

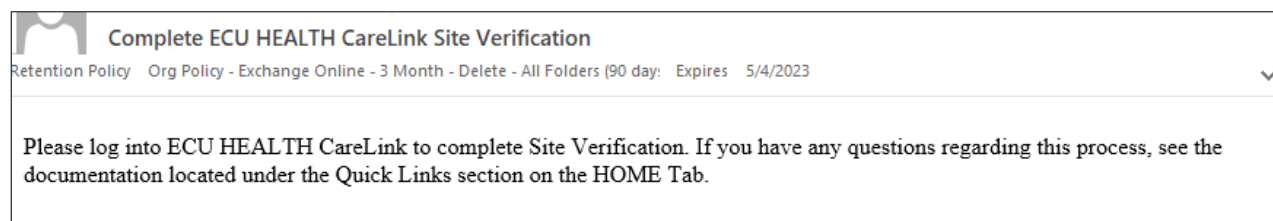
Site Administrators are responsible for maintaining their practices ECU Health CareLink account to ensure all users who have access are still with their group. It is best practice to have two Site Administrators per site.

Try It Out

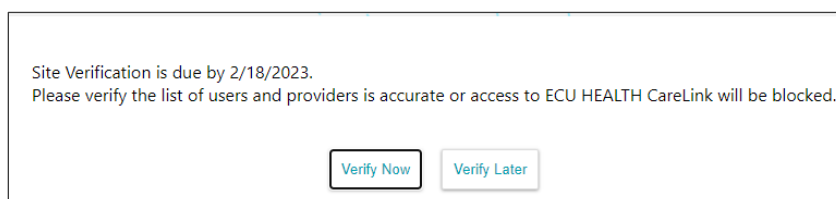
Site Verification

Site Administrators are required to log into their CareLink account once every 90 days to complete a Site Verification. An auto generated email is sent to Site Administrators when the Site Verification is due and it must be completed within 10-days. If the Site Verification is not completed within the 10-day window, all user access will be suspended until completed.

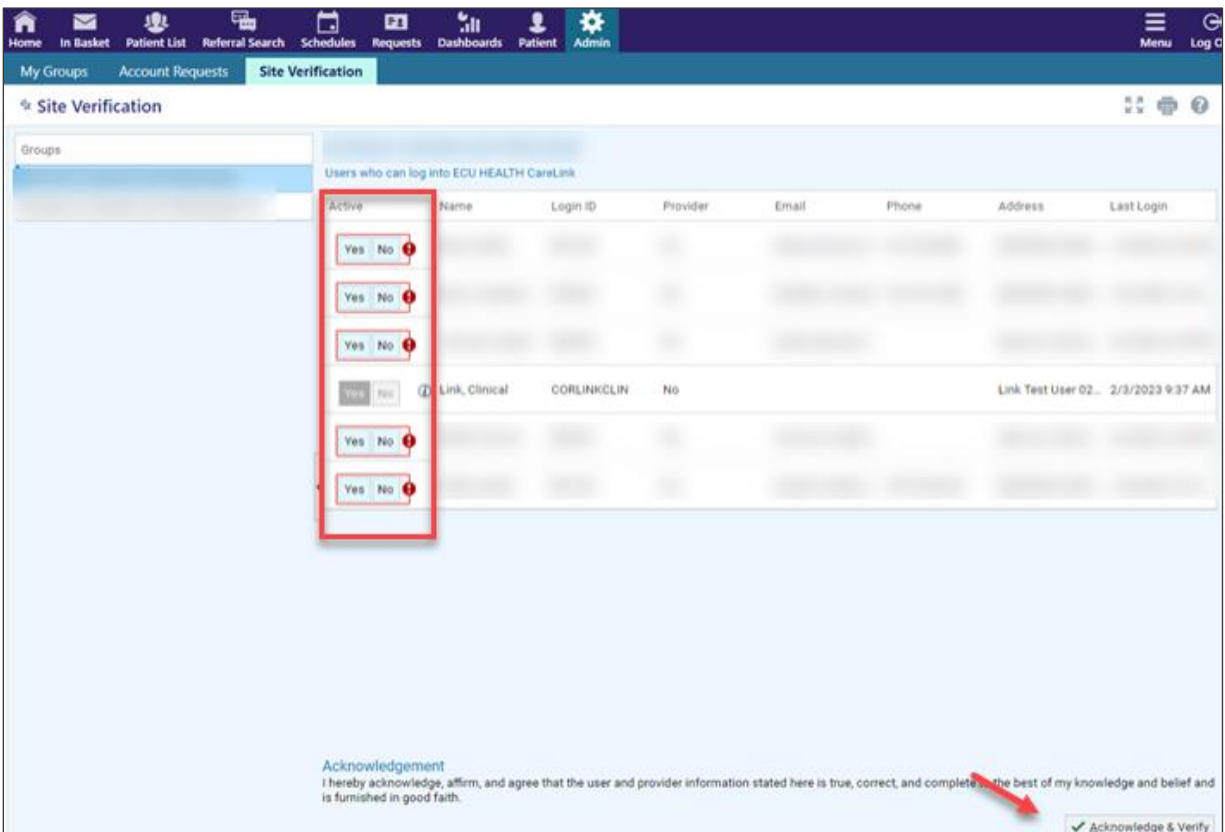
1. The auto generated email will to inform Site Administrators that a Site Verification is needed.



