

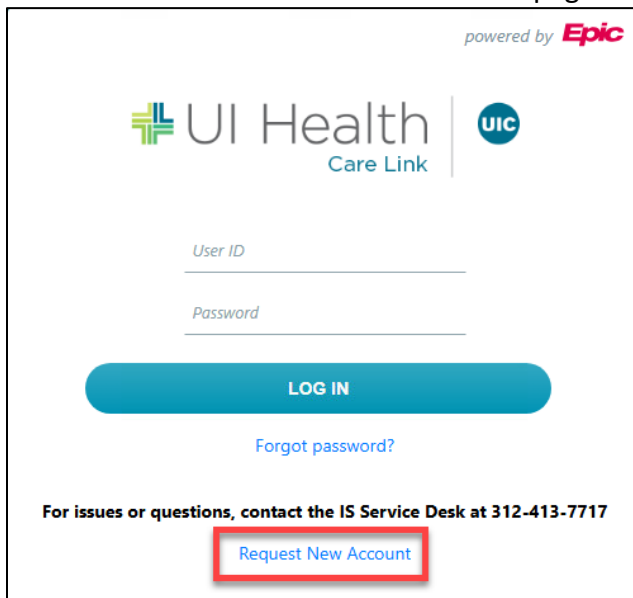
# EpicCare Link Access Request for New Sites

External Clients who would like to request access to Care Link at UI Health will need to complete, sign and upload a site agreement form, complete the request new account form, and request access for the appropriate user.

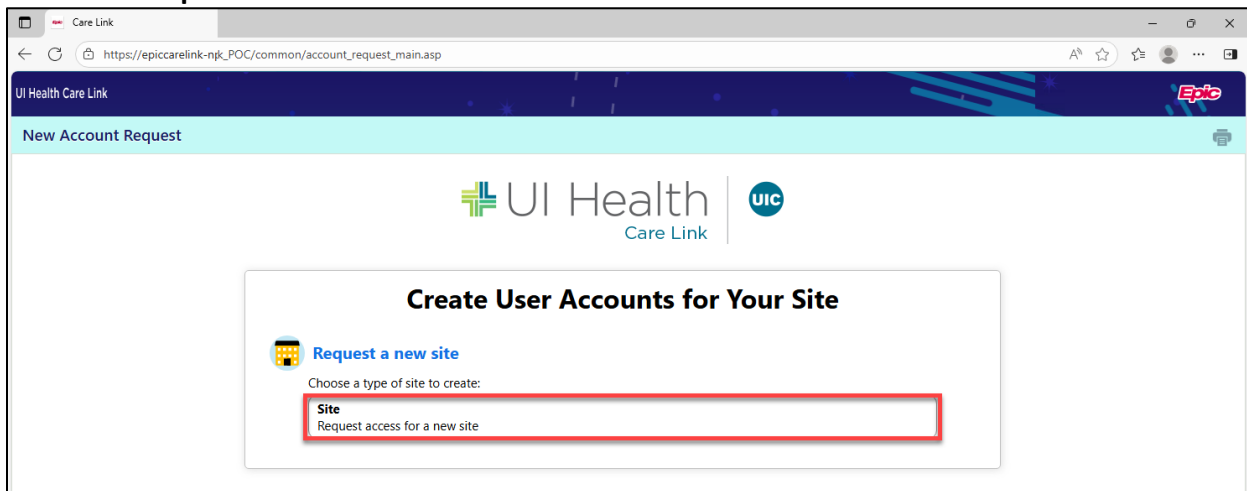
Please note that new site onboarding involves a legal contract review and approval process via UI Health Contracts. This process can take several weeks and, in some cases, may extend to several months depending on the status of the contract. Once the contract is finalized and your site is approved, we will create your organization’s UI Health Care Link account, and you will be notified via email once your account is active.

