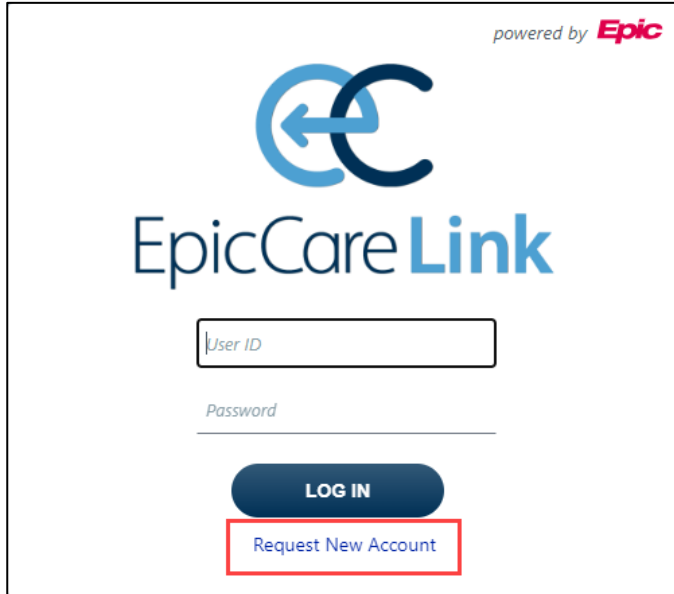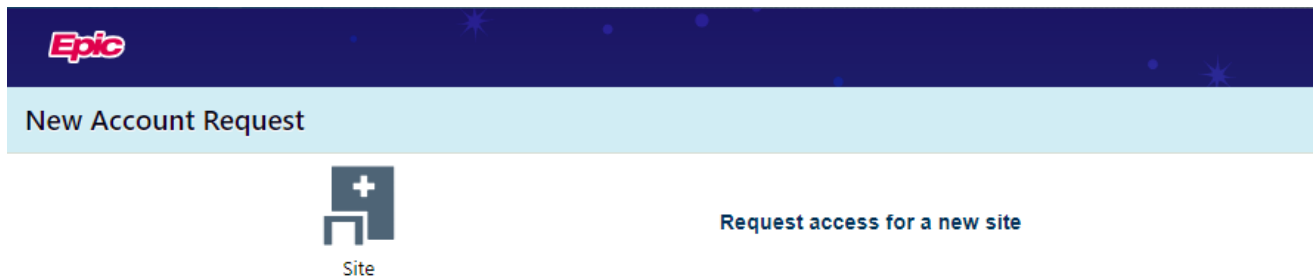# EpicCare Link: Requesting a New Site
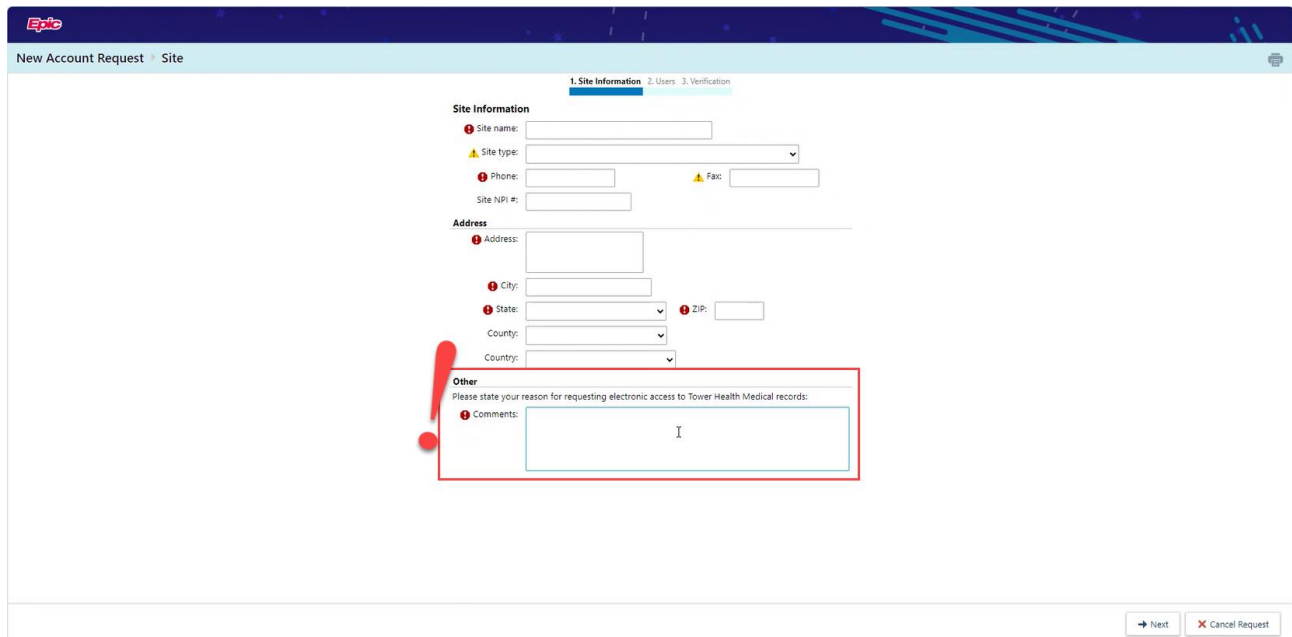
1. From the **EpicCare Link** log in screen, click **Request New Account**.

