Epic Tips and Tricks Title: EpicCare Link – How to Change Login Password	
Application: EpicCare Link ("Henry Ford Epic Access")	
End User Support: All EpicCare Link Users	
Date: 12/6/19	**Revision Number:** 2.0

Try It Out

Steps all "Henry Ford Epic Access" (EpicCare Link) users will follow to change their login (Active Directory/CORP) password prior to expiration or after Help Desk temporarily resets the password.

Step by Step Process: Quick Instruction

A. **Scenario: Password has not yet expired, pro-actively changing password**
   1) Click on top right button titled "**Menu**", click on "**Settings**", then click on option "**Change Password**".
   2) Enter in "**Old Password**" with current password, then enter in your new personal password in the fields "**New Password**" and "**Re-enter New**". Finally click [**Accept**].
   3) When password is successfully changed, the message "**Your password was successfully changed.**" will display in the upper left of the screen. Begin using your new password when you login next time.
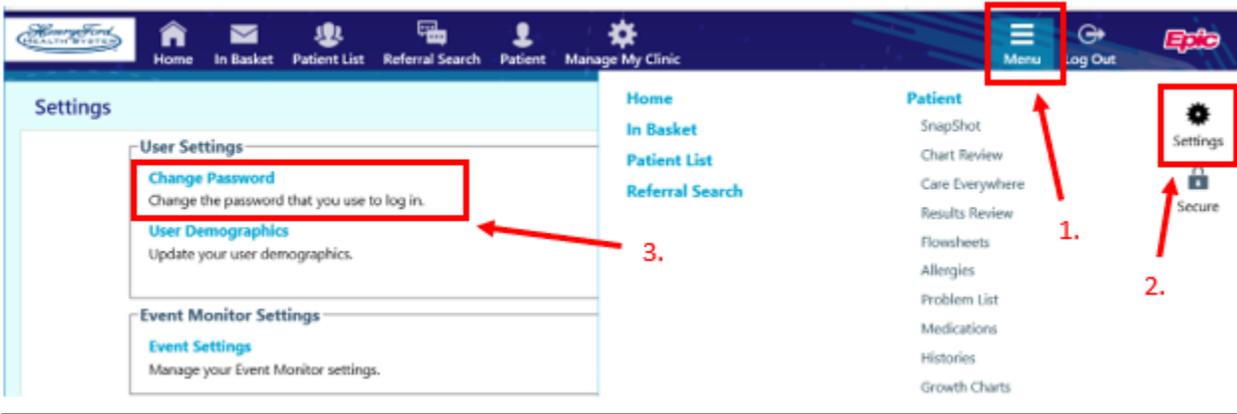
B. **Scenario: Password expired, called Help Desk to have it temporarily reset**
   1) After password is temporarily reset by the Help Desk, use that temporary password to login and then user will be notified it expired and be prompted to change the password.
      i. NOTE: A temporarily reset password will only allow the user one-time use of it to login, then user will be prompted to change it to their own personal password.
   2) Enter in "**Old Password**" the temporary password value provided by the Help Desk, then enter in your new personal password in the fields "**New Password**" and "**Re-enter New**". Finally click [**Accept**].
   3) When password is successfully changed, the message "**Your password was successfully changed.**" will display on the screen. Begin using your new password when you login next time.

Step by Step Process: Detailed Instruction

## A. Scenario: Password has not yet expired, pro-actively changing password

STEP 1: Click on top right button titled "**Menu**", click on "**Settings**", then click on option "**Change Password**".