## Try It Out

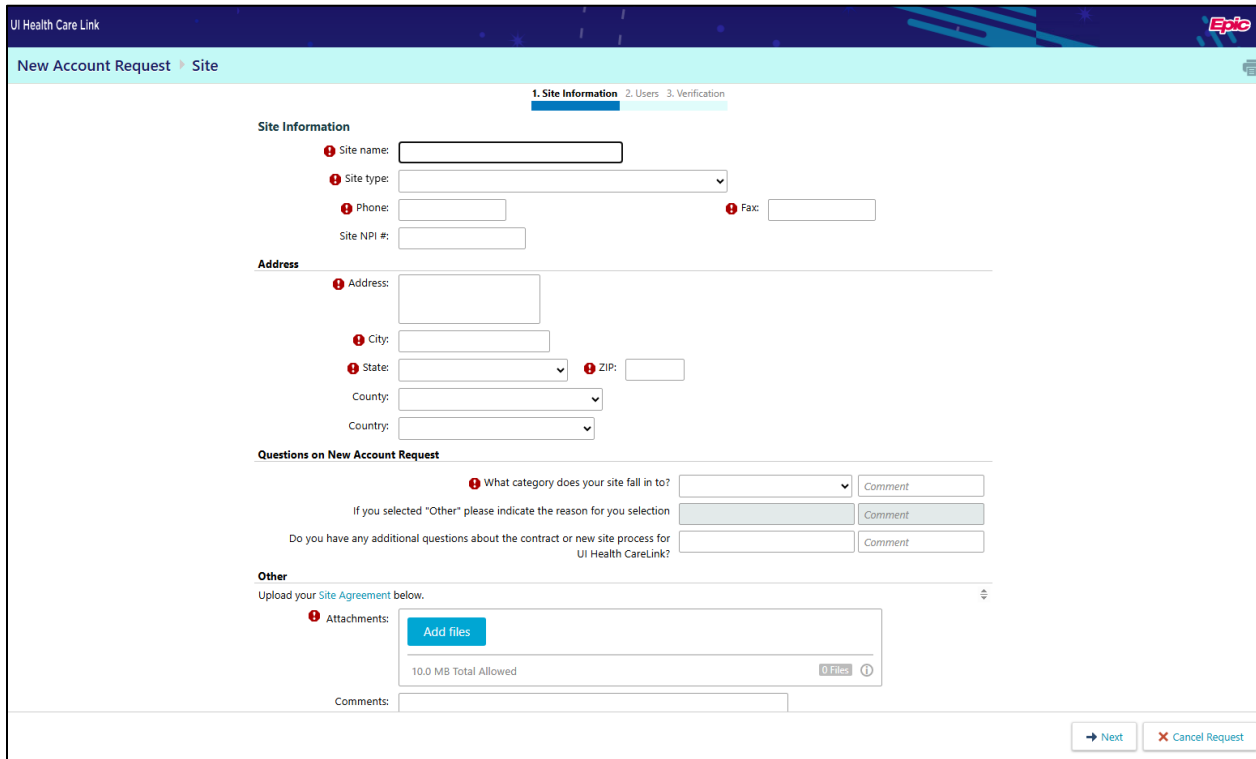
1. Navigate to this website: [https://carelink.uillinois.edu/EpicCareLink/common/epic\\_login.asp](https://carelink.uillinois.edu/EpicCareLink/common/epic_login.asp)
2. You will arrive at the UI Health Care Link page. Click the "Request New Account" link.



3. Click **Site: Request access for a new site**.



4. Complete the Site Information form. All fields with a **red stop** require a response.



UI Health Care Link

New Account Request > Site

1. Site Information 2. Users 3. Verification

**Site Information**

Site name:  (red stop icon)

Site type:  (red stop icon)

Phone:  (red stop icon) Fax:  (red stop icon)

Site NPI #:

**Address**

Address:  (red stop icon)

City:  (red stop icon)

State:  (red stop icon) ZIP:  (red stop icon)

County:  (red stop icon)

Country:  (red stop icon)

**Questions on New Account Request**

What category does your site fall in to?  (red stop icon)

If you selected "Other" please indicate the reason for your selection

Do you have any additional questions about the contract or new site process for UI Health CareLink?

**Other**

Upload your Site Agreement below.

