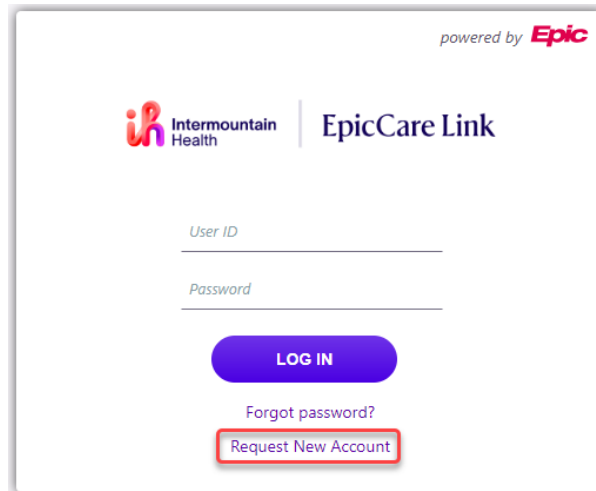


Request a New EpicCare Link Site

After you have your Intermountain Health (IH) EpicCare Link Site Agreement completed, signed, and submitted to the IH provisioning team, you are ready to complete the formal request process for your site and list of users who need access to the application. New site and user access requests can be submitted through the EpicCare Link secure, web-based portal. As your site's designated site administrator, you can process your requests by completing the following:

New EpicCare Link Site/Account Requests

1. In your web browser, navigate to: <https://elink.intermountainhealth.org/EpicCareLink>
2. Click on **Request New Account**.



3. Select the **Request a new site** dropdown and then click on **EpicCare Link Site**.

Create User Accounts for Your Site



Request a new site

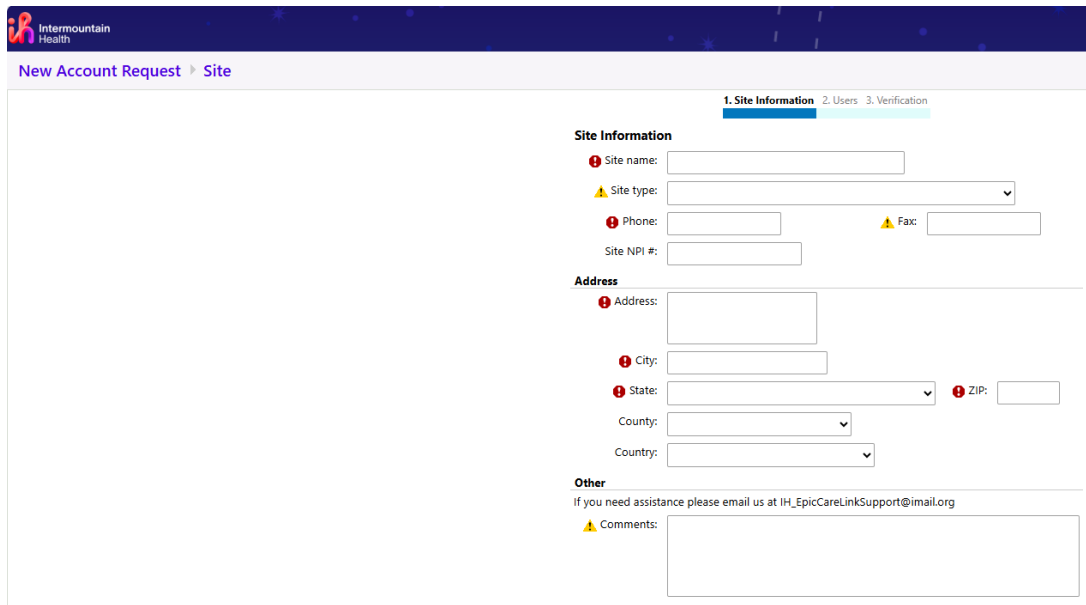
Choose a type of site to create:

EpicCare Link Site

A new EpicCare Link site to represent your workplace (Providers, Clinical Staff, County Health, ROI) If you work for a location that already has EpicCare Link, please contact your site administrator regarding your access.

