Tips for logging into
Exact Sciences Laboratories EpicCare Link

What is a department?
A representation of the physical site, clinic, office, or location where you work. Selecting a department at login will impact the information you see in a Dashboard, but will not change the patients or providers you have access to during Order Entry. You can change the login department by logging out and then back in, selecting a new department on the way in.

Which department do I pick?
If you have multiple departments available, pick the one that the patient you're going to be placing an order for is most closely associated with.

I don't have any departments available.
Please contact Exact Sciences Laboratories Provider Support Specialists at 844-870-8870 to finish setting up your account.

There's an issue with the departments *(duplicates, wrong info, missing a department I should have access to)*
If you are able to log in:
- Please send a customer service message via In Basket.
    - Use the topic *Link Incorrect or Duplicate Department/Group* to report any issues with the departments.

If you are unable to log in:
- Please contact Exact Sciences Laboratories Provider Support Specialists at 844-870-8870.

What browsers can I use for EpicCare Link?
Internet Explorer version 11, Microsoft Edge version 88 or later, Mozilla Firefox version 78or later, Google Chrome version 88or later, or Safari version 14or later to access the applications

What's my username?
If you don't remember your username, anyone else at your group who is able to log into EpicCare Link can find your username in the My Groups activity.
- If no one else is able to log in, or you are the only user at your group, contact Exact Sciences Laboratories Provider Support Specialists at 844-870-8870.

What's my password?

If this is your first time logging in, you should have received an email with your initial password. If you did not receive that email, check your spam folder.

- If you still can't find that email, a Site Administrator for your group can assign you a new temporary password from the My Groups activity.
- If no one else is able to log in, or you are the only user at your group, contact Exact Sciences Laboratories Provider Support Specialists at 844-870-8870.

How does Forgot Password work?

In order to use the Forgot Password feature on the login screen, you must have previously logged into EpicCare Link and answered challenge questions.

- You can answer challenge questions by logging in, clicking **Menu** and then **Settings**.
- In the Challenge Questions activity, you will first be prompted for your current password. You can then select two questions and answer them. You can change these questions and answers anytime in the future.

I'm getting the message "Login Failed. Your login attempt was unsuccessful. User login is blocked for this account. Contact your system administrator to reauthorize."

After five failed login attempts, your account is locked.

- Your Site Administrator is unable to unlock accounts, so please contact Exact Sciences Laboratories Provider Support Specialists at 844-870-8870 to unlock your account and receive a new temporary password.