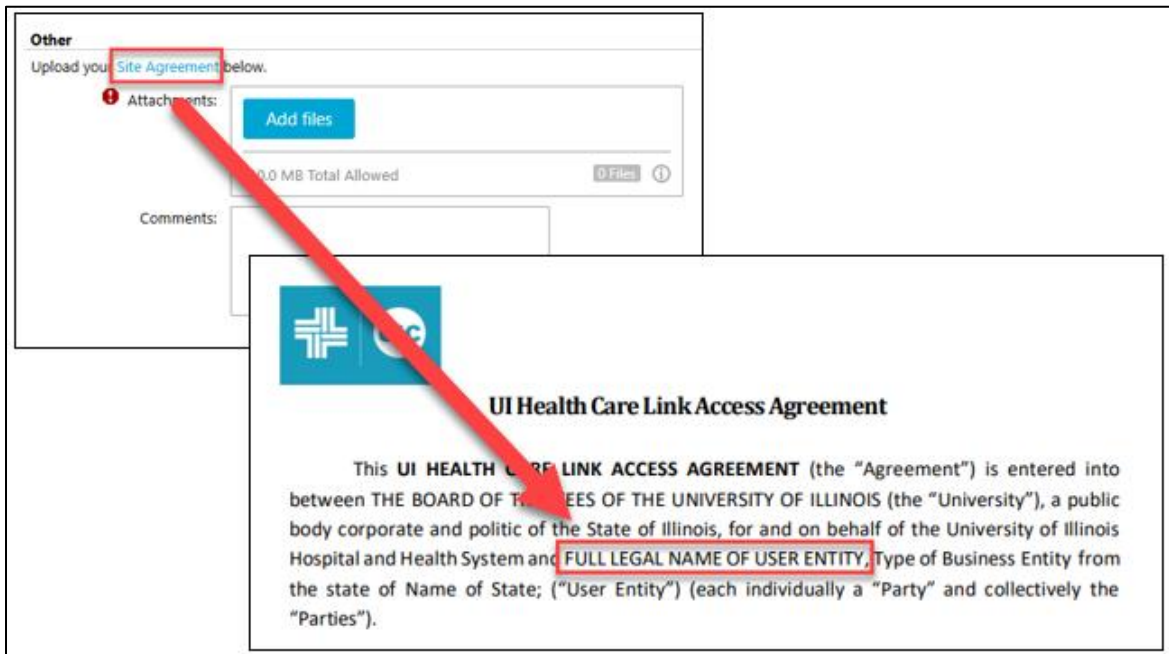
Attachments:  (red stop icon)

10.0 MB Total Allowed 0 Files

Comments:

5. In the Other section on the New Account Request form, click the **Site Agreement** hyperlink and download the site agreement.

- Enter the **FULL LEGAL NAME OF THE USER ENTITY** on the first page of the agreement outlined in red.



**Other**

Upload your [Site Agreement](#) below.

Attachments:  (red stop icon)


10.0 MB Total Allowed 0 Files

Comments:

**UI Health Care Link Access Agreement**

This **UI HEALTH CARE LINK ACCESS AGREEMENT** (the "Agreement") is entered into between THE BOARD OF TRUSTEES OF THE UNIVERSITY OF ILLINOIS (the "University"), a public body corporate and politic of the State of Illinois, for and on behalf of the University of Illinois Hospital and Health System and **FULL LEGAL NAME OF USER ENTITY**, Type of Business Entity from the state of Name of State; ("User Entity") (each individually a "Party" and collectively the "Parties").

- Review the agreement. On page 7, complete the section highlighted under **FULL LEGAL NAME OF USER ENTITY**.



**IN WITNESS WHEREOF**, University and User Entity have caused this Agreement to be executed by their duly authorized representatives on the dates written below.

**THE BOARD OF TRUSTEES OF THE UNIVERSITY OF ILLINOIS**

By: \_\_\_\_\_  
Paul N. Ellinger, Comptroller      Date

\_\_\_\_\_  
Signature of Comptroller Delegate      Date

\_\_\_\_\_  
Printed Name and Title of Comptroller Delegate

**FULL LEGAL NAME OF USER ENTITY**


By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

- Complete Attachment 1, including a **List of ALL Authorized Personnel** who are to receive access to UI Health Care Link.

