

Important Update: EpicCare Link Issue Reporting Process

Dear GPs,

We are writing to inform you of an important update regarding the reporting process for EpicCare Link issues.

This change is effective beginning Tuesday 25 February 2025.

You must **no longer** email issues to epiccarelinkhelpdesk@hscni.net.

Instead, we have streamlined the process and now require all issues to be reported through a Microsoft Teams form. This new method allows for a more efficient and organised way of managing any concerns you may have.

To report an issue, please complete the [GP Query Submission Form](#)

Please note: Practice Managers and other Site Administrators can reset staff passwords and authentication methods via the admin tab in EpicCare Link.

We appreciate your cooperation and understanding as we transition to the new reporting system.

If you have any queries please contact encompass.info@hscni.net