

Houston Methodist EpicCare Link



Login Troubleshooting Tipsheet

This guide is meant to help Houston Methodist EpicCare Link users with login issues that can be resolved without contacting Houston Methodist for assistance. Feel free to email helpdesk@houstonmethodist.org or call 832.667.5600, especially if the error message you're seeing isn't in this guide.

Password Reset

To reset your EpicCare Link account password, go to the website (<http://houstonmethodist.org/epiccarelink>) and select the red Log In box on the right. Select 'Forgot Password' at the bottom left.

EPIC CareLink

Please select the 'Public Computer' option if this is not a machine you use regularly, then enter your User ID below and click 'Submit' to access the system.

☐ This is a public computer
☒ This is a private computer

Username:

[Forgot Password](#)
Reset Login

Powered by SECUREAUTH

You will be prompted to enter your username again and select submit. This will give you the options of receiving a code either via email or phone. Once you enter the code, you will be allowed to create a new password and login to Link.

Alternatively, if you are on the screen where you enter your password, you can click the **Forgot Password?** link

HOUSTON Methodist®
LEADING MEDICINE

EpicCare Link

Username: eclk982
Password:

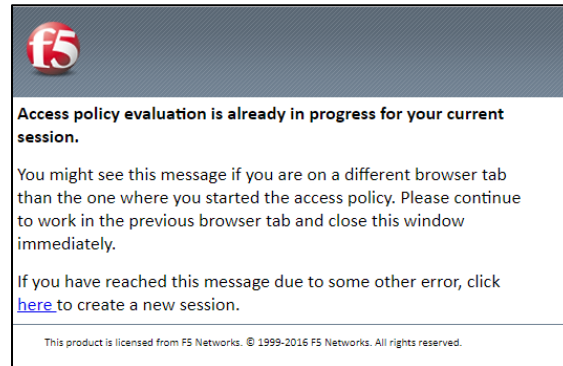
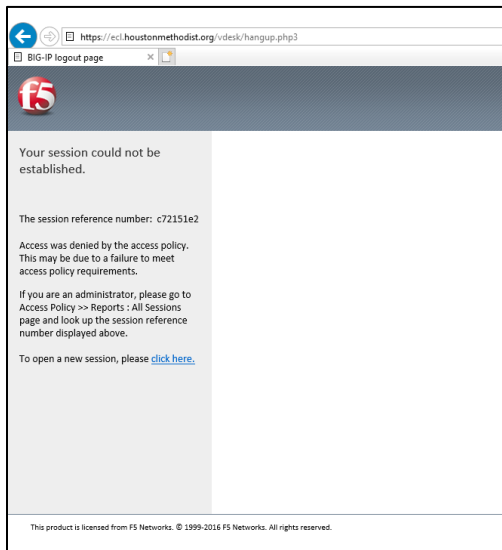
[Forgot Password?](#)

Epic

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F5 Error Message

If you receive either of the error messages, you can follow the [click here.](#) link and login again.



401 - Unauthorized

If you receive the below error message,



The solution is to clear cookies and cache. And then close and reopen your web browser (Chrome, Internet Explorer, Edge, etc.).

If you use Chrome

1. Type Ctrl+Shift+Delete

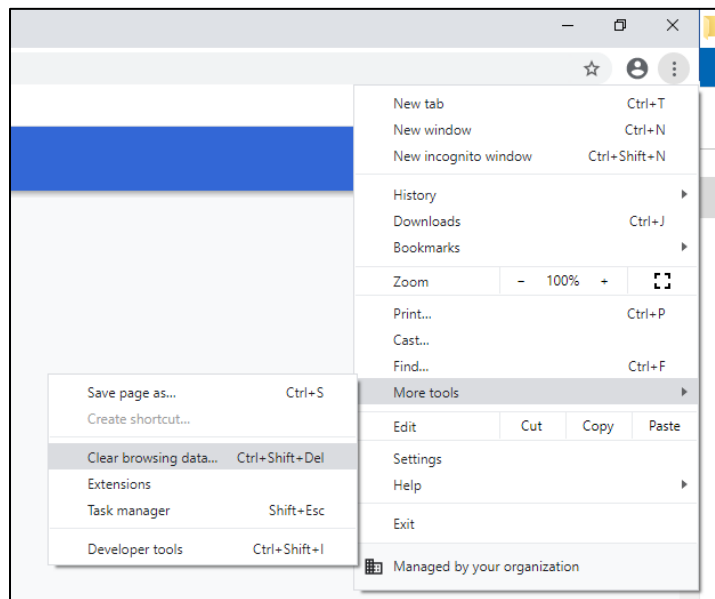
OR

Navigate to  -> More tools -> Clear browsing data...