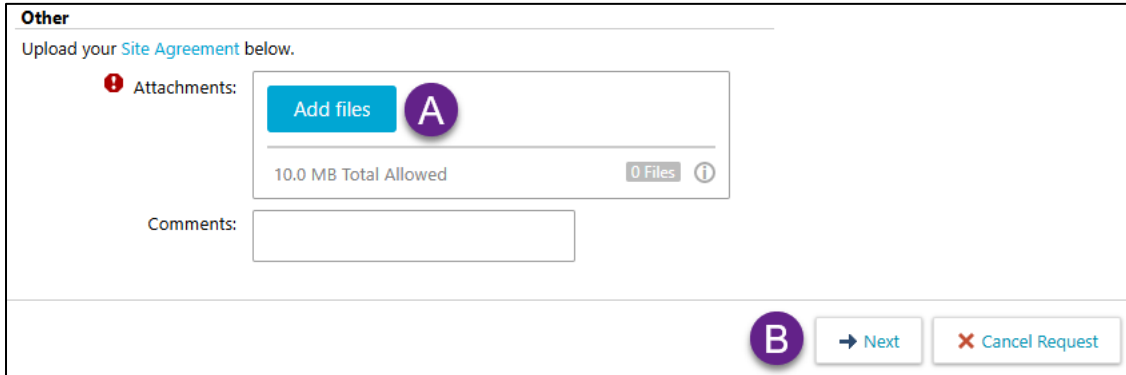


**Attachment 1**

List of Authorized Personnel

Below is a list of the names of medical and administrative personnel who are authorized to receive access to UI Health Care Link:

8. Back on the New Account Request form,
  - A. Click **Add files** and **upload the completed Site Agreement form**.
  - B. Click **Next** in the bottom right corner.



**Other**

Upload your [Site Agreement](#) below.

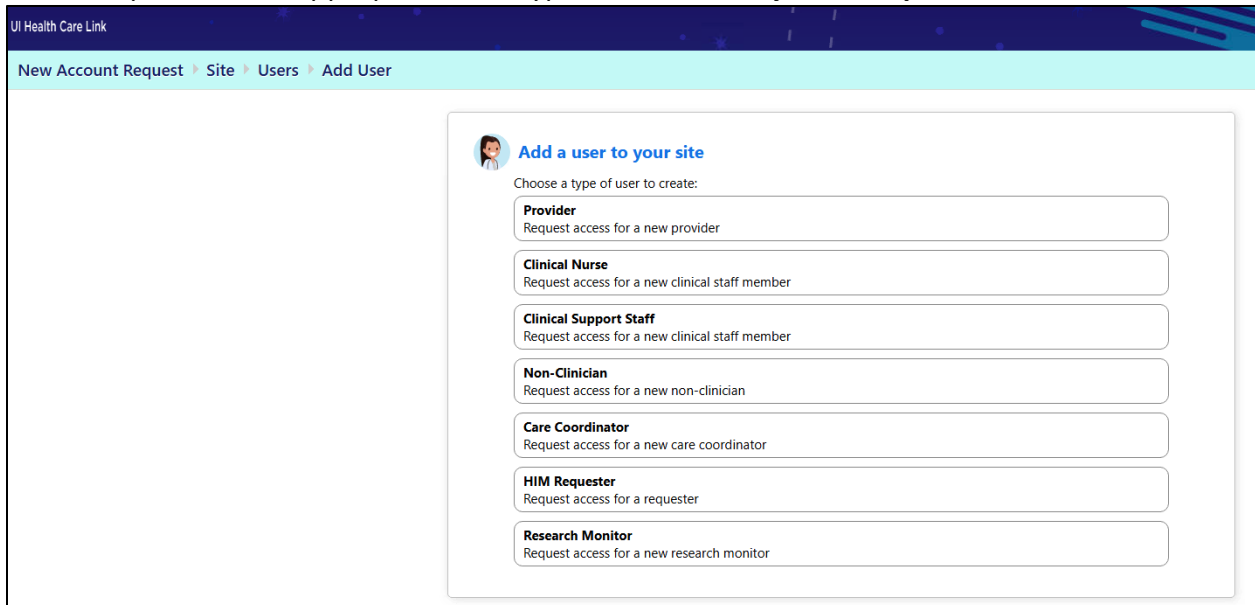
Attachments: Add files A

10.0 MB Total Allowed 0 Files ⓘ

Comments:

