



Experiencing Technical Issues?

Please call 404-605-3000, The IS Service Center and open a call. They will assign it to our team and one of us will get back with you.

Resetting Your Password

- **C# for your Piedmont User ID:** Go to <https://remote.piedmont.org> and use your Entrust account to update your password. You can also go to <https://mytoken.piedmont.org> to update your password.
**If you don't remember your password then the IS Service Center will need to reset it.*
- **If caller has an L# for your Piedmont User ID:** If you just want to change your password you can log into Piedmont Link and go to *Menu > Settings > Change Password*.
- **If you are locked out:** Your Site Admin can go to Admin > My Groups and click on the button to the right of the user's name that has a picture of a lock on it and give them a temporary password.
- **If you can't remember your password:** A Site Admin (this is a new feature that is still being added to offices) can go into their Admin screen and reset the user's password by clicking on the button next to the user's name with an image of a key.
- **If you do not have a Site Admin or do not know who it is:** Call the IS Service Center and ask them to create a ticket and assign to the Piedmont Link Team.

2FA/MFA (Multi/Two-Factor Authentication) Reset

Ensure it is your 2FA within Link that needs to be reset (are you having trouble trying to log into Piedmont Link or <https://remote.piedmont.org?>). If you still have a current authenticator and can get into Piedmont Link you can change it by going to *Menu > Settings > Reset Additional Authenticator*.

Also, from your login screen you can reset it by using the reset code you should have written down from your initial setup.

If you do not have that code and can't get signed into reset it on your own, then you will need to call the IS Service Center and ask them create a ticket and assign it to the Piedmont Link Team.

Viewing Images

Radiology Images – User must have a network account (User ID that begins with C) and log into Link via Citrix to see radiology images. All Link users (whether or not you have a network account) can view radiology reports.

EKG Images – All users can view EKG Images. It does require installation of Midmark's EpicWEKGWrapper.cab. You will most likely need to reach out to your IT group for this.

Media Images – All users should have the ability to view media images.

New Practices

You can go to <https://piedmontlink.piedmont.org> and click the "New Account Request" link at the bottom of the screen to request Piedmont Link access for a new office/group. We will send your office manager/site admin an email once access has been granted. Please give us approximately 2 weeks to complete your request.

Additional Users

New Users can be submitted by your group's Site Admin. **We are no longer accepting paper forms for new users unless it is for a new Site Admin at an existing location.**

Terminations

Site Admins can Deactivate users by going to their *Admin Screen > My Groups* and clicking the "–" button to the right of the user's name.

Site Admin Access

Piedmont Link is moving away from paper forms to electronic access requests via our Piedmont Link site. Your group will need at least 1 user with Site Admin access to be able to enter these requests. **This user will have admin privileges allowing them to enter requests for new users, deactivate users no longer a part of your group, reset passwords, and some other things.** This can be either a current user that we update or a completely new user. Either way, if you do not have a Site Admin please log in and print the "Site Admin Request" form on the home screen under **Quick Links** and email it to us at piedmontlink@piedmont.org.

Once we have your Site Admin's access created, they will be able to enter your request for any additional new users you may have. **Please give us approximately 2 weeks for the Site Admin access to be completed.**

View Only Access Moving To Piedmont Link Access

Piedmont is moving away from View Only access. We are asking all of our View Only locations to submit new documentation to be set up on PiedmontLink, a more secure version of Epic. You will not lose any access you currently have and the functionality is pretty much the same. Please follow the packet instructions and submit forms 1-3 to this email. We will email you the packet.

Thank you,
The Piedmont Link Team

Video Tutorials/Guides:

- [Site Admin Tutorial](#)
- [Piedmont Link 2FA Setup](#)
- [Piedmont Link Overview with Entrust Access \(C#s\)*](#) (*If you have an L# fast forward to 04:05)
- [Piedmont Link 15 minute Overview](#)
- [Piedmont Link Post-Acute Care Intake Video Tutorial](#)
- [Piedmont Link Payors – Search Function Tutorial](#)
- [Piedmont Link Referral Documentation for Piedmont Clinic](#)