

## 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.*



### 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. There are current changes that allow the Site Administrator to extend access using a bulk request, or an individual request.

1	SITE NAME	SITE ADMIN EMAIL	ADDL INFO	REQUEST TYPE	INSIGHT	CREATED/UPDATED ON	REQUEST STATUS	2
	June Test Practice	• deidre.perricone@rwjbh.org		New Site Request (CARP ID: 6488)		06/24/2024 12:53 PM (Nurse, testdee) 06/27/2024 12:07 PM (HealthConnect)	CAM Request Created	
	TYPE	NAME	NPI	ADDL INFO	INSIGHT	CREATED/UPDATED ON	USER REQUEST STATUS	3
	Site User	testdee Nurse Email: deidre.perricone@rwjbh.org Cell Phone:732-908-5056		<ul style="list-style-type: none"> <li>CareLink Role : Clinical Staff(non-physician)</li> <li>Role : SiteAdmin</li> <li>SSN: 1122</li> <li>App Requested : CARELINK</li> </ul>		06/24/2024 12:53 PM (Nurse, testdee) N/A	Approved	

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.

EPIC Carelink Access Request Status

SITE NAME	SITE ADMIN EMAIL	ADDL INFO	REQUEST TYPE	INSIGHT	CREATED/UPDATED ON	REQUEST STATUS
June Test Practice	deidre.perricone@rwjbh.org		New Site Request (CARP ID: 6488)		06/24/2024 12:53 PM (Nurse, testdee)	CAM Request Created
					06/27/2024 12:07 PM (HealthConnect)	
TYPE	NAME	NPI	ADDL INFO	INSIGHT	CREATED/UPDATED ON	USER REQUEST
	testdee Nurse		CareLink Role : Clinical Staff(non-physician)		06/24/2024 12:53 PM	<div style="border: 1px solid red; padding: 2px;">                     Re-Submit CAM Request In Bulk                 </div>

**Re-Submit CAM Request In Bulk** ✕

Notes: +

Please extend AD Access.

Process
Cancel

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.

EPIC Carelink Access Request Status

SITE NAME	SITE ADMIN EMAIL	ADDL INFO	REQUEST TYPE	INSIGHT	CREATED/UPDATED ON	REQUEST STATUS
June Test Practice	deidre.perricone@rwjbh.org		New Site Request (CARP ID: 6488)		06/24/2024 12:53 PM (Nurse, testdee)	CAM Request Created
					06/27/2024 12:07 PM (HealthConnect)	
TYPE	NAME	NPI	ADDL INFO	INSIGHT	CREATED/UPDATED ON	USER REQUEST STATUS
	testdee Nurse		CareLink Role : Clinical Staff(non-physician)		06/24/2024 12:53 PM (Nurse, testdee)	Approved
Site User	Email: deidre.perricone@rwjbh.org Cell Phone: 732-908-5056		Role : SREXON SSN: 1122 App Requested : CARELINK		N/A	

Enter comments if applicable and click Process.

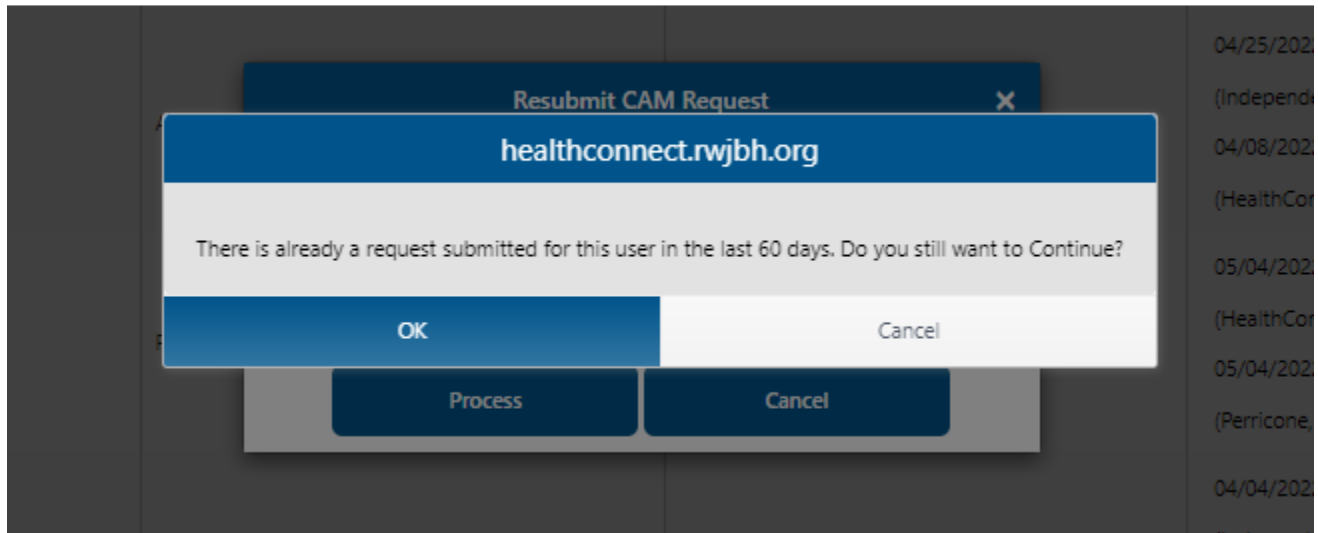
**Resubmit CAM Request** ✕

Notes: +

Please extend AD access.

Process
Cancel

\*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.

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New Site Request (CARP ID: 6488)		06/24/2024 12:53 PM (Nurse, testdee) 06/27/2024 12:07 PM (HealthConnect)	CAM Request Created 