B → Next ✖ Cancel Request

9. In this step, select the appropriate user type for the **Primary Contact person** based on their role.



UI Health Care Link

New Account Request > Site > Users > Add User

**Add a user to your site**


Choose a type of user to create:


- Provider**  
Request access for a new provider
- Clinical Nurse**  
Request access for a new clinical staff member
- Clinical Support Staff**  
Request access for a new clinical staff member
- Non-Clinician**  
Request access for a new non-clinician
- Care Coordinator**  
Request access for a new care coordinator
- HIM Requester**  
Request access for a requester
- Research Monitor**  
Request access for a new research monitor


10. Fill and complete the user information form for the **primary contact person**. All fields with a **red stop** require a response.


- To add a user as a Site Administrator, **check** the “**Make this user a site administrator**” box. Site Administrators are responsible for maintaining a site’s records, verifying user accounts are current, deactivating 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 **TWO** Administrators.

**User Information**

 First name:

 Middle name:

 Last name:

 Work email:


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**Basic Information**

This provider doesn't need to log into this application. Add the provider to this site, but don't create a login account.

Work phone:

User Address:  [Copy site address](#)

 Address:

 City:

**Site Administrator**

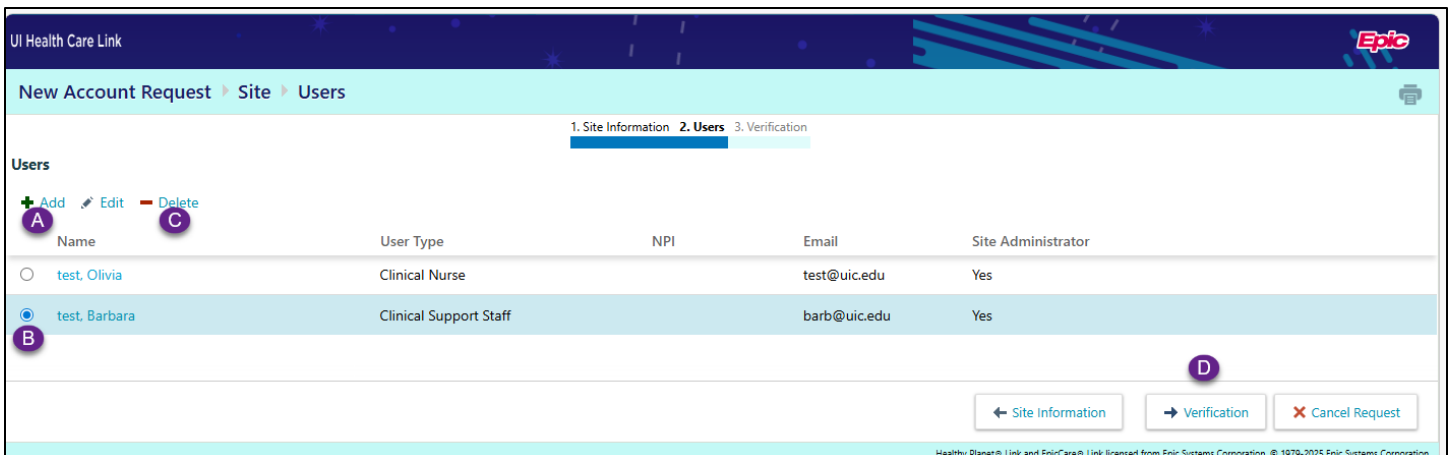
A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have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


Make this user a site administrator


11. Click **Accept**.

12. A list of users you have submitted a request for will appear in the New Account Request window.

- Click **Add** to add the remaining users listed in attachment 1 and select the next user type and fill out user information (completed in step 10).
- Click on radio button next to the user’s name to **edit** user information.
- Click on the radio button next to the user’s name to **delete** the request for that user.
- Click **Verification** when done.






