

Epic Version: 2022

User(s) Affected: ECL Site Administrators

Application: EpicCare Link

Date in Effect: 2/3/2023

## Topic: EpicCare Link (ECL) for Site Administrators

**Description:** EpicCare Link (ECL) Site Administrators are responsible for managing users at their facility. This tipsheet explains how to request new user accounts for existing users. If you have any difficulty, please contact the UTSW Help Desk at 214-648-7600 or [ServiceDesk@UTSouthwestern.edu](mailto:ServiceDesk@UTSouthwestern.edu) and specify that you are an EpicCare Link user.

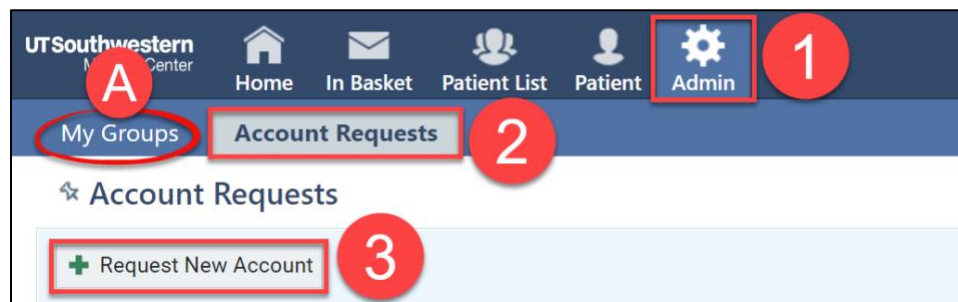
**URL:** <https://epiccarelink.utsouthwestern.edu>

**Browser Compatibility:** The application can be accessed using the latest versions of Microsoft Edge, Firefox, or Chrome on the Windows operating system. Users of the Macintosh operating system can use the latest versions of Firefox, Chrome, or Safari to access the applications. EpicCare Link can also be accessed by Apple iPads using the Safari browser and Android tablets using the Chrome browser. The Chrome browser on iOS is not supported. To function properly with your web application, a browser must be able to accept cookies, and it must be able to run JavaScript.

### Request New User Accounts

Follow the steps below to request access for new users or to request an adjustment to an existing user's access.

1. Click on the **Admin** tab from the top navigation toolbar.



- A. Be sure to check the **My Groups** section to confirm that this user does not already have access to your group. If the user is listed in the My Groups section, then you can provide them with their Login ID to login and/or reset their password if they don't remember it.
2. Click **Account Requests**.
  3. Click the **Request New Account** button.
  4. Choose what kind of user the account will be for (**Provider, Clinical Staff, or Non-Clinician**).

My Groups Account Requests

☆ New Account Request

If you need to create a new site with multiple users...

Site Request access for a new site

If you need to add users to an existing site...

Provider Request access for a new provider

Clinical Staff Request access for a new clinical staff member

Non-Clinician Request access for a new non-clinician

- A. **Please Note** – requests to create a new site (facility or location) access should NOT be submitted through EpicCare Link. If a new site needs to be created, please submit a request online at <https://utswmed.org/physician-resources/epiccare-link/> for each new location.

## 5. Fill out the required fields that appear.

New Account Request > Clinical Staff

**User Information**

A **Name [Last,First]:**

**Site Information**

B **User group:**

**Basic Information**

C **Work e-mail:**  **Work phone:**

User Address:

Address:

City (or ZIP):

State:  ZIP:

County:

Country:

**Associated Providers: List the providers this user works with**

Provider name:

**Other**

D **Comments:** User needs access to Location A, Location B, Location C, and Location D.

**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.

E  Make this user a site administrator

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- A. **Name:** enter the user's name in the format Last Name, First Name.
- B. **User group:** select the facility that this user should have access to. If the user needs access to multiple facilities, specify the appropriate facilities needed in the comments section.
- C. **Work e-mail:** enter the user's work email address.
- D. **Comments:** enter any relevant comments regarding what access is needed. This could include a list of facilities the user should have access to or clarification that this request is to adjust the access of an existing user.
- E. **Site Administrator:** check the "Make this user a site administrator" checkbox if the user should have additional Site Administrator access.
  - **Please Note** – each facility can have a maximum of **2** Site Administrators. So, if this user is meant to replace an existing Site Administrator, please specify this in the comments section.

6. Click **Submit Request**.

7. You will receive an email within **10 business days** once the new user account is created so you can distribute the login instructions to the new user.