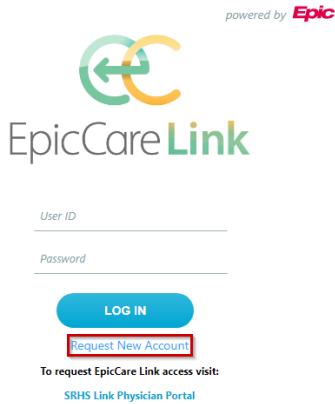


## Request a New Account in EpicCare Link

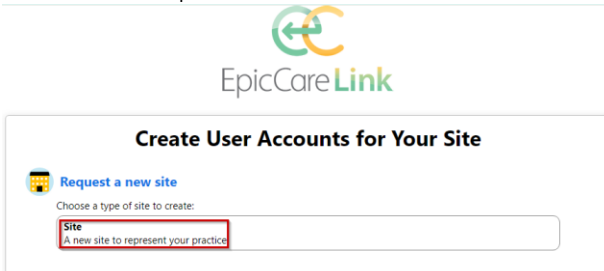
To request a new account in EpicCare Link, follow the steps below:

### Try It Out

1. Click the following link: [https://epiccarelink.et0939.epichosted.com/EpicCareLink\\_PRD](https://epiccarelink.et0939.epichosted.com/EpicCareLink_PRD).
2. Click **Request New Account**.