UI Health Care Link 


New Account Request > Site > Users 

1. Site Information **2. Users** 3. Verification

**Users**

 Add  Edit  Delete

Name	User Type	NPI	Email	Site Administrator
<input type="radio"/> test, Olivia	Clinical Nurse		test@uic.edu	Yes
<input checked="" type="radio"/> test, Barbara	Clinical Support Staff		barb@uic.edu	Yes

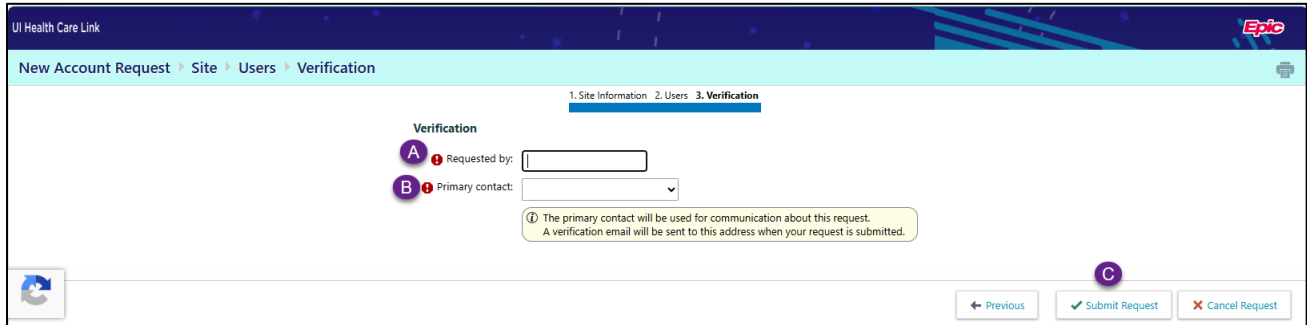


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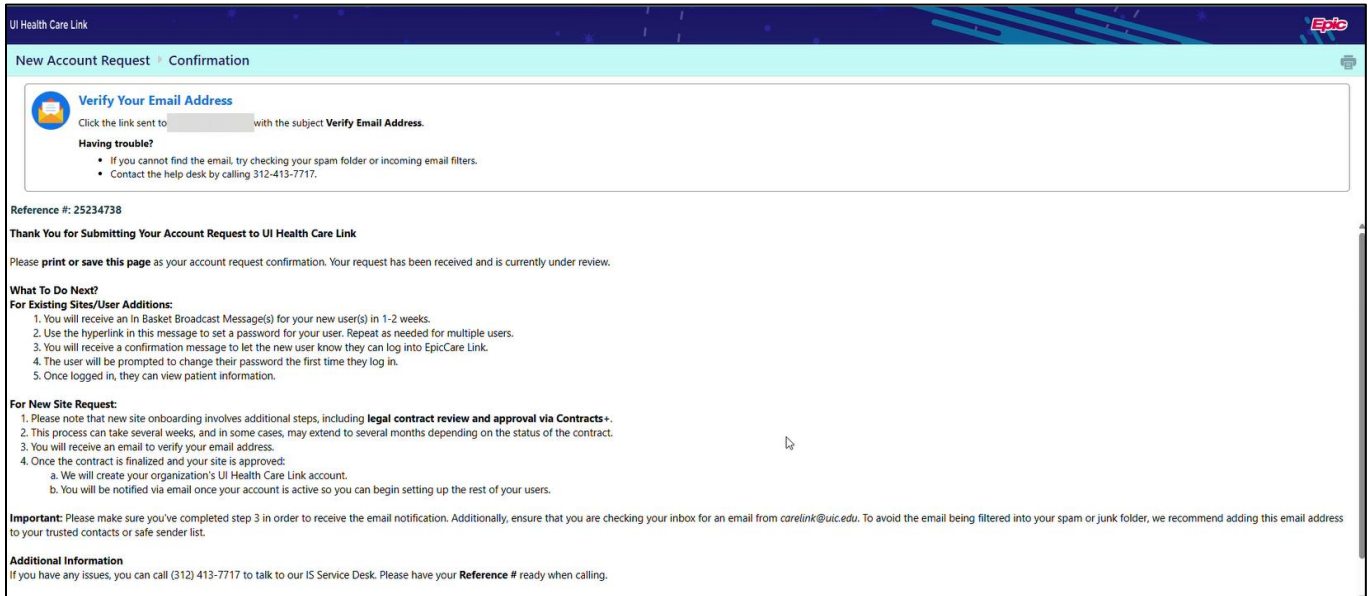
13. In the Verification step,

- A. Enter name of the requestor.
- B. Select the primary contact. If more than one user is listed, click on the down arrow for a list of users and select the user you want as the primary contact.
- C. Click **Submit Request**.

