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Purpose: EpicCare Link User Requests – Frequently Asked Questions

Contact: Allina Service Desk, 612-262-1900 or 800-315-4085

EpicCare Link User Requests – FAQ's

Do I have security to submit the new users and terminations?

In March of 2016 the new process for managing EpicCare Link users was rolled out to the site contacts. Existing site contacts received email communications with instructions to get set up as the site submitter. If you did not work with Allina Health prior to the go live then you are not completely set up and will not be able to log in to the new process. You must also have an RSA Token now in order to submit new requests.

How do I get set up to manage our user's access?

Please contact the Allina Service Desk (612-262-1900) and indicate that you need to get set up to be able to manage the EpicCare Link requests for your site. The Service Desk will send this request on to the security team who will contact you.

What is required to become the user manager at a site?

The site must first be an established site using EpicCare Link. The designated person(s) will need to be enrolled with the Allina Health HR department in order to receive a user ID. Each submitter is required to have an RSA token in order to access the two sites needed to manage new and termed users. Allina Health will supply each site with up to 2 RSA Tokens and additional tokens will need to be purchased for \$75 each.

I did not receive a password with the user Login ID, where can I get this?

When the user ID has been assigned and the email is sent to the requestor, the following information is included in the email. To create the users **temporary password**, you must add this extension to the Employee ID as it will not be included: **aH**

Employee Name: Test, Mary A

Employee ID: 811731**aH**

Allina Login ID: a012345

If you did not receive the email with the above information, have the user contact the Allina Health Service Desk at 612-262-1900.

What is the turnaround time for a new user ID?

The Service Level Agreement for new ID's is 24 business hours. If you do not receive an email from Allina Health containing the User ID and Employee ID, please contact the Service Desk at 612-262-1900.

Who will receive the email containing user information when complete?

The person who submitted the HR form online. Users do not receive the email when their set up is complete, however they may receive training information via email if their email address is on file.

Why didn't I receive the email from Allina Health containing the new user information?

Contact the Allina Service Desk (612-262-1900) to inquire about the user information. There are typically only a few reasons why this may happen and the Service Desk can supply the user information if it is complete and start to troubleshoot why an email was not received. Common reasons why requestor did not receive email:

- The requestors email is not on file or is invalid
- Your email administrator has the Allina email blocked (contact your IT department to troubleshoot)
- User has other records from previous Allina access that may interfere with where the email is sent

How do I term a user?

In the same way that you request a new user, you must term them. Log in to the HR form and pull up the user. Select the option to terminate/inactivate user. Immediately following that submission access the WebCARF and submit the termination for EpicCare Link – View Only security. You will receive confirmation emails for these submissions.

Why isn't terminating a user in my list of options in the HR online form?

If you are not listed in our HR system as the user's manager, you will not be able to term them. Report this instance to the Service Desk at 612-262-1900. Proceed to submit the second step, the WebCARF termination. This does not require you to be the manager in order to submit.

How do I request a new token or a token transfer?

RSA Token Requests (new and transfers) will now be submitted to the Allina Service Desk (612-262-1900). Identify yourself as an EpicCare Link submitter and indicate that you need to start a request for an RSA Token. You must include the following:

- New Tokens:
 - New Users Name
 - New Users Login ID
 - Billing address, phone & contact
 - Shipping address, phone & contact
- Transfer token:
 - New Users Name
 - New Users Login ID
 - Token Serial Number (found on the back of the token)

How much does an RSA token cost?

RSA tokens cost \$75 (plus shipping) for a 3 year period. Each user must have their own token assigned to them and these cannot be shared.

What do I do if my token is going to expire?

Allina Health will email the site contact several months prior to expiration to confirm the renewal. Renewal RSA tokens cost \$75 (plus shipping) for a 3 year period.