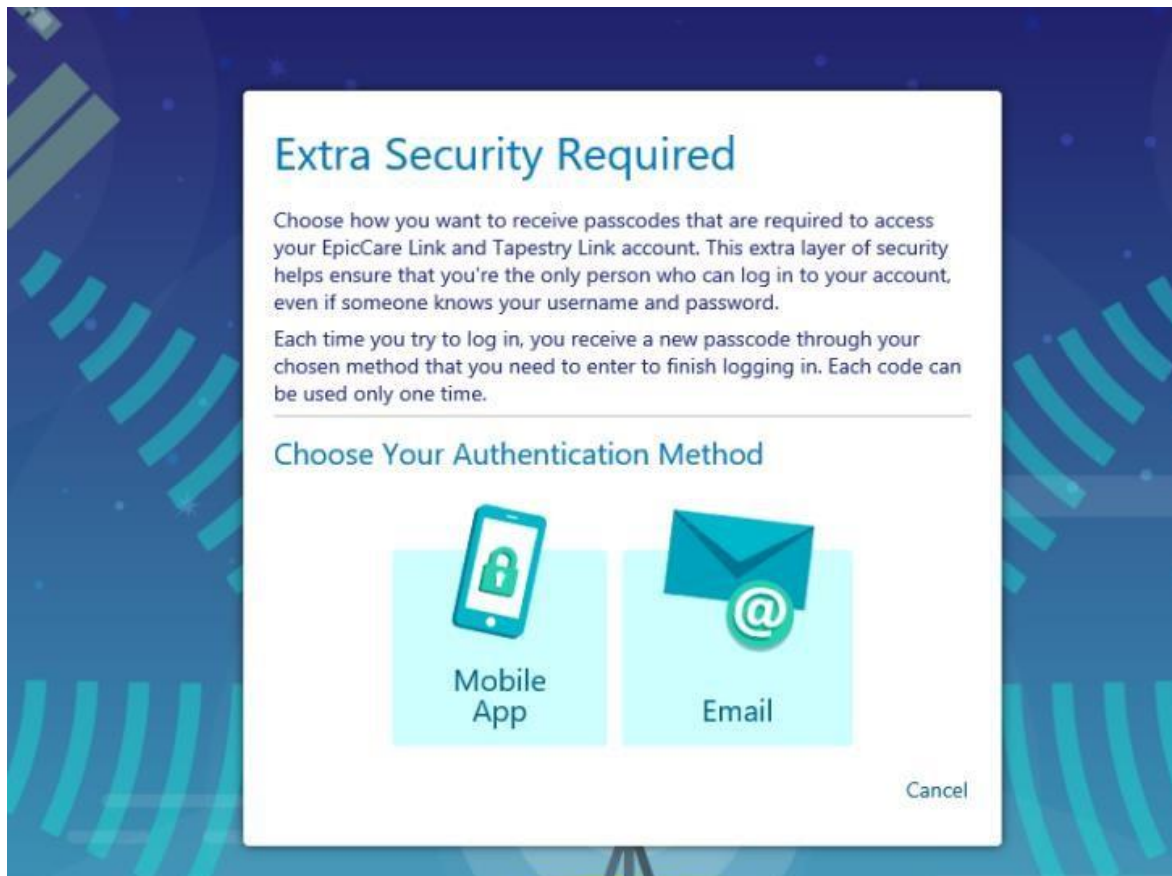


Vitruvian Health

Vitruvian Health Link: Two-Factor Authentication

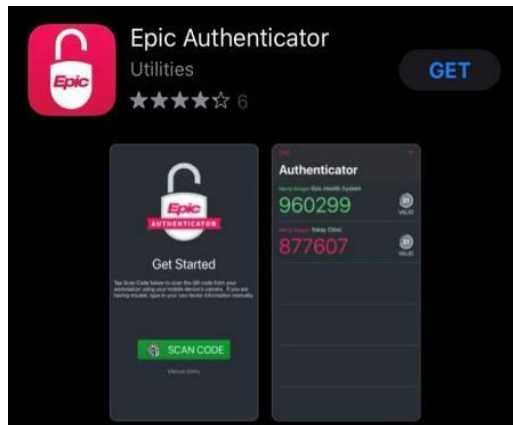
Try It Out

1. After logging into the EpicCare Link website, users will be prompted to choose an authentication method. You can choose to use either a mobile app or your email address.