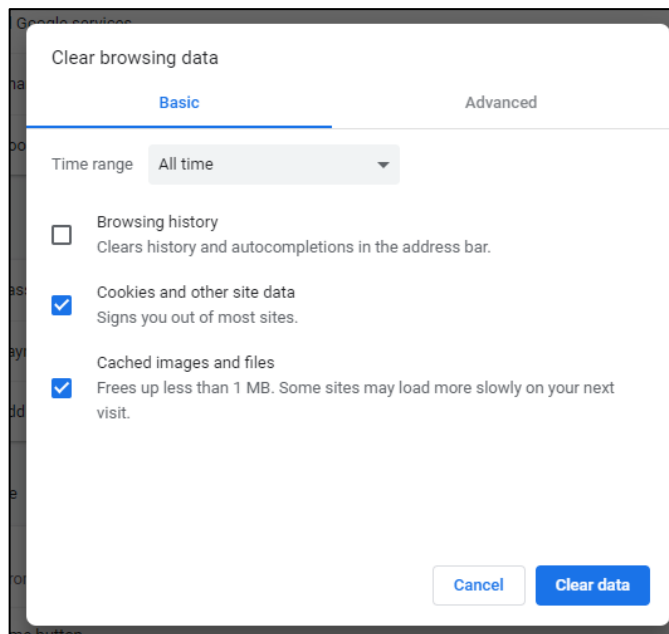
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2. **Select Time range: All time**
3. Check boxes for “Cookies and other site data” and “Cached images and files” as you see below.



4. Click **Clear Data** button. It may take some time to complete.
5. Close Chrome, reopen it, and then log into EpicCare Link again.

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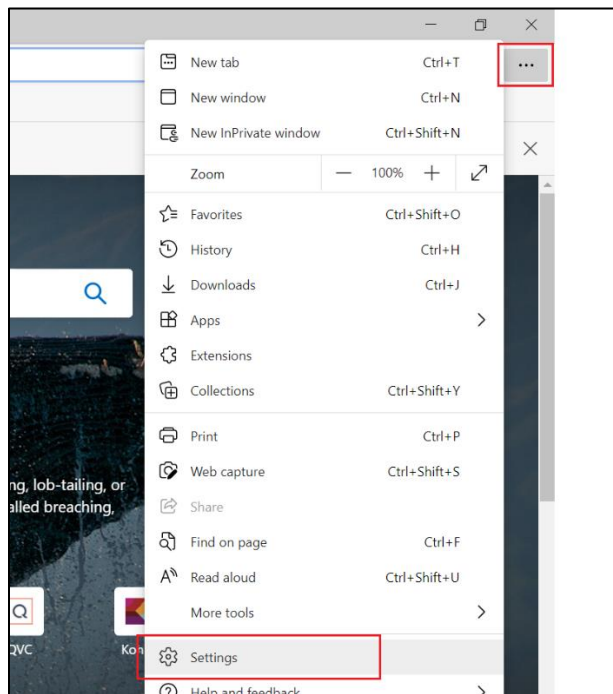
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If you use Microsoft Edge 