2. When logging into CareLink when Site Verification is due, the Site Administrator will be prompted with the following message and should select **Verify Now**.



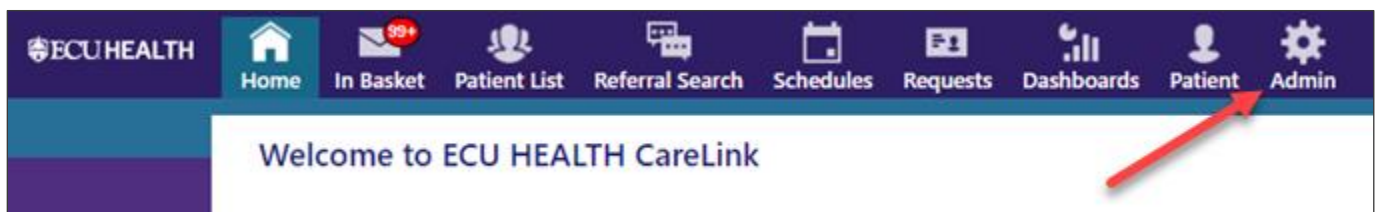
3. During the verification process, one of the two Site Administrators is responsible for verifying all users linked to the site to ensure those who have access are still with the clinic.
 - a. To do this, the Site Administrator will select **Yes** or **No** in the *Active Column* by each user's name.
 - b. Once all users are reviewed, select **Acknowledge & Verify**.



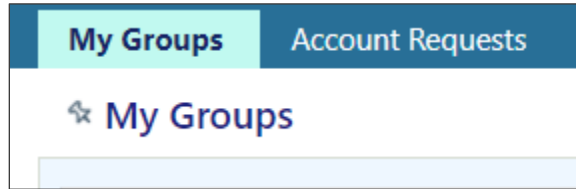
Account Resets & Deactivation

Site Administrators can reset a user's password, two-factor authentication setting, update email address, and unblock or deactivate a user all from one screen.

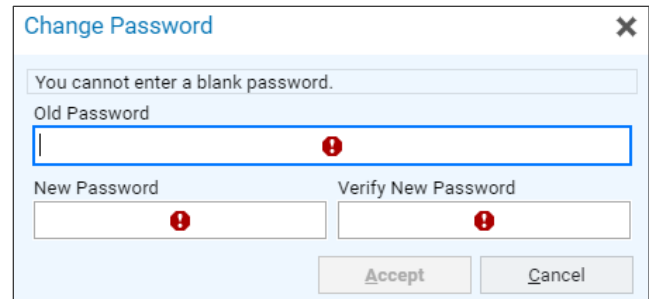
1. To update any of this information, the Site Administrator will need to select the Admin icon from the homepage.