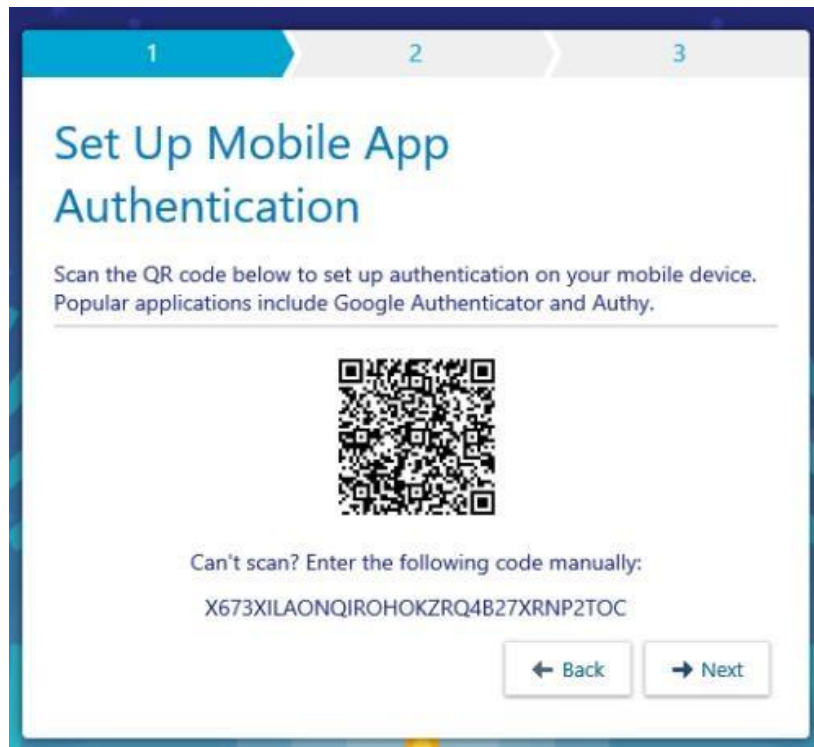


Mobile App Option (Recommended)

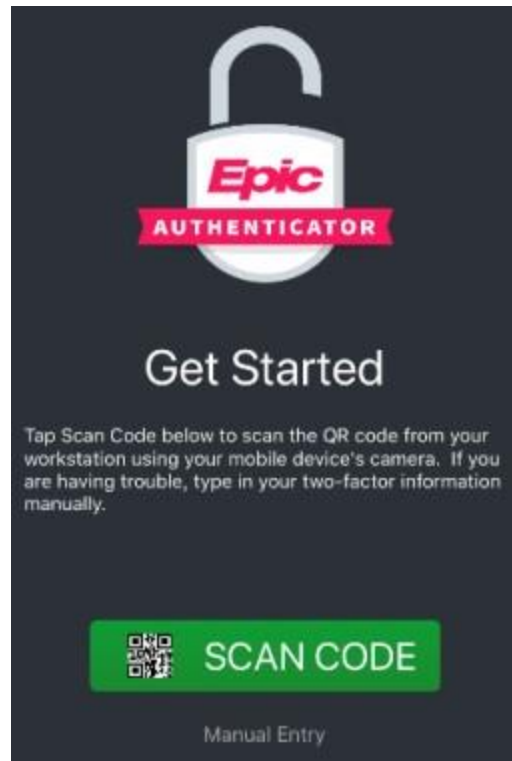
1. If you would like to use the mobile app option, users must first download an app named **Epic Authenticator** from their mobile device's app store.