- The primary contact listed on the screen will receive an email with a verification link.



14. After clicking Submit Request, a Confirmation message displays. Please review the confirmation message as it outlines further instructions.



## Next Steps

- Once the account has been processed, the primary contact will receive two emails. One email verifies their email address, and the second email confirms the new account request.
- For the email verification, **you must click the hyperlink to validate your email for EpicCare Link.**


**From:** carelink@uic.edu <carelink@uic.edu>  
**Subject:** Verify Email Address For Care Link


Use the following link to validate your email for Care Link:

[https://epiccarelink-np.et1085.epichosted.com/EpicCareLink\\_POC/?mode=emailVerify&token=2%24SvezzyZhnL1rkt0iystE%2FA%3D%3D%24020eqrcblhN8X9wFrLKK2jciY8G2CZanCxSalSApwwQfIBgazaxzX8dRX%2FajVRGO%24LppoLrCGABTzFQe44FsR%2Baqk5q0sze0j9aev3MG2%2BMs%3D](https://epiccarelink-np.et1085.epichosted.com/EpicCareLink_POC/?mode=emailVerify&token=2%24SvezzyZhnL1rkt0iystE%2FA%3D%3D%24020eqrcblhN8X9wFrLKK2jciY8G2CZanCxSalSApwwQfIBgazaxzX8dRX%2FajVRGO%24LppoLrCGABTzFQe44FsR%2Baqk5q0sze0j9aev3MG2%2BMs%3D)

If the link doesn't work, try copying the URL and pasting it in a new browser tab.  
 Having trouble? Contact the help desk by calling 312-413-7717.

- After clicking the hyperlink to validate the primary contact's email, an email address is verified notification will appear.

UI Health Care Link 



**Your email address is verified.**

A confirmation email for your request has been sent.

- The second email is confirmation of a new account request for EpicCare Link. Please take note of the **Reference number** as you will need this during account setup.

**From:** carelink@uic.edu <carelink@uic.edu>  
**Subject:** Confirmation of new account request for Care Link

Thank you for verifying your email address. An account has been requested for you to access Care Link.

Your reference number is 25234735.

Important Notes:

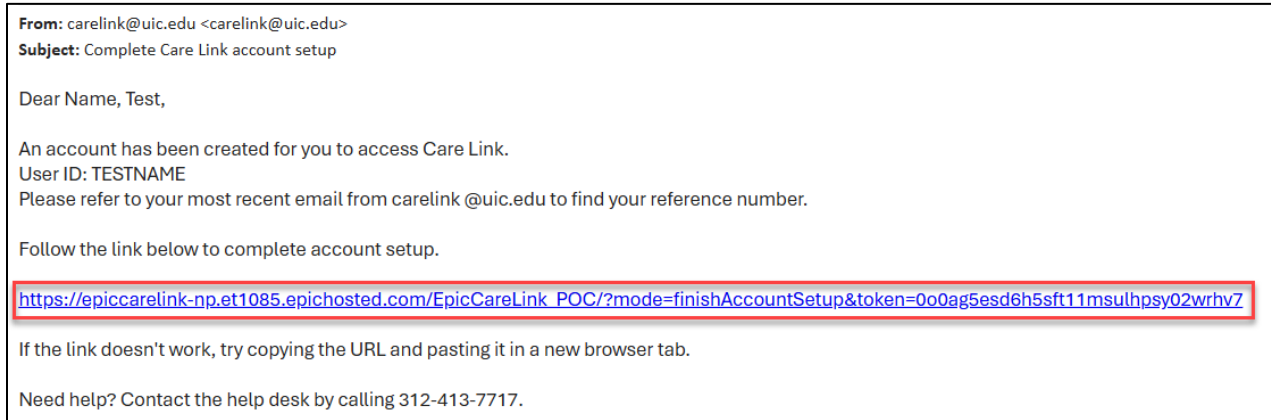
- You will need this number later to set your password if your request is approved.
- Do not reply to this email. Replies to this message are not monitored.