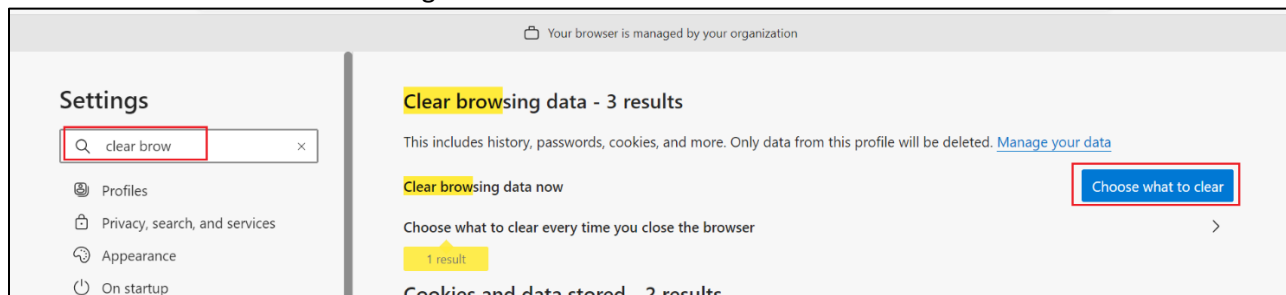
1. Type Ctrl+Shift+Del

OR

Select  in the upper right -> Settings



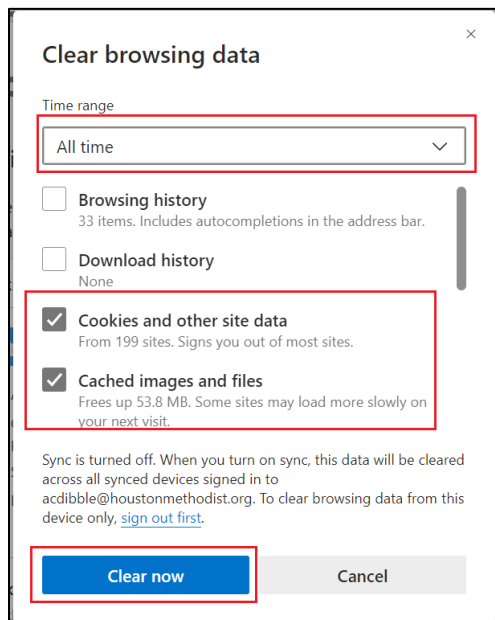
And then search for “clear browsing data” and click **Choose what to clear**



2. Check “Cookies and other site data” and “Cached images and files...” as you see below. The other boxes can be checked or unchecked.
3. Make sure **All time** is the time range
4. Click **Clear Now**. You will receive a confirmation when deletion is complete.


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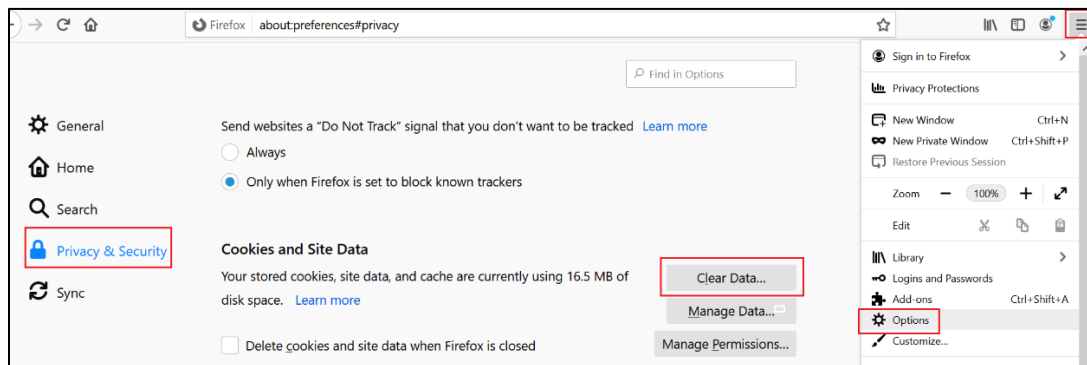
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5. Close Microsoft Edge, reopen it, and then login into EpicCare Link again.