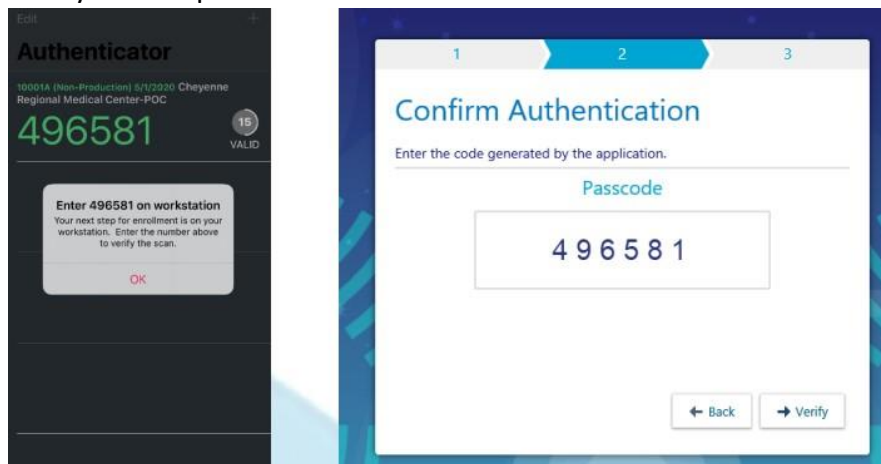
2. Once the app is downloaded on your device, click the **Mobile App** option on the login screen. You will be prompted to set up mobile app authentication with a QR code on the screen.



3. Open the Epic Authenticator mobile app and click **Scan Code** on the Get Started page.



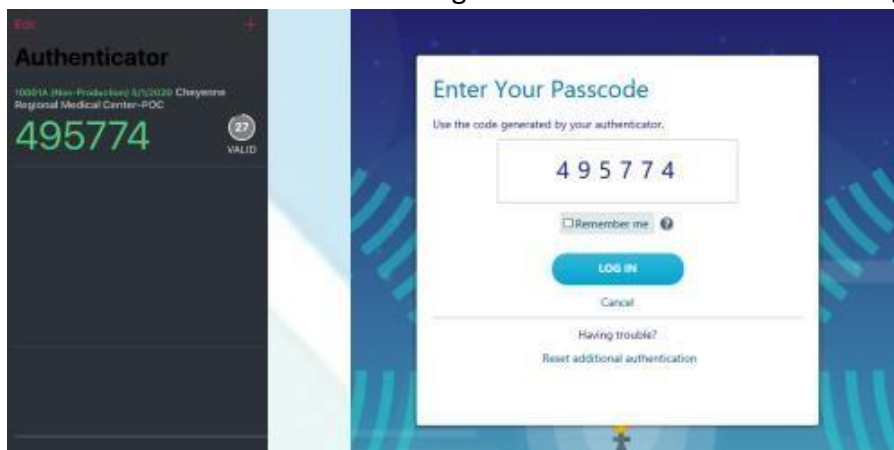
4. If prompted, select **Allow** on your device to access the camera. Once the camera opens, point the camera to the QR code on your computer screen. The app will give you a code to enter on your computer.



5. After entering the code, click Verify. You will be given a **Reset Code** on the next screen. Make sure to **Write Down This Code** in the event that need to change how you receive passcodes. Click the **Checkbox** and then click **Finish**.



6. You are now setup with the mobile app for authentication. The next time you login to EpicCare Link, you will only be asked to enter a passcode after entering your username and password. Simply open the app on your device and enter the code into the computer and click LOG IN. Each code is good for 30 seconds and will change after that



Email Option

1. To use the Email authentication method, click on the Email option and enter your email address. Click Next.

1 2 3

Set Up Email Authentication

Enter the email address where you will receive passcodes.