2. Click **Request access for a new site**.

3. Complete the form with the site information. ***** IMPORTANT ***** From the **Other** section, be sure to state your business reason for requesting EpicCare Link access through Tower Health.
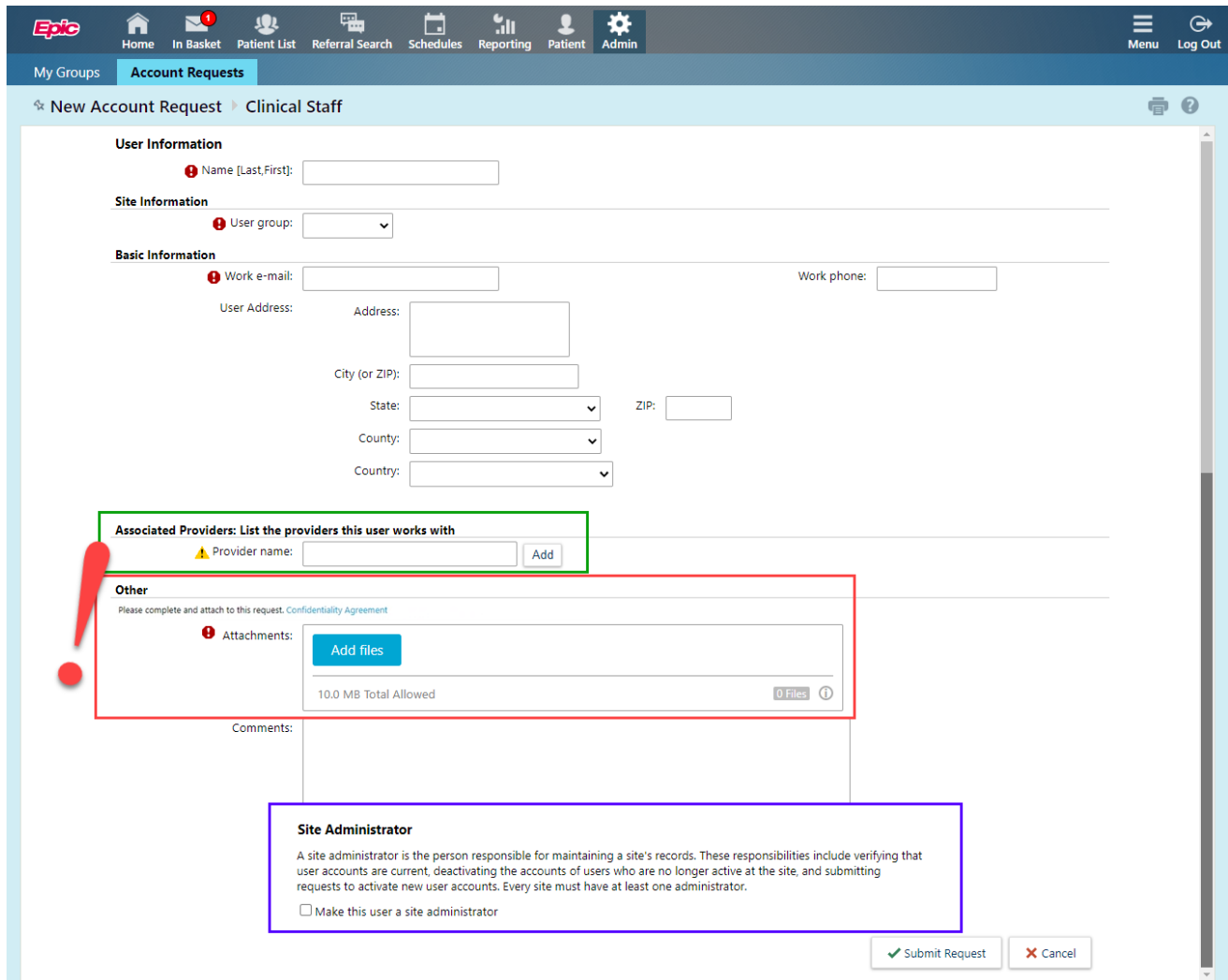

4. Click **Next** in the lower right.

5. Select the type of user you are requesting an account for and then click **Continue** in the lower right. ***** IMPORTANT ***** Since this is the first user, this should be the Site Administrator. You can add other users later.

6. Complete the required and recommended fields. ***** IMPORTANT ***** When entering the user's name, be sure to enter it Last Name, First Name format. Entering the name in the incorrect format could delay processing. ***** IMPORTANT ***** From the **Other** section, be sure to print and complete/sign the **User Confidentiality Agreement**. After the **User Confidentiality Agreement** is

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Continued on next page.

Version 1: 11/21/23 AB - Page | 2

signed, scan it to your computer. Attach the scanned file to the **New Account Request** using the **Add files** button.

Other Important Call Outs:

- Please list all providers associated with your practice regardless if they require access to EpicCare Link. The provider list will dictate which patients will be able to be accessed in EpicCare Link by the site without manual look up with 3 identifiers. Patients who have relationships in Epic with the providers on this list will be automatically added to the site's patient list. This list only needs to be filled out once and not for every user.

- It is important to have at least one user who is a Site Administrator.

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

7. Click **Accept** in the lower right.

8. If you have additional users to enter, click **Add** in the upper left and repeat steps 5-7.

9. Complete the verification and click **Submit Request**.