

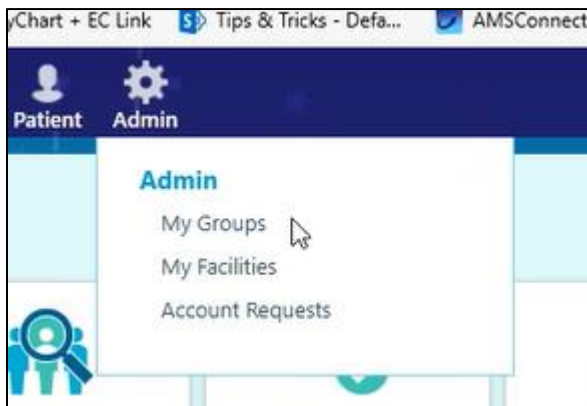
# Site Administration in EpicCare Link

Site administrators are the liaison between MaineHealth and their site. They also help maintain accurate user and site information. Site administration functionality is detailed below.

## Site Verification

Site Verification is the ability to verify if the users and providers at their site are current and active. This can be accessed and updated any time you log in.

- A reminder will be sent out every 6 months to do a verification check.



## My Groups

My Groups is a list of the users at a Site Administrator's site.

The Site Administrator can:

- Deactivate users no longer with their agency by clicking 'No' under the Active column. A notification is sent back to MaineHealth to confirm the change.
- Can edit a user's demographics: address, phone, fax, email address.
- Reset users two-factor authentication. The user can reset their method for MFA as well as the site administrator.
  - If the site administrator triggers the MFA to be reset, it shuts off MFA for the user, sends the user an email letting them know to set up MFA how they want it the next time they log in (via text, email...)
- Unblock users who can't login:
  - There are some exceptions when the Site Administrator will not be able to unblock the user account. In this instance you will need to contact the MH Service Desk to resolve the issue.
- Update passwords: The user and Site Administrator can trigger resetting a user's password.
  - If the site administrator triggers the reset password for a user, it sends the user a temporary password. Upon login they will be required to change their password.

## My Facilities

My Facilities is a list of the Site Administrator's facility information, such as name, address, phone, fax, contact information and hours of operation.

- Site Administrator can edit this information.

## Account Requests

Site Administrators can request EpicCare Link accounts for users at their organization.