

Expired/Expiring AD Login Credential Re-Submit Request

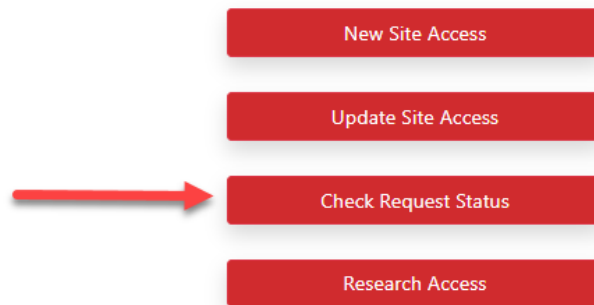
<https://healthconnect.rwjbh.org/carelink/>

When you receive the email notification that your user(s) are set to expire, or if their network (AD) account has already expired, you will log into the portal **Check Request Status** option to create a Re-Submit request which will start the process of account extension.



Epic Carelink Hyperspace Access Request Portal (EC-HARP)

RWJBarnabas Health CareLink provides Web access to your patients' real-time medical records, test results and imaging reports, and receive email notification of your patients' outpatient visits, hospital admissions and discharges. Once RWJBarnabas Health verifies your information and creates a user ID, you will have full access to the site. CareLink is free and online, with no software to install.



Choose the Check Request Status option in the Care Link Portal.

TYPE	NAME	NPI	ADDL INFO	INSIGHT	CREATED/UPDATED ON	USER REQUEST STATUS
New Site User Request (CARP ID: 8574)	Santhi user two Email: test@marich.com Cell Phone: 7321111111		<ul style="list-style-type: none"> CareLink Role : Clinical Staff(non-physician) Role : SiteAdmin SSN: 3333 App Requested : HYPERSPACE 		02/28/2023 02:16 PM (user two, Santhi) N/A	Pending 2
New Site User Request (CARP ID: 8575)	Santhi user three Email: test@marich.com Cell Phone: 7321111111		<ul style="list-style-type: none"> CareLink Role : Clinical Staff(non-physician) Role : SiteAdmin SSN: 3333 App Requested : HYPERSPACE 		02/28/2023 02:16 PM (user three, Santhi) N/A	Pending

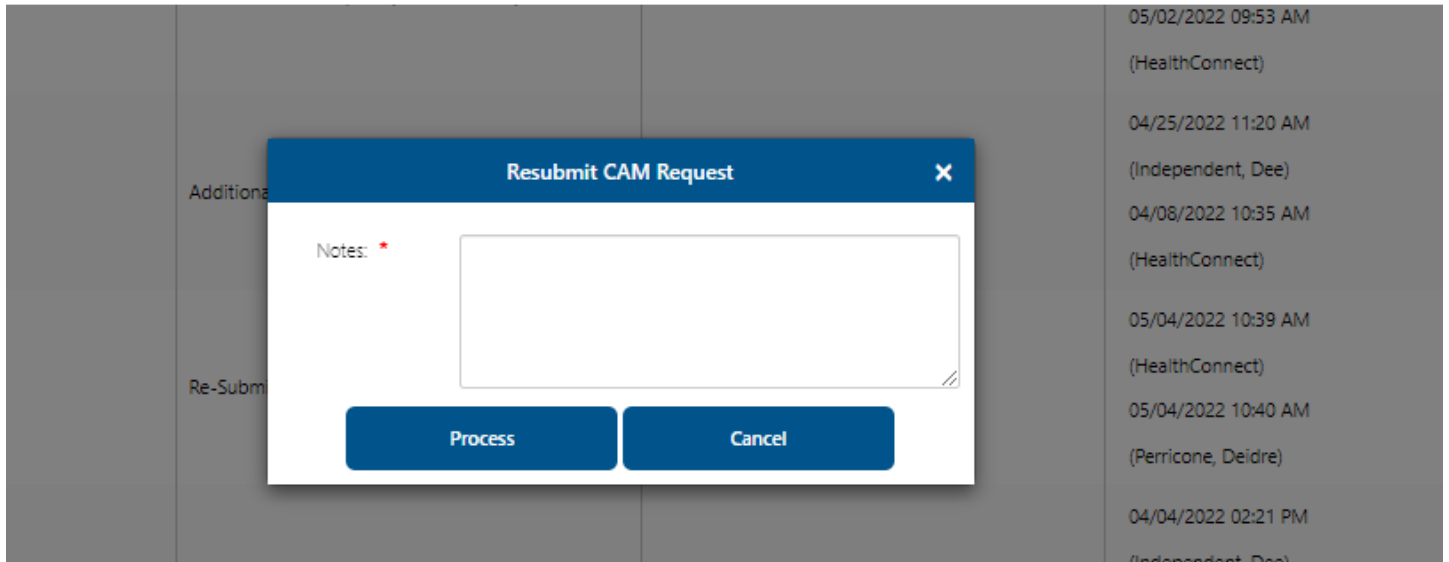
If window is not expanded, click the '-' icon to expand the user list (1). Next to each username that needs to have their account extended, expand the selection by clicking the 'hamburger' icon (2).

icon' or 3 horizontal lines (2). *Make sure you choose the most recent entry for the person you would like to resubmit.