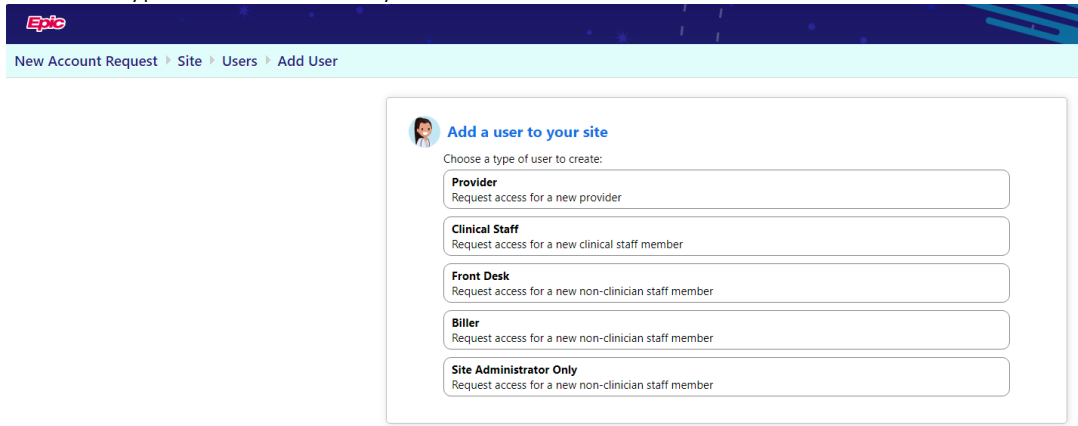


3. Click **Site** to request a new site.

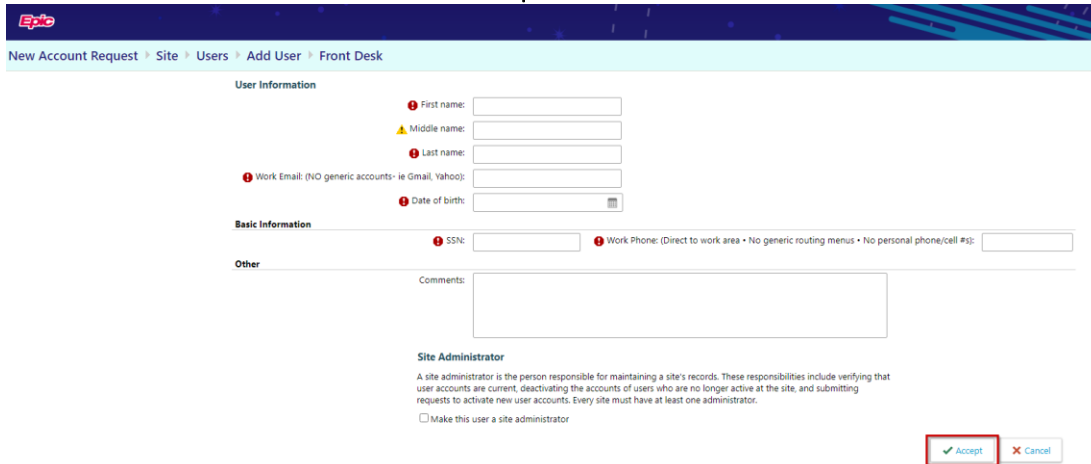





4. Fill in the demographic information for the site and click **Next**.

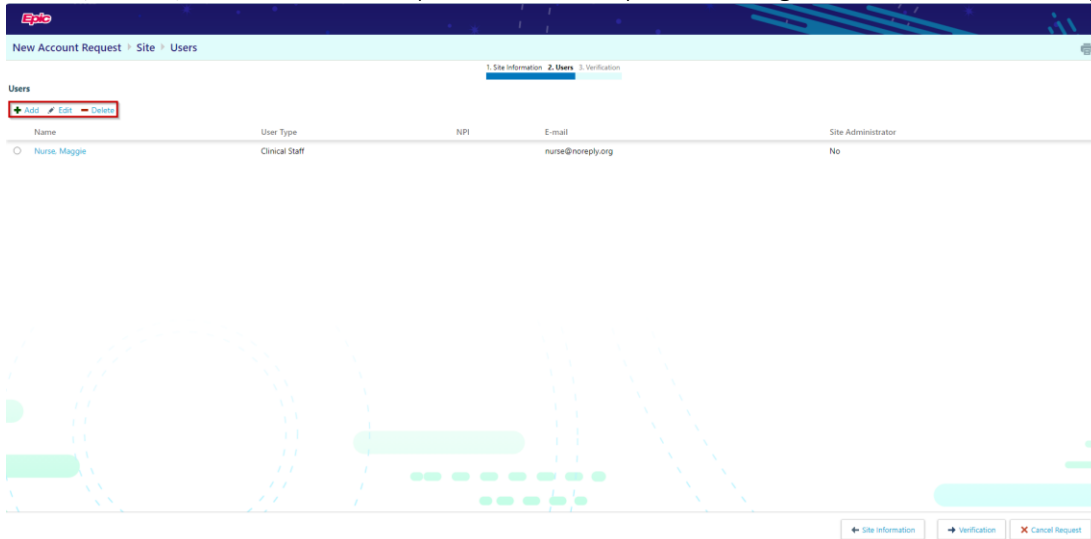
- Choose a type of user to add to your site.



- Fill in the user information and click  **Accept**.



-  Add,  Edit, or  Delete users. (Note: You are required to designate a site administrator.)



Name	User Type	NPI	E-mail	Site Administrator
Nurse, Maggie	Clinical Staff		nurse@noreply.org	No

8. Once you have reviewed the users, click **Verification**. (Note: If Verification is grayed out, you have not selected a site administrator. Review the Site Administrator column of the dashboard.)
  - a. To update a user to a site administrator, click the users name from the list of users.
  - b. Select the checkbox on the form to designate the selected user as a site administrator.

**User Information**

First name: Maggie  
 Middle name:  
 Last name: Nurse  
 Work Email (NO generic accounts- ie Gmail, Yahoo!): nurse@noreply.org  
 Date of birth: 1/1/1990

**Basic Information**

SSN: 777777777  
 Work Phone (Direct to work area + no generic routing menus + No personal phone/cell #): 864-560-6000

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

Provider name: Add

**Clinical Staff Request Details**

Imaging results: View imaging result reports Comment

**Other**

Comments:

**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

- c. Click **Accept** to return to the list of users.

9. Review the Terms and Conditions and fill in the verification information. Click **Submit Request**.

**Verification**

1. Site Information 2. Users 3. Verification

**Terms and Conditions:**

**SRHS Link Access and Use Agreement**

This SRHS Link Access and Use Agreement ("Agreement") between Spartanburg Regional Health Services District, Inc. d/b/a Spartanburg Regional Healthcare System ("SRHS") and the healthcare provider designated below ("Participant") details:

I agree to the Terms and Conditions above.

**Verification:**

I'm not a robot

**Requested by:**

Primary contact: Nurse, Maggie - nurse@noreply.org

**Submit Request** Previous Cancel Request

10. Click **OK** when the Confirmation appears.

**Verify Your Email Address**

Click the link sent to [maggie@theuser.com](mailto:maggie@theuser.com) with the subject **Verify Email Address**.

**Having trouble?**

- If you cannot find the email, try checking your spam folder or incoming email filters.
- Contact the help desk by calling 864-560-4337.