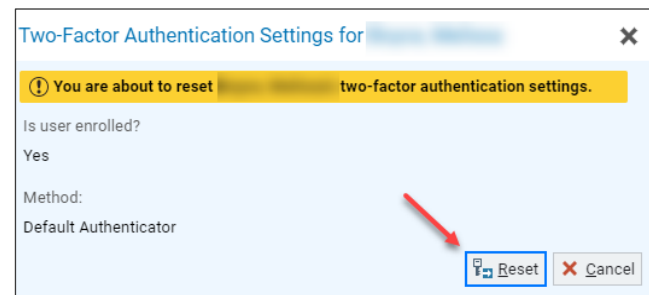
2. It should land on the **My Groups** tab where all users are listed.



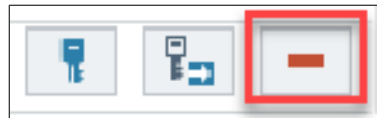
3. Find the user's name and on the far right, there will be three icons listed.
a. For password resets, select the **Key** button.



b. For two-factor authentication resets, select the **Key & Arrow** button. The user will receive an email notification that the two-factor authentication was reset and upon logging in, they will be prompted to re-enroll and select which method they wish to use.



c. To deactivate a user, select the **Minus** button.



Deactivate [X]

! You are about to deactivate [redacted]

User ID [redacted]

User Group [redacted]

Comment [text area]

[Deactivate] [Cancel]

d. If a user has a lock in front of their name, they will also have an unlock symbol on the far right. To unblock their account, select the **Unlock** button.



Unblock Davis, Nakeia [X]

i Login block reason: **Inactive for too many days**

Do you want to unblock [redacted] ?

[Unblock] [Cancel]

e. To change a user's email address, select their name in the **My Group** list.

[redacted] (User ID: [redacted])

Email [text field]

Days Between Email Notifications [text field]

Notification Preferences

Receive email notifications for unread messages Receive notifications for group events

Addresses/Phone Numbers

[Edit]

Phone -

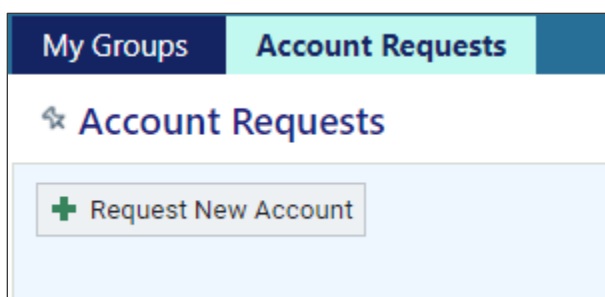
Address [redacted]

[Accept] [Cancel]