Email Address

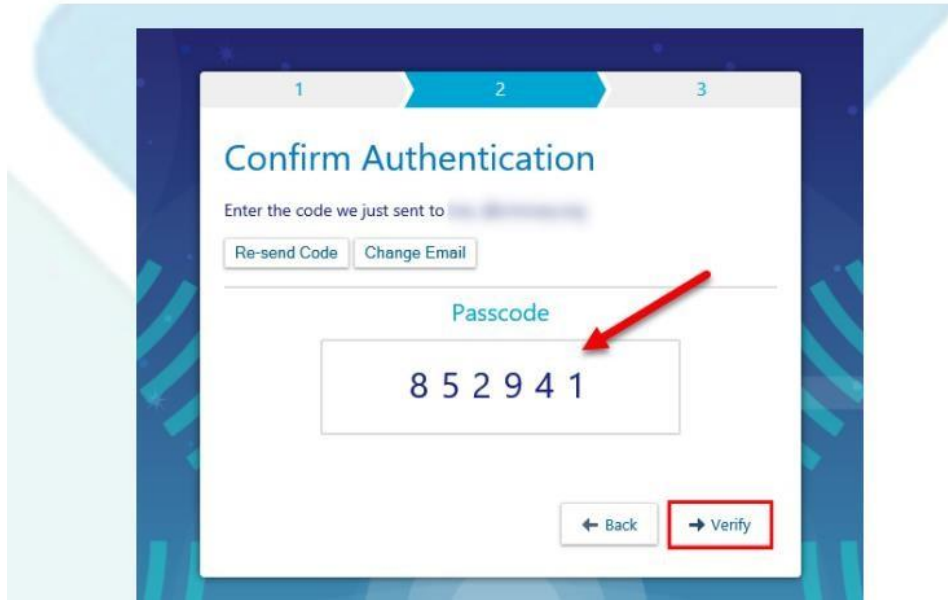
← Back → Next

2. Check your email and enter the passcode into the computer. Click **Verify**

EpicCare Link and Tapestry Link Authentication Passcode



Please enter your passcode: 852941



1 2 3

Confirm Authentication

Enter the code we just sent to [redacted]

Re-send Code Change Email

Passcode

8 5 2 9 4 1

← Back → Verify

3. You will be given a **Reset Code** on the next screen. Make sure to **Write Down This Code** in the event that need to change how you receive passcodes. Click the **Checkbox** and then click Finish.



1 2 3

Record This Reset Code

Your account is now set up with extra security. If you lose access to your chosen authentication method, you need to enter the following reset code or contact your system administrator to perform this setup again.

Write down this reset code and keep it safe and private. Use this reset code only if you need to change how you receive passcodes.

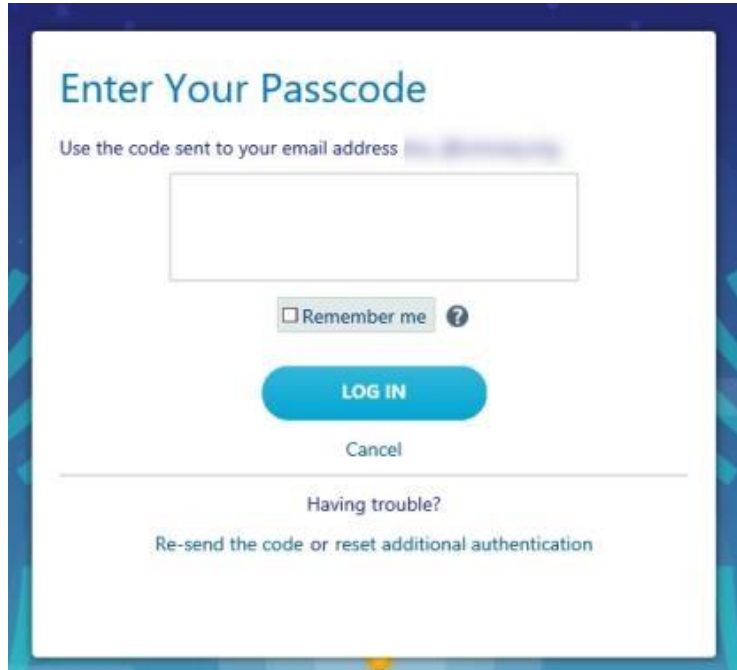
Your Reset Code

SH6NC8PM

1 I wrote down the reset code

2 Finish

- Each time you login to EpicCare Link going forward, you will receive an email with a new passcode to enter.



The screenshot shows a login interface with the title "Enter Your Passcode". Below the title, it says "Use the code sent to your email address" followed by a blurred email address. There is a large empty text input field for the passcode. Below the input field is a checkbox labeled "Remember me" with a question mark icon to its right. Underneath the checkbox is a blue "LOG IN" button, and below that is a "Cancel" link. At the bottom, there is a "Having trouble?" link and a "Re-send the code or reset additional authentication" link.

You Can Also...

You can use the Remember Me feature to remember your computer, so that you are not prompted as often to enter a code.



This screenshot is identical to the one above but includes annotations. A red arrow points from the "Remember me" checkbox to the passcode input field. The "Remember me" checkbox and its label are enclosed in a red rectangular box. The "LOG IN" button and "Cancel" link are also visible at the bottom.