UC Health

Epic **Job Aid**

EpicCare Link – On-Line New User Requests

This job aid describes the process of requesting new users for EpicCare Link access.

Audience

This job aid is designed for:

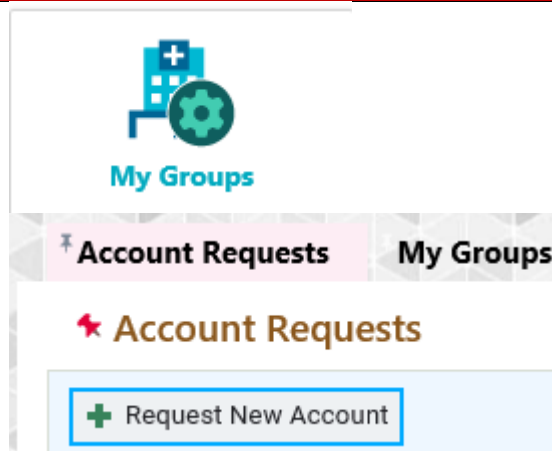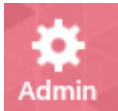- EpicCare Link Site Administrators

Try It Out

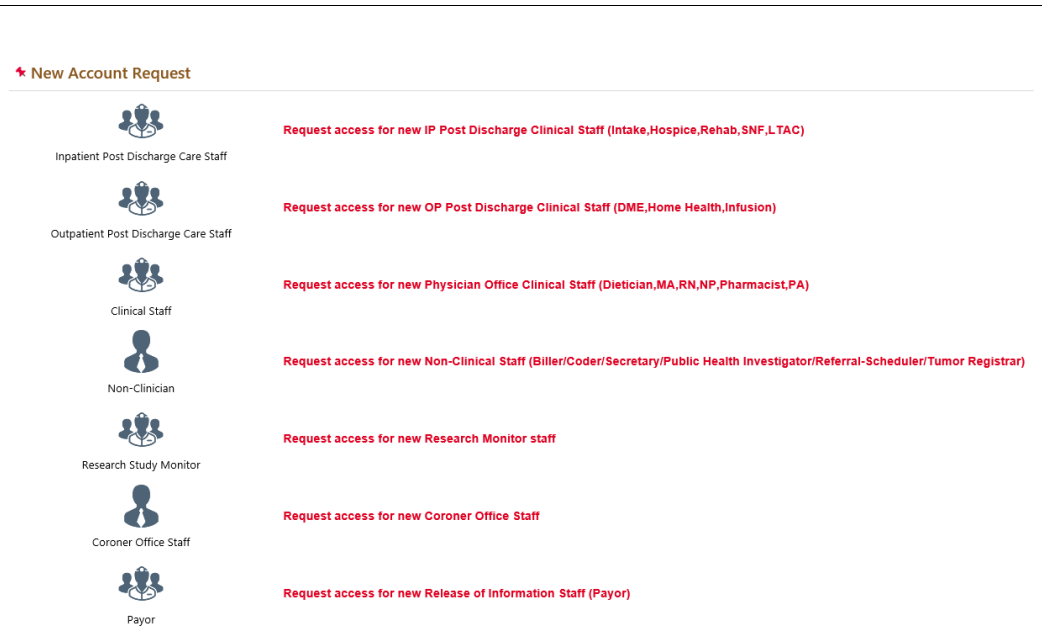|	

1. Log into EpicCare Link
  - Click on My Groups
  - Click on Account Requests
  - Click on Request New Account
 	
You can also access this by clicking on **Admin**
	My Groups
	
	📌 **Account Requests** **My Groups**
	
	★ **Account Requests**
	
	➕ Request New Account

2. The Account Requests Tab lists all account requests with status and reference #.	(see table below)
3. **Request New Account** - Select request for user based on specific job type within your company	(see list below)

Account Requests Tab:

Name	Status	Request Date	Email	Phone	Reference #
Pomegranite, Red	Pending	11/6/20	kathy.vome@uchealth.com	513-585-7079	1879
Serious, Seri	Pending	11/11/20	sserious@email.com	513-555-5555	2634

New Account Request:

- **Inpatient Post Discharge Care Staff** — Request access for new IP Post Discharge Clinical Staff (Intake,Hospice,Rehab,SNF,LTAC)
- **Outpatient Post Discharge Care Staff** — Request access for new OP Post Discharge Clinical Staff (DME,Home Health,Infusion)
- **Clinical Staff** — Request access for new Physician Office Clinical Staff (Dietician,MA,RN,NP,Pharmacist,PA)
- **Non-Clinician** — Request access for new Non-Clinical Staff (Biller/Coder/Secretary/Public Health Investigator/Referral-Scheduler/Tumor Registrar)
- **Research Study Monitor** — Request access for new Research Monitor staff
- **Coroner Office Staff** — Request access for new Coroner Office Staff
- **Payor** — Request access for new Release of Information Staff (Payor)

4. Complete All requirements marked with an ⊗ and submit request.	**New Account Request ▸ Inpatient Post Discharge Care Staff** **User Information** ⊗ Name [Last,First,Middle Initial]: [_____] **Site Information** ⊗ User group: [_____ ▾] **Basic Information** ⊗ Date of birth: [____ 🗓] ⊗ Last 3 digits SSN: [_____] ⊗ Work e-mail: [_____] ⊗ Work phone: [_____] **Additional Information** ⊗ What is the new user's role? (Check one) [____ 🔍] [Comment] ⊗ What is the reason for this request? (Check all that apply) [____ 🔍] [Comment] Add **Other** Comments: [_____] ✓ Submit Request ✗ Cancel

5. The Site Administer will receive a New Account Request Confirmation in their In Basket.	**★ New Account Request ▸ Confirmation** 🖨 ❓
	
	Reference #: 2887
	Thank you for using the UC Health EpicCare Link Online Access Request Submission!
	
	Please make note of the Reference Number listed above. This Reference Number is also located on the Account Requests screen. If you have any questions about the status of your request, please check the Account Requests screen or call the UC Health Service Desk at 513-585-MYPC (6972) and have your Reference # ready.
	
	Next Steps
	  1. The person the request is for will receive an e-mail with a Secure Portal Link to complete the Registration process.
	  2. Once the Registration has been completed, the UC Health EpicCare Link Team will create the account.
	  3. You will be notified via In Basket of your employee's login ID and password scheme (Login ID's can also be found on the Account Request screen). Please share this information with your new employee.
	
	If you have any other questions, please call 513-585-MYPC (6972).
	
	Sincerely,
	
	UC Health EpicCare Link Team

6. On the Account Requests Tab, the Site Administrator can view details of a specific request.	**★ Account Requests** ⤢ ❓ ➕ Request New Account | Name	Status	Request Date	Email	Phone	Reference #
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Test, Summer	Pending	12/7/20	summertest@uchealth.com	513-585-7079	2887	
						
						New Account Request Reference # 2887
						
						📂 **Site Information**
						ID: N/A
						
						📂 **User Information**
						Test, Summer (Inpatient Post Discharge Care Staff)
						User ID: (Unspecified) E-mail: summertest@uchealth.com
						             Phone: 513-585-7079
						             SSN: 222
						             DOB: 7/12/1959
						
						Additional Information
						What is the new user's role? (Check one): Rehab Liaison
						What is the reason for this request? (Check all that apply): Transition of Care
						
						📂 **Group Information**
						LATIF-BL-8040.SCM.301
						Groups:
						LATIF-BL-8040.SCM.301-PATIENT GROUP
						Users:
						Test, Summer

7. After UC Health processes the new user request, you will see a notification labeled "Record Generation Completed." This message will be available in your In Basket > My Messages > New Account Request folder.	Greetings, This message is to inform you that your associate's UC Health EpicCare Link Account has been created. Their account information is listed below; please ask your associate to login to EpicCare Link and update their temporary password. -- UC Health EIN: USERID -- EpicCare Link User ID/Login ID: IDUSER| -- Temporary Password Scheme: Uc + Last 3 of Social Security Number and 8 Digit Date of Birth -- Example of temporary password scheme: UcSSSMMDDYYYY -- EpicCare Link Web Address: https://link.uchealth.com -- The EpicCare Link Community User Quick Start Guide is located on the EpicCare Link Desktop under Quicklinks. Accounts that have not been logged into and passwords changed 110 days from their creation date will be inactivated and you will be required to submit a new access request. If your associate has any problems logging in or need help changing their password, please contact the UC Health Service Desk at 513-585-6972. Thanks! UC Health EpicCare Link Team.
8. After you have notified your employee of their user information, you can select the In Basket message and "Done" to remove it from your In Basket. 9. If a new user request cannot be processed, you will receive an In Basket message with the issue that needs to be resolved by you before further processing can occur.	

If you have any questions on this process, please call the Help Desk at 513-585-6972.