If you use Firefox

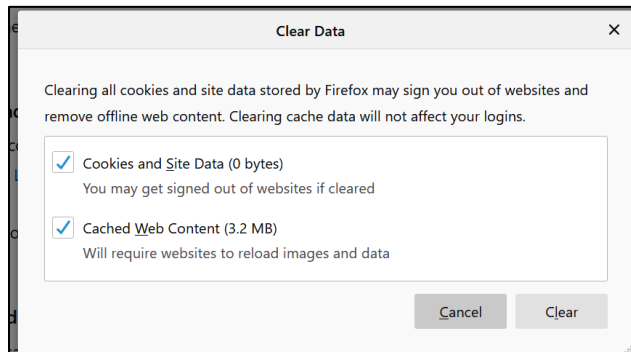
1. Navigate to Clear Data ( -> Options -> Privacy and Security -> Clear Data)



2. Ensure that both boxes are checked and click Clear.



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3. Close Firefox, reopen it, and then log into EpicCare Link again.

This site can't be reached / Secure Connection Failed

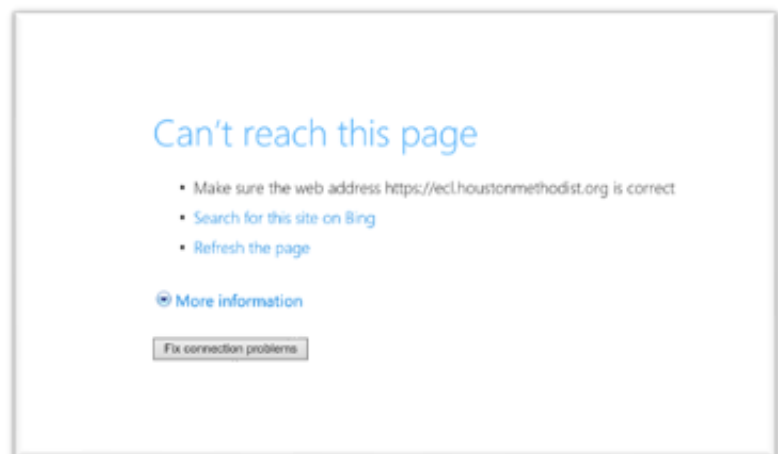
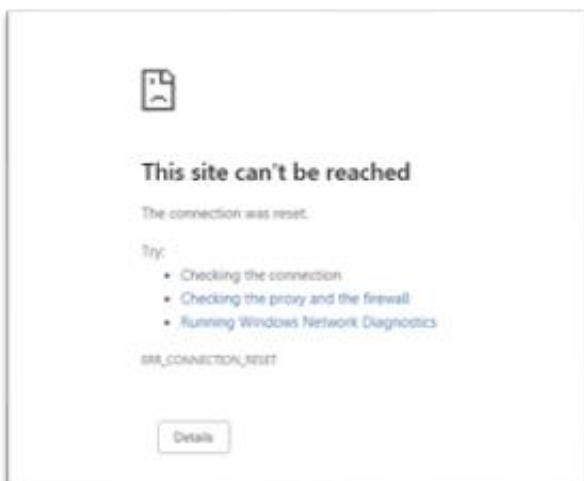
The screens below occur in two situations

- You have entered an incorrect password 3 times.

The best course of action is to reset your password using the instructions at the top of this document.

- You have entered an incorrect password 10 times and your account is locked.

You will have to contact helpdesk@houstonmethodist.org to request that it be unlocked and then you should reset your password.





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Certificate Processing Violation:

If you see an error message like this:

X.509 Certificate processing violation. (BROWSER_ZOMBIECOOKIE_REGISTRATION_CHECK, 107)

Choose “This is a public computer” on the initial log in screen before entering your username. If you don’t see the below screen when attempting to log on, clear cache and cookies as described above, and then you will.

The image shows the Houston Methodist login interface. At the top, the text 'Houston Methodist' is displayed. Below this, a message instructs the user to select the 'Public Computer' option if it is not a machine they use regularly, then enter their User ID and click 'Submit'. There are two radio button options: 'This is a public computer' (which is selected and highlighted with a red box) and 'This is a private computer'. Below the radio buttons is a text input field labeled 'Username:' with the placeholder text 'Username'. A 'Submit' button is located below the input field. At the bottom left, there are links for 'Forgot Password' and 'Restart Login'. At the bottom right, there is a logo for 'Powered by SECUREAUTH'.