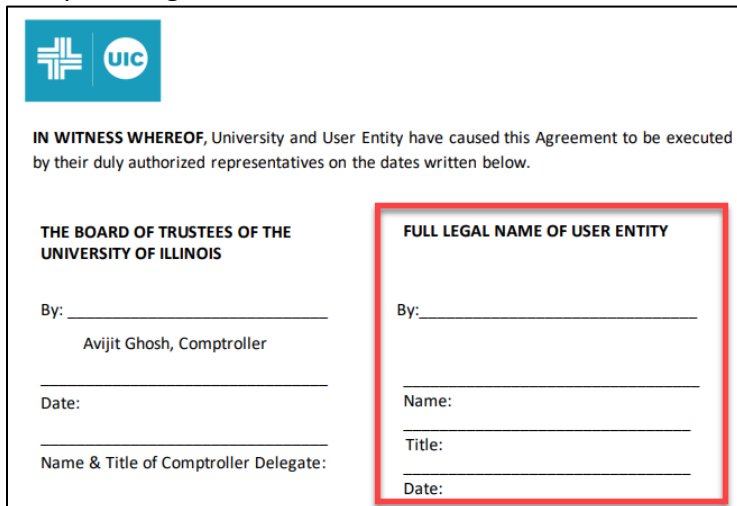


Care Link Access Request for New Sites

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

Try It Out

1. Complete, sign, and save the **Site Authorization form** found here: [Site Authorization Form](#).



The form is a legal agreement between the University of Illinois and a User Entity. It includes fields for signatures and dates for both parties. The section for the User Entity is highlighted with a red border.

THE BOARD OF TRUSTEES OF THE UNIVERSITY OF ILLINOIS

By: _____
 Avijit Ghosh, Comptroller

Date: _____

Name & Title of Comptroller Delegate: _____

FULL LEGAL NAME OF USER ENTITY

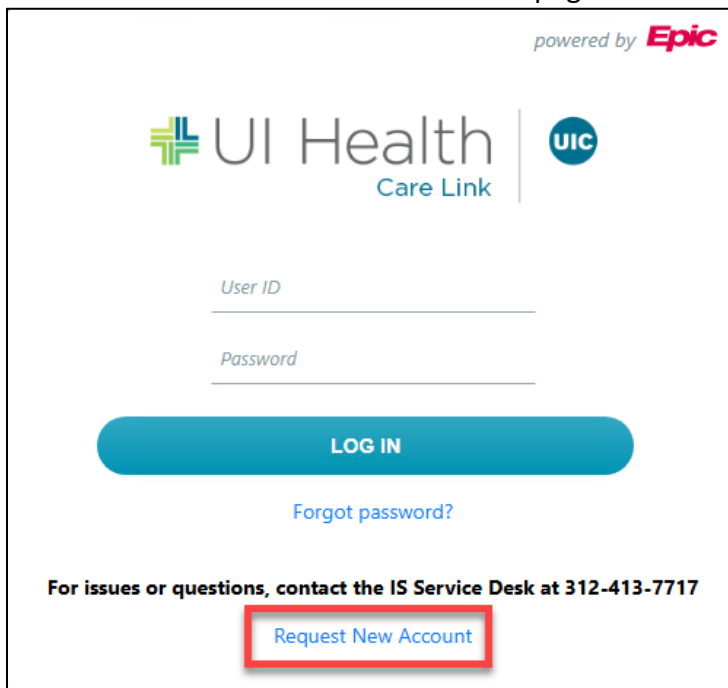
By: _____

Name: _____

Title: _____

Date: _____

2. Navigate to this website: https://carelink.uillinois.edu/EpicCareLink/common/epic_login.asp.
3. You will arrive at the UI Health Care Link page. Click the "Request New Account" link.



The page is the login interface for UI Health Care Link, powered by Epic. It features fields for User ID and Password, a large blue LOG IN button, and a link for forgot password. At the bottom, there is a red-bordered box containing the "Request New Account" link.

powered by **Epic**

UI Health
 Care Link

User ID: _____

Password: _____

LOG IN

[Forgot password?](#)

For issues or questions, contact the IS Service Desk at 312-413-7717

[Request New Account](#)

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

The screenshot shows a web browser window with the URL https://epiccarelink-njk_POC/common/account_request_main.asp. The page header includes 'UI Health Care Link' and 'Epic'. The main heading is 'New Account Request'. Below this, there is a section titled 'Create User Accounts for Your Site'. Under this section, there is a button labeled 'Request a new site' and a list of site types. The 'Site' option, which is 'Request access for a new site', is highlighted with a red rectangular box.

5. Fill and complete the Site Information form. All fields with a **red stop** are required fields.

The screenshot shows the 'Site Information' form in the UI Health Care Link system. The form is divided into several sections: 'Site Information', 'Address', 'Questions on New Account Request', and 'Other'. The 'Site Information' section includes fields for Site name, Site type, Phone, Fax, and Site NPI #. The 'Address' section includes fields for Address, City, State, ZIP, County, and Country. The 'Questions on New Account Request' section includes a dropdown for 'What category does your site fall in to?' and a 'Comment' field. The 'Other' section includes a 'Comments' field and an 'Attachments' section with an 'Add files' button and a '10.0 MB Total Allowed' limit. The form is marked with red stop icons indicating required fields. At the bottom right, there are 'Next' and 'Cancel Request' buttons.

Continued on next page.

6. Under attachments in the Other section, **upload the site authorization form** completed in Step 1.

UI Health Care Link

New Account Request > Site

1. Site Information 2. Users 3. Verification

Site Information

Site name:

Site type:

Phone: Fax:

Site NPI #:

Questions on New Account Request

What category does your site fall in to?

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:

10.0 MB Total Allowed 0 Files

Comments:

7. Click **Next** in the bottom right corner.
8. Select the appropriate type of user to create.

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

9. Fill and complete the user information form. All fields with a **red stop** are required fields.
- 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:

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

✓ Accept

✗ Cancel

10. Click **Accept**.

11. A list of users you have submitted a request for will appear here.
- A. Click **Add** to add additional users and select the next user type.
 - B. Click on the **username** to edit user information.
 - C. Click **Delete** to remove the request for that user.
 - D. 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 |
|-------------|----------------|-----|----------------|--------------------|
| test, Molly | Clinical Nurse | | test@gmail.com | Yes |

← Site Information → Verification × Cancel Request

12. Complete the verification screen and click **Submit Request**.

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

Next Steps

Once your account request has been processed, you will receive a verification email. You'll need to click the hyperlink in the email to verify your email address. 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. The email will contain your access information and a link to complete your setup. Follow the link and enter the User ID provided in the email, along with the reference # from your previously sent confirmation email. 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 your 2-factor authentication.