Reference #: 20287

**Thank You for Submitting Your Account Request**

Please print this page as your account request confirmation. It can take up to 3 weeks for our administrators to review your information. We may contact you if we have additional questions.

**What To Do Next?**

- You will receive your access information by email in about 2-3 weeks.
- Once you receive your username, you will receive instructions on how to complete setting up access to SRHS Link & Care.

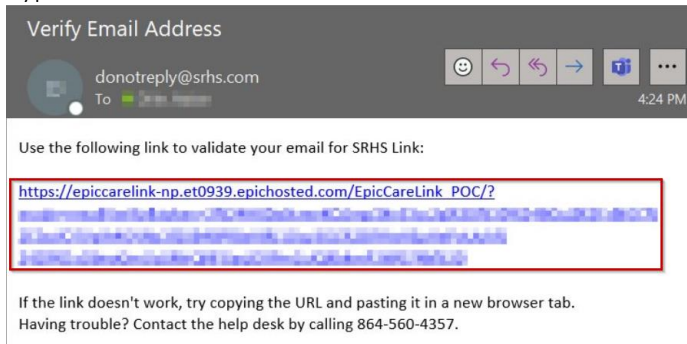
**Additional Information**

If you have questions or have not received a response after 3 weeks, you can email [linkaccess@srhs.com](mailto:linkaccess@srhs.com) to reach our SRHS Link Team, please include your Reference #.

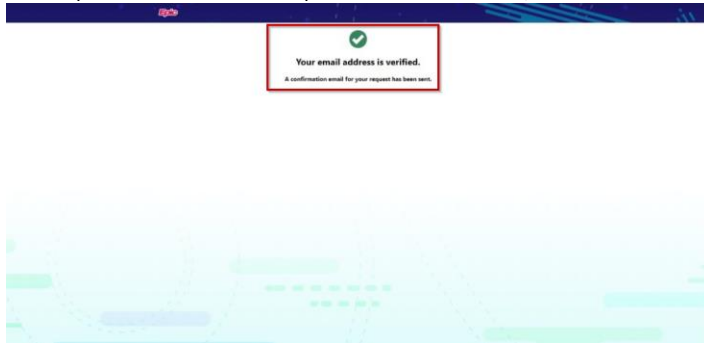
Sincerely,  
 SRHS Link Team

**Submit Request**

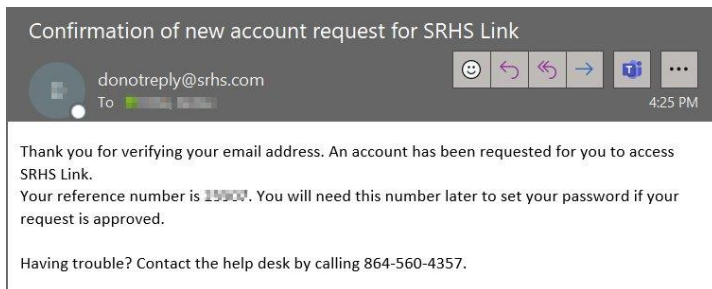
11. You will receive an email to verify your email address. Validate your email for SRHS Link with the included hyperlink.



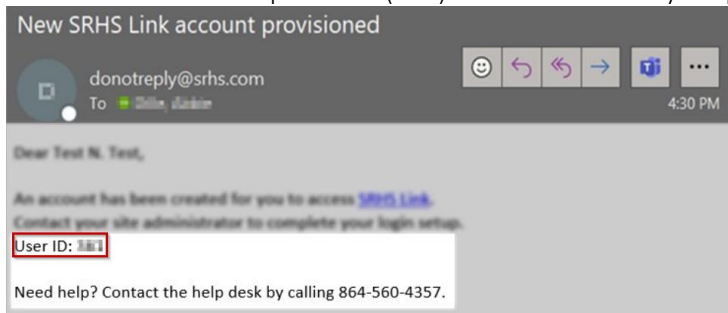
12. Once you have validated your email address, a screen will appear notifying you that your email address is verified.



13. You will receive an email with confirmation of a new account request for SRHS Link.



14. If your request is approved, you will receive an email notifying you that the SRHS Link account has been provisioned. The review process can take 10-15 days. The email will include your login information. (Note: You must call the SRHS Help Desk at (864)560-4357 to reset your password prior to logging in.)



Please email [linkaccess@srhs.com](mailto:linkaccess@srhs.com) for any questions regarding requesting a new account in EpicCare Link.