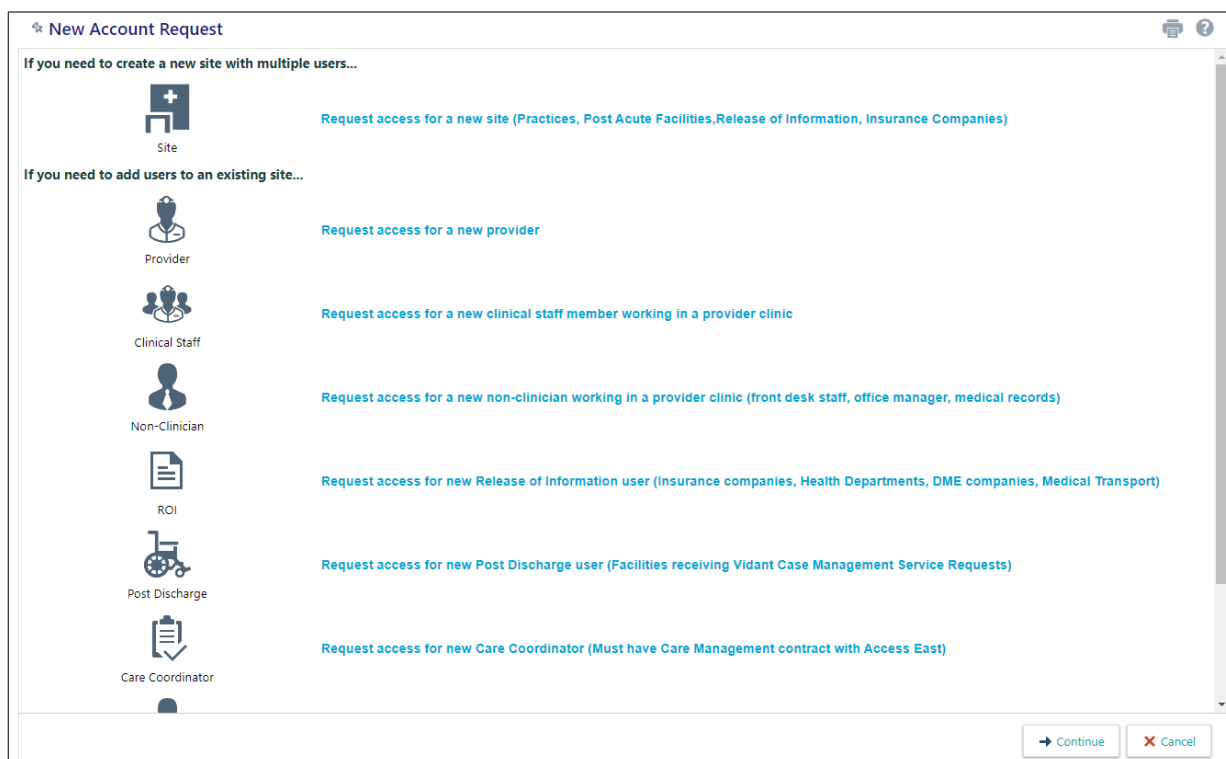
New Account Requests

Site Administrators are required to requests new accounts to team members and providers. Account requests requested by anyone other than the Site Administrator will be rejected.

1. Select the **Account Requests** tab and then **Request New Account**.

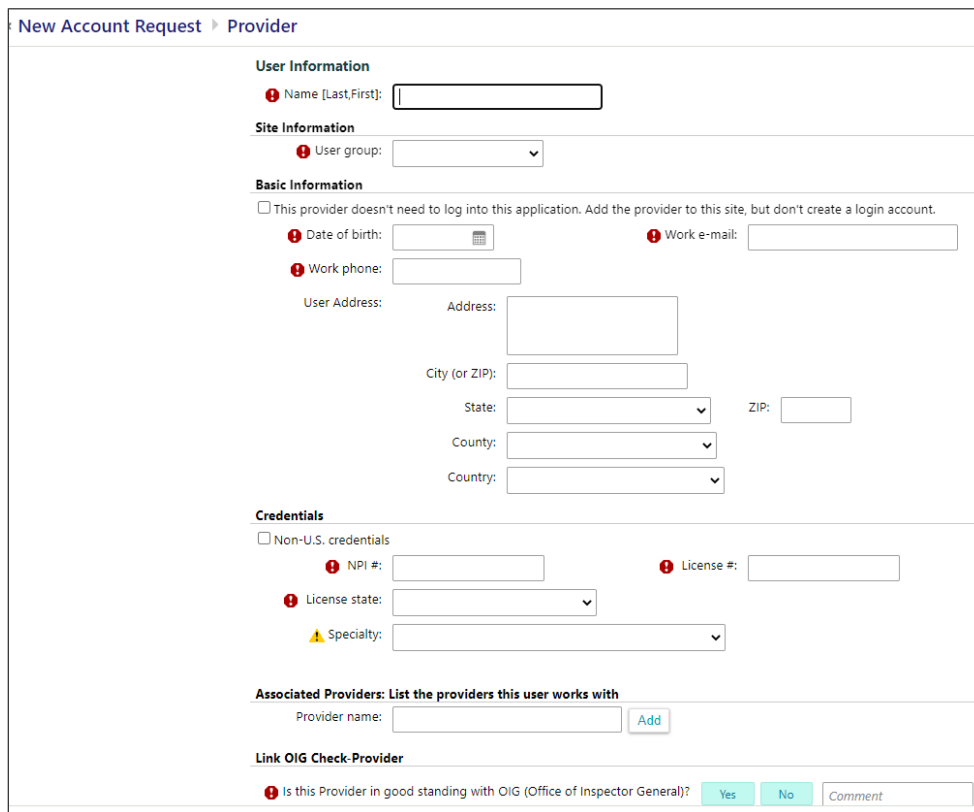


2. Select the appropriate type of user account.



NOTE: For users who need to submit referrals or radiology orders, please request **Clinical User** access.

