



# Submitting a New Epic Account Request, Establishing Site Administrators and End-User Access

## **Submission Process**

1. Copy the following link and open in Google - epiccarelink.hamiltonhealth.com/



2. Under the login box, click the "Request New Account" link to set-up new Epic Account. If your location is already an established account with access to Hamilton EpicCare Link then simply login.



3. On the next page, click "Request a new site"



- a. Select between the "Site" (i.e. Independent Clinic) and "Post-Acute Care Site" (i.e. Skilled Nursing Facility) options.
- 4. Fill in the relevant and required information for each site. Once complete, click "Next" in the bottom right-hand corner of the page.
- 5. Once filling in relevant information for each site, you can begin requesting access for individual users. Select from the following User list for the appropriate designation for each end-user.

-If you are requesting for a Post-Acute Care facility, your user types will be **Continued Care and Services Coordinators** 

hoose a type of user t	o create:	
Provider		
Request access for a	ew provider	
Clinical Staff		
Request access for a	ew clinical staff member	
Non-Clinician		
Request access for a	ew non-clinician	,
Continued Care and	Services Coordinator	
Request access for a	ew continued care and services coordinator	
Biller		
Request access for a	ew biller	
Requester		
Request access for a	equester	
Specimen Collector		
Request access for a	pecimen collector	

6. Notes on user types:

At least one user must be listed as a Site Administrator. The person who is submitting this request on behalf of themselves and their users is likely the practice manager or administrator and is therefore most suitable for this.

- a. Any user type can be a site administrator, so if you are both a practice administrator and also part of the medical staff, you can select Clinical Staff. If you do not directly oversee patients, you can select "Non-Clinician" for yourself and other users, such as front desk staff. Note – For security purposes site administrators will be responsible for designating, deleting and on-going verification of end-users.
- b. To make someone (including yourself) site administrator, check the box at the bottom of that user's request page (See next screenshot):

		* * * * * * * * *
New Account Request 🕨 Site 🕨 Users 🕨 Add User 🕨 Non-Clinician		
	User Information B Name [Last,First]:	u: []
	Basic Information	
	User Address:	St: Copy site address
		Address:
		O City:
		O State:
•		County:
	Other	Country:
	Comments:	
	Site Administrat	rator
	A site administrator user accounts are c	ator is the person responsible for maintaining a site's records. These responsibilities include verifying that e current, deactivating the accounts of users who are no longer active at the site, and submitting
<b>`</b>	requests to activate	rate new user accounts. Every site must have at least one administrator. er a site administrator
		✓ Accept X Cancel

- 7. After entering each user, click on "Accept" (see blue arrow above)
- 8. To add additional end-users click on "+ Add" and follow the above steps 5 through 7. To delete and end-users simply click on the designated end-user and click "- Delete"
- 9. Once you are finished adding new users, hit "Verification" in the bottom right.
- 10. Agree to the Terms and Conditions, verify you are not a robot, and type the name of whomever is submitting the request and click "Submit Request"
- 11. To add and delete end-users in the future please login to <u>epiccarelink.hamiltonhealth.com/</u> and select "Add a user to an existing site"



# Create User Accounts for Your Site Request a new site A site represents your workplace and must exist before you can add user accounts. Request to an existing site If someone at your workplace already has access, your workplace has a site.

## **Post-Submission Process**

- 12. Once you click "Submit Request" the website should bring you to a confirmation page.
  - a. Once you have arrived at the Confirmation page Click "Ok" in the lower right hand of the corner.

The Annelity LINK
New Account Request   Confirmation
Reference #: 7139
Thank You for Submitting Your Account Request
Please print this page as your account request confirmation. We may contact you if we have additional questions. In the event that you still haven't heard from us, please call us at the number listed below and have your reference number ready.
What To Do Next?         1. You will receive your access information by secure email within 7 business days.         2. Once you receive your username and password, go to <u>spiccarelinkhamiltonhealth.com</u> 3. Enter your username and password exactly as it appears in the secure email.         You will be prompted to change your password the first time you log in.         4. Once you successfully log in, you may now view your patient information.
Additional Information If you have questions, you may email ECLinkAdmin@hhcs.org call 706-272-6140 to speak with our EpicCare Link administrators.
Sincerely,
EpicCare Link Team

- b. If the confirmation page is blank, that is due to technical issues that we are overcoming currently. You may proceed with clicking "OK" in the lower right-hand corner of the page. If you are a site administrator, you will receive your login information within 7 business days. If you do not receive confirmation of your enrollment with 7 business days please email <u>ECLinkAdmin@hhcs.org</u>.
- C. IMPORTANT By separate email the site administrator will be sent a site administrator agreement from <u>ECLinkAdmin@hhcs.org</u>. The agreement must be signed by the site administrator and scanned and sent back to <u>ECLinkAdmin@hhcs.org</u> prior to being granted access to Hamilton's EpicCare Link. If you do not have access to a scanner please send an email or any questions to <u>ECLinkAdmin@hhcs.org</u>.

### Username and password generation

- 13. When your sites' user records have been generated, the Site Administrator will be sent their own username and temporary password info from <u>ECLinkAdmin@hhcs.org</u>. When the site administrator logs in for the first time, they will be prompted to change their own password.
- 14. When you first log in as the Site Administrator, you must go to the My Groups activity, under the Admin tab on top (see screenshot A below).
- 15. The end-user username is located under the "Login ID" column. If you desire you can then set the temporary passwords for each of your end-users you established in step 5 above, using any random password generator you can find on google (i.e. <u>https://www.random.org/passwords/</u>)

Once the temporary password has been established, click on the blue Hyperlink of the end-user under the "Set Initial Password" section (Screenshot B) and enter the temporary password. Once the end-user logs in for the first time, they will be required to change the temporary password to a long-term password they will use to log-in once Hamilton's Epic system is live (see Screenshot C)

# Screenshot A

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← C	np.et1336.epichosted.com/EpicC	areLink_POC/common/epic_n	hain.asp					A* ☆ Ф	£≣		
18 Hamilton LINK	Home In Basket Patient List	Referral Search Schedule	ジェ 計画 星 Tasks Reporting Patie	Admin		Happy Together	C Link Log Out	Epic			+
My Groups My Facilities Account Requests											
	> My Groups						55 O				
	① Set Initial Password			D.							
	Set the initial password for The first time a user logs in Boots, Cat	these users and let them know In they will be required to set the	r they can log in with their Use ir own password.	ID and initial password.							
	Name	Login ID *	Provider	Email	Enrolled In 2FA	Last Login					
	Donkey, Shrek	SDONKEY	No	hmenz@epic.com	No	10/26/2023 5:31 PM	- 9				
	Ogre, Fiona	FOGRE	No	hmenz@epic.com	No		۲ –				
	Boots, Cat	CBOOTS	No	hmenz@epic.com	No		3 -				

#### Screenshot B

#### ① Set Initial Password

Set the initial password for these users and let them know they can log in with their User ID and initial password. The first time a user logs in they will be required to set their own password.

- Escher, Jason
- Montez, Jaclyn
- Stewart, Felicity

#### Screenshot C

Change Password for ESCHER, JASON						
You cannot enter a blank password.						
New Password	Verify New Pa	ssword				
θ		θ				
Password for STANTZ, JILL						
9						
	Accept	Cancel				

16. Finally, securely communicate the usernames and temporary passwords to your endusers. When they log in for the first time, they will have to change their password as well. <u>The usernames and passwords will not be operational until Hamilton goes live</u> with Epic.

If you have any questions, please do not hesitate to contact EClinkAdmin@hhcs.org.