If you need assistance, please contact the Help Desk at 312-413-7717.

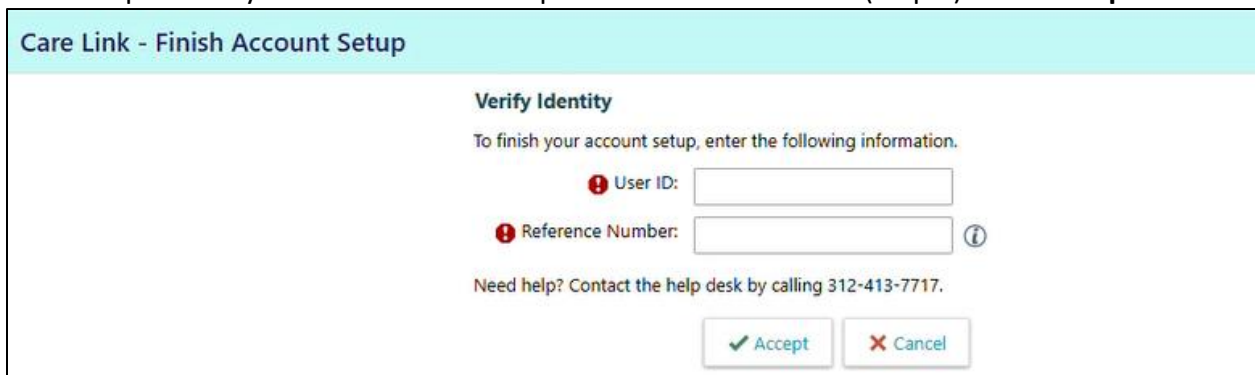
Thank you,

The Care Link Team

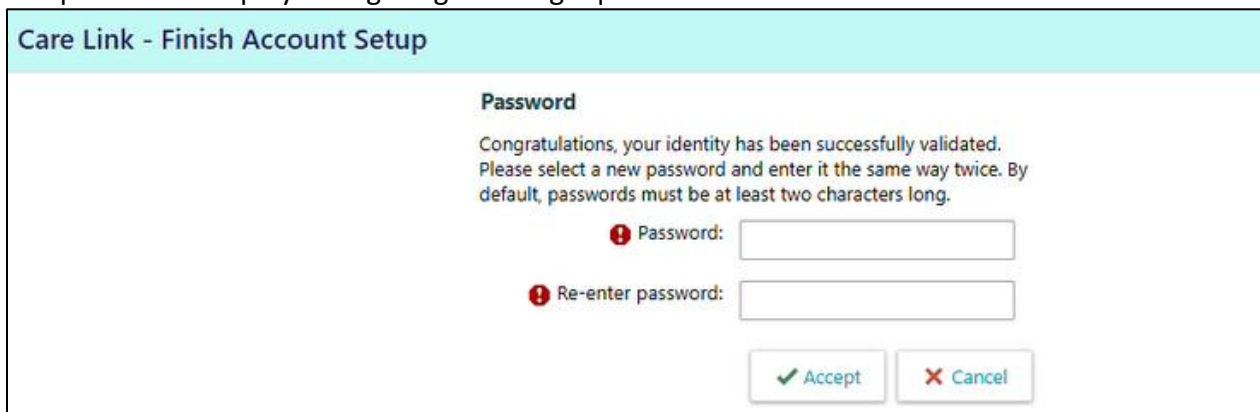
- After the account request has been processed by the UI Health EpicCare Link Team, the primary contact will receive a **Complete Care Link account setup** email. The primary contact will need to click the link and follow instructions to finish account setup.



- In Finish Account Setup, enter the User ID provided in the email (step 2), along with the reference # from the previously sent new account request confirmation email (step 1). Click **Accept**.



- On the next screen, you will be prompted to create a password for your account. Once your password is created, you will be directed to the UI Health Care Link login screen. From there, you can log in and complete the setup by configuring challenge questions.



- After successfully logging in to Care Link, the user will arrive at the Care Link Dashboard. In the Quick Links section, a link to the **Care Link Quick Start Guide** is available to help navigate and troubleshoot Care Link. Please reach out to your site administrator if you need further assistance.