3. Complete all required fields.
 - a. For providers who do not need access but need to be linked to the site, please select the box under *Basic Information*.



- b. If a new user needs to have Site Administrator access, select the box at the end of the form prior to submitting.

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

- Once account request has been submitted, a confirmation page will appear and the request will also be listed in the Account Requests section.

My Groups **Account Requests**

✦ New Account Request ▶ Confirmation

Reference #: 89670751

ACCOUNT REQUEST CONFIRMATION

Thank you for your submitting your account request!

Please print this page as your account request confirmation. We have opened a ticket on your behalf for additional access. This process will take approximately 7-14 business days to complete.

We may contact you if we have additional questions. In the event that you still have not heard from us, please contact the number listed below and have your Reference number available.

What To Do Next?

Existing CareLink Clinics:

- Your site administrator will receive an in-basket message with your account information in 2-3 weeks.
- Your site administrator will provide you with your account information.
- Please reach out to your site administrator if you do not receive your account information within 2-3 weeks.

New CareLink Clinics:

- An email will be sent with the account information in 2-3 weeks.
- Navigate to the web site indicated in your email notification.
- Enter your user ID and password exactly as it appears in the notification.

Educational materials are located on the HOME tab under the "Quick Links" section.

If you have any questions or concerns, please contact the Vidant Health Service Desk at 252-847-5111 and ask your ticket be routed to the Vidant CareLink team.

✦ Account Requests

[+ Request New Account](#)

Name	Status	Request Date	Email	Phone	Reference #
test, test	Pending	2/3/23	test@test.com	252-252-2525	89670751

Request Details:

New Account Request Requested by: LINK, CLINICAL [CORLINKCLIN]
Reference #: 89670751

User/Provider Information

Non-Clinician

test, test Pending

User ID: (Unspecified) E-mail: test@test.com
Phone: 252-252-2525
DOB: 1/1/1985

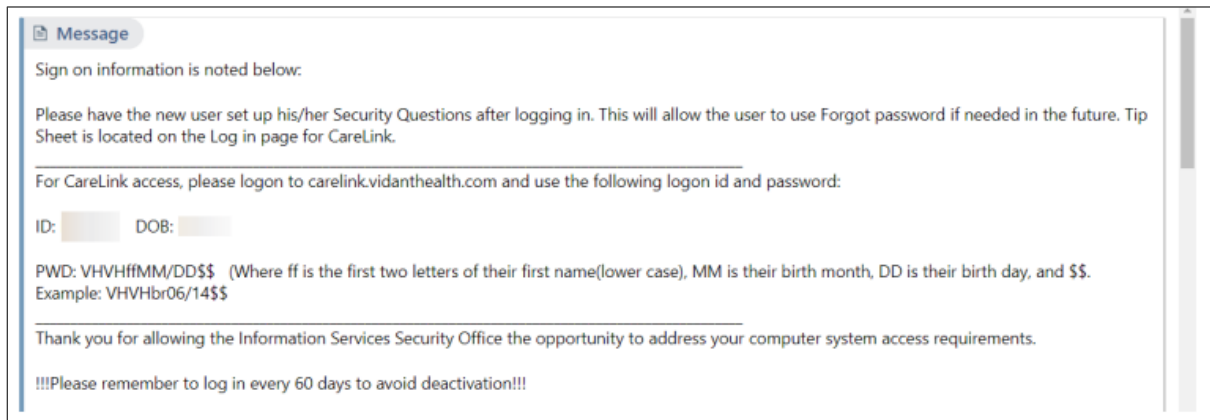
User contexts: _____

Group Information

Existing Groups

Patient group: _____
 ROI group: _____
 Users/Providers: test, test

- Once the account request has been processed, the Site Administrator that requested the account will receive the account details in their in-basket in CareLink.



NOTE: For issues related to CareLink, contact the HelpDesk at **252-847-5111** or the Physician Outreach team at physicianoutreach@ecuhealth.org.