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.

The bulk option will submit all users who have not had a CAM submission within six months to be renewed for another year.

Choose the Check Request Status option in the Care Link Portal. There are current changes that allow the Site Administrator to extend access using a bulk request, **or** an individual request.

There are **2 options** provided to submit the request to extend access:

- For site level access, expanding not required for "**Re-Submit CAM Request In Bulk".**
  - click the hamburger icon on the right to choose this option to **re-submit the CAM Request in bulk (2)**.
  - Then click Re-submit CAM Request in Bulk. This will send the extension request for all active team members at your site.

To submit the request to extend access for specific individuals, click the button on the left (1) to expand the user list.

- Choose the most recent entry for the person you would like to resubmit.

  - At the "user" level, click the hamburger icon on the right to choose this option to **re-submit the CAM Request (3)**.
  - Click Re-submit CAM Request that expands from the 'hamburger' icon. This will send the extension request for that specific team member.

Enter comments if applicable and click Process.

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*If an individual request for access was recently submitted, you will receive this message:
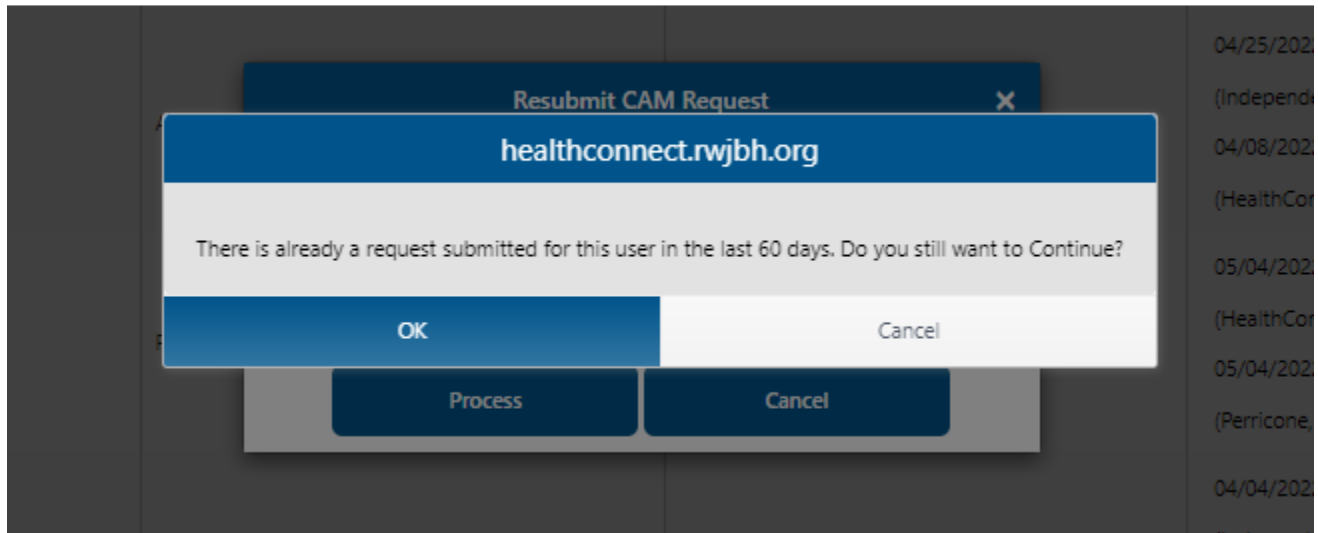
The request will display as Re-submitted once you finish. Your authorizing provider will receive a single new site agreement with all users listed. Individual users will receive a user agreement.

RWJBarnabas requires completion of agreements prior to processing the request.

Please refer to this section to follow your team's DocuSign completion progress as well as the status of your overall request.