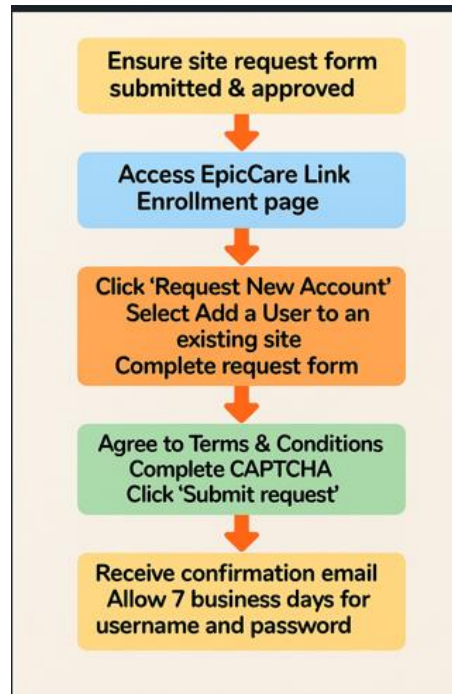
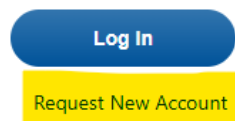


EpicCareLink – Account Request Updates

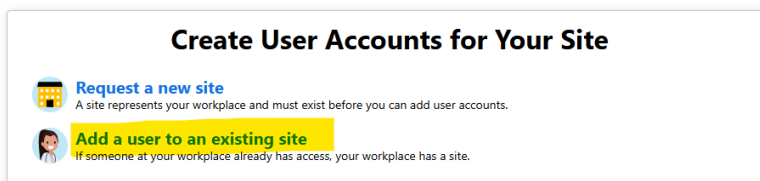
We have made changes to how end users should request for new account. Here is a visual the for the new process:




1. Ensure that your Site (Organization) has completed the site request form and has been approved. Your supervisor can confirm this information if you are not sure.
2. Access this web page (do not log into Citrix): <https://carelink.corp.saint-lukes.org/> click on “Request New Account”



3. Select: Add a User to an existing site



4. You will be presented with the various user roles that you can request access for

**Add a user to an existing site**

If someone at your workplace already has access, your workplace has a site.
Choose a type of user to create:

Provider
Request access for a new provider

Clinical Staff
Request access for a new clinical staff member

ROI Requester
Request access for a new requester or clinical documentation reviewer

Research Study Monitor
Request access for a new research monitor

Payer
Request access for a new payer

5. Complete the New Account request form

New Account Request > Provider

User Information

First name:

Middle name:

Last name:

Work e-mail:

Site Information

Site name:

Site type:

Site NPI #:

Phone:

Fax:

Address:

City:

State:

Country:

ZIP:

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 Fax:

User Address:

Address:

City:

State:

ZIP:

6. Agree to the Terms & Conditions; Complete the CAPTCHA (I'm not a robot) verification, ensure all required fields are completed. Then Click "Submit request".
7. After this you will receive a confirmation email providing you with a reference number
8. Allow for 7 business days to receive username and password information in your email
9. The email will come from ebusiness@saint-lukes.org
10. If you do not see the email, please check your spam folder.

Reset Password

1. If you forget your password and get locked out of your account.
 - a. Please call the SLHS helpdesk: 816-251-9999

- b. Do not request a new account