SITE NAME	SITE ADMIN EMAIL	ADDL INFO	REQUEST TYPE	INSIGHT	CREATED/UPDATED ON	REQUEST STATUS	
Test, Entity	• deidre.perricone@rwjbh.org		New Site Request (CARP ID: 4377)		02/13/2023 09:33 AM (Tester, Biller) 02/17/2023 06:21 PM (Perricone, Deidre)	CAM Provisioning Complete	

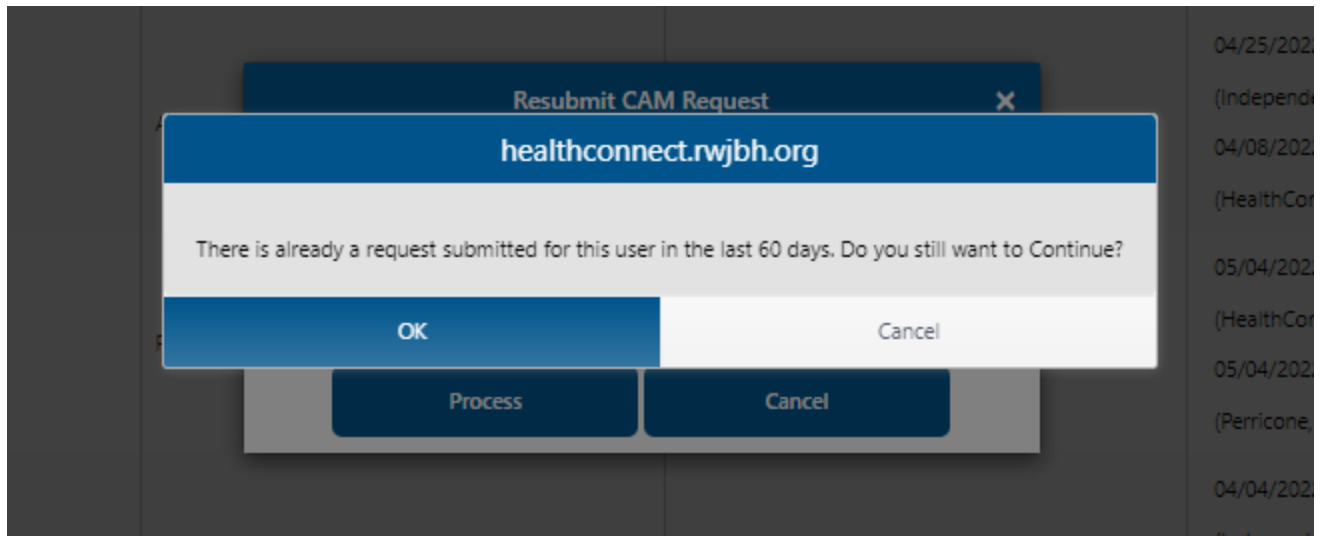
TYPE	NAME	NPI	ADDL INFO	INSIGHT	CREATED/UPDATED ON	USER REQUEST STATUS	
Site User	Biller Tester Email: deidre.perricone@rwjbh.org Cell Phone: 908-675-5056		<ul style="list-style-type: none"> CareLink Role : Biller/Coder (this must be separate from the Fr Desk User) Role : SiteAdmin SSN: 1111 App Requested : CARELINK 		02/13/2023 09:33 AM (Tester, Biller) N/A	Approved	<div style="border: 2px solid red; padding: 2px; display: inline-block;">Resubmit CAM Request</div>

Click Resubmit in the menu that opens on the hamburger icon.



Enter comments if applicable, and click Process.

*If a new or additional request for access to Care Link was recently submitted, you will receive this message:



The request will display as Re-submitted once you finish.

			(HealthConnect)
NPI	ADDL INFO	INSIGHT	CREATED/UPDATED ON
	Re-Submit Site Request (CARP ID: 2698)		05/04/2022 10:39 AM (HealthConnect) 05/04/2022 10:40 AM