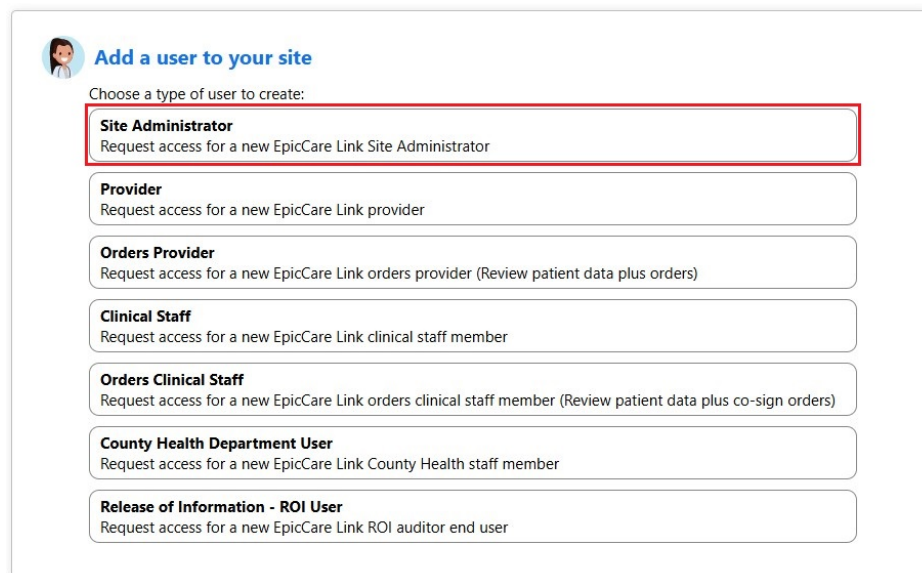
Tanectru Link Site

4. Complete the **Site Information** form and its required fields and click **Next** when finished.



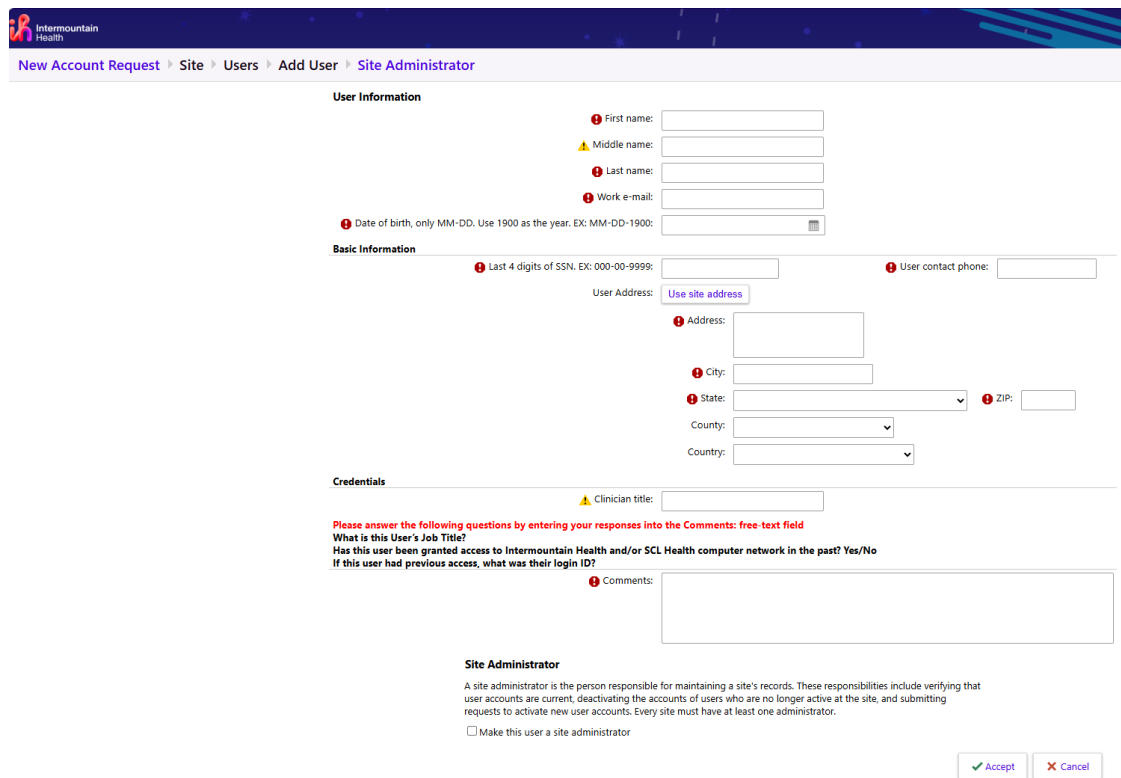
The screenshot shows the 'New Account Request' form with the 'Site' tab selected. The form is divided into three sections: 'Site Information', 'Address', and 'Other'. The 'Site Information' section includes fields for Site name, Site type (dropdown), Phone, Fax, and Site NPI #. The 'Address' section includes fields for Address, City, State (dropdown), ZIP (dropdown), County (dropdown), and Country (dropdown). The 'Other' section includes a note about assistance and a Comments field.

