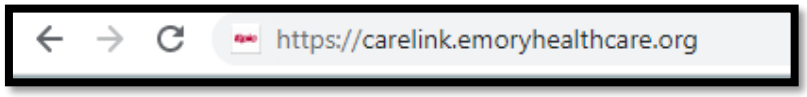
EMORY HEALTHCARE | Link

Tip Sheet

Need Help? Have a Question?
https://emoryhealthcare-pub.kinops.io/#/ehc-link-pub

How to Log-In

Steps to Log-In:

1	Select or copy/paste this URL into a browser such as Chrome: https://carelink.emoryhealthcare.org **Note:** Internet Explorer is not supported	 *Recommend saving as a favorite*
	Supported Operating Systems • Google Chrome - version 88 or above • Microsoft Edge – version 88 or above • Mozilla Firefox - version 78 or above • Apple Safari - version 14 or above	**Not Supported Operating Systems** • Internet Explorer
2	Enter **User ID** = Work email. *This is the email submitted with your request. If you have questions about your email. Contact your Site Administrator.*	
3	Enter **Password**= Initial password is a combination of: • First 3 letters of your Last name with the **First Letter a capital** • Your birth year • Two # symbols Example: Sally Jones, birth year 2000 Password is Jon2000##	
4	**Change Password** **Old password**=Initial Password from above. **New password** = (9 characters to include **one Capital letter**, **one Numeric**, and one Special character) **Re-enter new**= New Password Select *"Accept"*	
5	Select "OK"	

6	**Set up Two-Factor Authentication (2FA)** Choose Your Authentication Method Emory recommends DUO however any 2FA authentication vendor will do. **Reminder!** you will want to open your 2FA application (app)	
7	**Set up account** Open up your 2FA Application and follow the instructions for setting up account. **Note:** The screenshot is an example of Mobile App	
8	**Enter Passcode** Displayed from your 2FA Application Select *"Verify"*	
9	**A reset code will appear on this view. Recommendation:** You write down the code. You may need it in the future. Select *"Finish"*	
10	**Review Terms and Conditions.** Select *"Accept"*	

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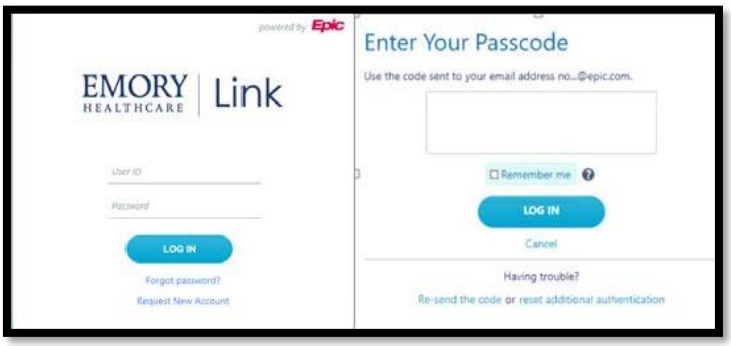
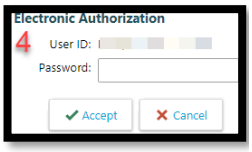
11	**To Log Out**-select the *Log Out* icon Top Right **Reminder: Job Aids and Quick Start Guides** are located under "Quick Links"	
12	**Future Login** Select or copy/paste this URL into a browser such as Chrome: https://carelink.emoryhealthcare.org **Enter USER ID** **Enter Password** **Enter 2FA Passcode** **Reminder:** If you cannot remember if you set up email or mobile, see small print above box for a hint.	 **Recommendation:** Check remember me

Recommendation: Set up Password Challenge Questions

Easy as 1-2-3-4

Set challenge questions so that if you forget your Emory Healthcare Link login password, you can reset it by answering the questions correctly.

Click on **Menu>Settings>Challenge Questions. Enter you current Emory Healthcare Link password & click Accept**



- Under the Questions column, click on the magnifier glass to populate s drop down list of questions.
- Left click to select a question. You are taken back to the Challenge Set up Screen.
- In the answer column, type your answer to the selected question.
- Click on the magnifier glass of the second question and select your desired question. Click accept and enter the answer.
- Click Accept

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You have now completed the set up questions for Emory Healthcare Link password reset.

Reminder! Your Site Administrator can re-set your password.

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