STEP 2: Enter in "**Old Password**" with current password, then enter in your new personal password in the fields "**New Password**" and "**Re-enter New**". Finally click [**Accept**].
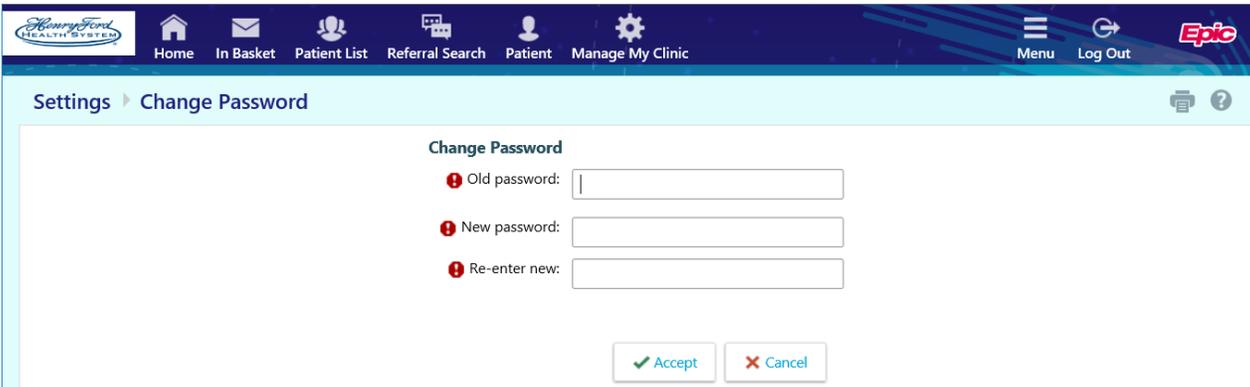
STEP 3: When password is successfully changed, the message "**Your password was successfully changed.**" will display in the upper left of the screen. Begin using your new password when you login next time.
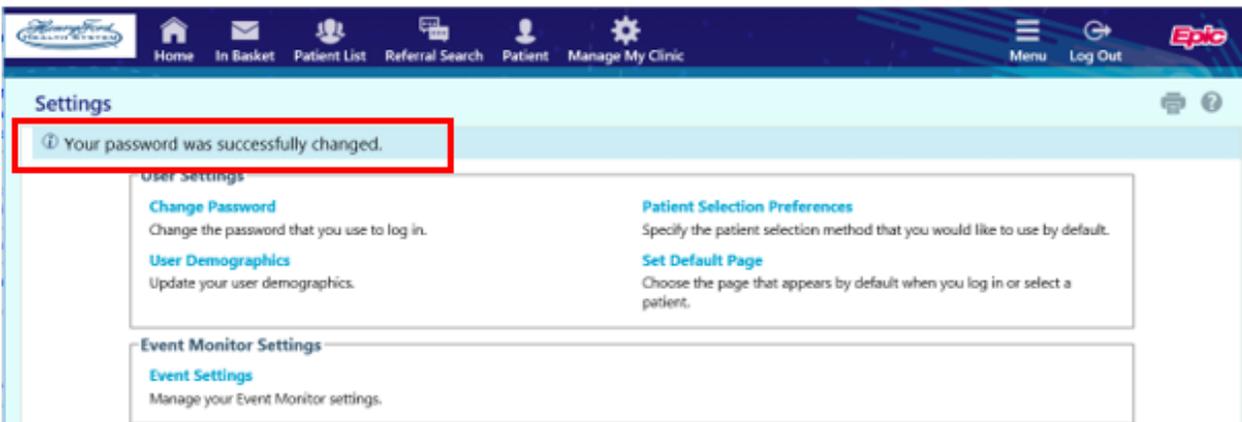
B. Scenario: Password expired, Called Help Desk to have it temporarily reset

STEP 1: After password is temporarily reset by the Help Desk, use that temporary password to login and then user will be notified it expired and be prompted to change the password.

> NOTE: A temporarily reset password will only allow the user one-time use of it to login, then user will be prompted to change it to their own personal password.

STEP 2: Enter in "**Old Password**" the temporary password value provided by the Help Desk, then enter in your new personal password in the fields "**New Password**" and "**Re-enter New**". Finally click [**Accept**].

STEP 3: When password is successfully changed, the message "**Your password was successfully changed.**" will display on the screen. Begin using your new password when you login next time.