- Begin adding your new site's user by selecting Site Administrator from the **Add a user to your site** list.



The screenshot shows the 'Add a user to your site' form. It features a list of user types to choose from, with 'Site Administrator' highlighted by a red box. The other options are Provider, Orders Provider, Clinical Staff, Orders Clinical Staff, County Health Department User, and Release of Information - ROI User. Each option includes a brief description of the role.

- Fill out the required **User Information** and **Basic Information** fields and check the 'Make this user a site administrator's box for users who should be listed as designated EpicCare Link site administrators (each site should have at least one designated site admin).
- Click on '**Accept**' when finished.



User Information

First name:

Middle name:

Last name:

Work e-mail:

Date of birth, only MM-DD. Use 1900 as the year. EX: MM-DD-1900:

Basic Information

Last 4 digits of SSN. EX: 000-00-9999:

User contact phone:

User Address: [Use site address](#)

Address:

City:

State:

ZIP:

County:

Country:

Credentials

Clinician title:

Please answer the following questions by entering your responses into the Comments: free-text field

What is this User's Job Title?

Has this user been granted access to Intermountain Health and/or SCL Health computer network in the past? Yes/No

If this user had previous access, what was their login ID?

Comments:

Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☐ Make this user a site administrator

8. Once a user's information is added and accepted, it will appear on a users list:

New Account Request > Site > Users

1. Site Information 2. Users 3. Verification

Users

+ Add Edit Delete

Name	User Type	NPI	E-mail	Site Administrator
☐ SITE ADMIN, TEST	Site Administrator		TESTSITEADM@GMAIL.COM	Yes

9. Add as many users as needed (ex. Provider, Clinical Staff).

10. When filling out a Provider's User and Basic Information, there are also **Credentials** (NPI # and License #) that need to be entered before moving forward.

Credentials

☐ Non-U.S. credentials

NPI #:

License #:

License state:

Clinician title:

Specialty:

11. Once you have finished adding your list of users, click on **Verification** button on the bottom right of the screen.

12. On the Verification screen, read and accept the Terms and Conditions, complete the "I am not a robot" verification steps, fill out the **Name of user Submitting this Request** field and then click on **Submit Request** button on the bottom right.

13. Once submitted, you will see a **New Account Request > Confirmation** screen. Collect your **Reference #** in case you have to check on the status of your request.

[New Account Request](#) > [Confirmation](#)

Reference #: 55960915

Thank You for Submitting Your Account Request

Please print this page or record the Reference # above as your confirmation. Our staff will review your information and may contact you if we have additional questions. If you haven't heard back from us after a week, contact us and have your Reference # ready.

What To Do Next?

- If you're requesting a brand new site, you'll receive further instructions by email.
- If you're joining an existing site, you'll receive your access information from your site administrator.
- If you're adding a user to your existing site, you'll receive instructions in an In Basket message.
- New users will be prompted to change their password the first time they log in.

Additional Information

If you have questions, you can email IH_EpicCareLinkSupport@imail.org to talk to our EpicCare Link support staff.

Once a new site request is received, it is fully provisioned by the Intermountain Health administrator team within 1-2 weeks but can be escalated upon request.

The new user(s) account login information (including a system login and temporary password) will be emailed to the designated site admin to be distributed within your organization/clinic in a manner of your choosing.

Additional Information

If you have any questions during any step of the site and user provisioning process, please feel free to email our support team at: **IH_EpicCareLinkSupport@imail.org** and we will respond to you as soon as possible.