



# WellSpan EpicCare Link

Site Administrator Training

# Perform Site Verification

- Site Administrators will be required to do a Site Verification every 6 months on June 1<sup>st</sup> and December 1<sup>st</sup>.
- This ensures that all active users are still current at your site.
- If the site verification is not completed, the site will lose access to WellSpan Care Link.
- Sites may have up to three site administrators and must have at least one active site administrator at all times.
- These next steps will walk you through performing a Site Verification.

- Click Verify Now

Site verification is due. Please verify the lists of users, providers, and facilities are accurate.



Verify Now    Verify Later

- If a user is no longer working at your site -click No

The screenshot shows the 'Site Verification' interface for 'BADGER SOUTH - PATIENT'. It features a table with columns for 'Active', 'Name', 'Login ID', 'Provider', 'Email', and 'Last Login'. The 'Brice, Delmar' row is highlighted with a red box, and a red arrow points to the 'No' button in the 'Active' column for that row.

Active	Name	Login ID	Provider	Email	Last Login
<input type="checkbox"/> Yes <input type="checkbox"/> No	Adonis, Randy	(No Access)	Yes		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Brice, Delmar	(No Access)	Yes		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Bull, Pat	(No Access)	Yes		
<input type="checkbox"/> Yes <input type="checkbox"/> No	George, Mary	243	No	mgeorge@badgermed.org	
<input type="checkbox"/> Yes <input type="checkbox"/> No ⓘ	Knight, Patty	654321	No		10/8/2020 12:18 PM
<input type="checkbox"/> Yes <input type="checkbox"/> No	Twain, Nina	NTWAIN	Yes		12/16/2016 1:45 PM
<input type="checkbox"/> Yes <input type="checkbox"/> No	Vue, Rae	201238	No		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Wrangler, Rae	201239	No		

**Facilities**

Verified	Facility Name	Phone	Fax	Address
<input type="checkbox"/>	Badger Melancholehead Communit	608 555 1111		2040 Wisconsin Drive, Madison, WI 5

**Acknowledgement**  
I hereby acknowledge, affirm, and agree that the user, provider, and facility information stated here is true, correct, and complete to the best of my knowledge and belief and is furnished in good faith.

Acknowledge & Verify

- Enter a comment to document your reason for marking the user as no longer active

The screenshot shows a web interface with a navigation bar at the top containing 'My Groups', 'My Facilities', 'Account Requests', and 'Site Verification'. Below the navigation bar is a header for 'Site Verification'. The main content area displays a table with three rows of user information. Each row includes 'Yes' and 'No' buttons, a user name, and a status '(No Access)'. The second row, for 'Brice, Delmar', has a text input field containing the word 'moved', which is highlighted with a red box and a red arrow. The other rows have empty text input fields.

Yes	No	User Name	Status
<input type="button" value="Yes"/>	<input type="button" value="No"/>	Adonis, Randy	(No Access)
<input type="button" value="Yes"/>	<input checked="" type="button" value="No"/>	Brice, Delmar	(No Access)
<input type="button" value="Yes"/>	<input type="button" value="No"/>	Bull, Pat	(No Access)

- Click Acknowledge & Verify

My Groups My Facilities Account Requests **Site Verification**

### Site Verification

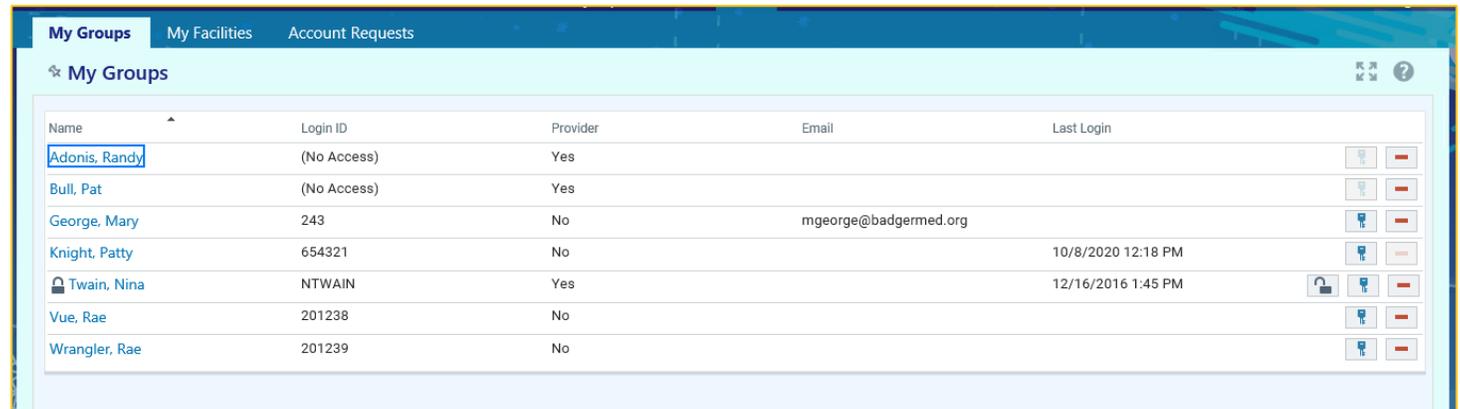
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Adonis, Randy	(No Access)	Yes	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Brice, Delmar	(No Access)	Yes	moved
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Bull, Pat	(No Access)	Yes	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	George, Mary	243	No	mgeorge@badgermed.org
<input type="checkbox"/> Yes <input type="checkbox"/> No ⓘ	Knight, Patty	654321	No	10/8/2020 12:18 PM
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Twain, Nina	NTWAIN	Yes	12/16/2016 1:45 PM
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Vue, Rae	201238	No	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Wrangler, Rae	201239	No	

#### Facilities

Verified	Facility Name	Phone	Fax	Address	
<input checked="" type="checkbox"/> Verified	Badger Neighborhood Communit...	608-555-1111		3040 Wingra drive Madison, WI 5...	<input type="button" value="Edit"/>

**Acknowledgement**  
I hereby acknowledge, affirm, and agree that the user, provider, and facility information stated here is true, correct, and complete to the best of my knowledge and belief and is furnished in good faith.

- The verification is complete, and the former employee will no longer be listed



The screenshot shows a web application interface with a navigation bar at the top containing 'My Groups', 'My Facilities', and 'Account Requests'. Below the navigation bar is a header for 'My Groups' with a search icon and a help icon. The main content area displays a table of user information.

Name	Login ID	Provider	Email	Last Login	
Adonis, Randy	(No Access)	Yes			 
Bull, Pat	(No Access)	Yes			 
George, Mary	243	No	mgeorge@badgermed.org		 
Knight, Patty	654321	No		10/8/2020 12:18 PM	 
 Twain, Nina	NTWAIN	Yes		12/16/2016 1:45 PM	  
Vue, Rae	201238	No			 
Wrangler, Rae	201239	No			 

- Should you need to deactivate a user at any time - click the red minus icon, from the My Groups tab

The screenshot shows the 'My Groups' tab in a user management system. The table below contains the following data:

Name	Login ID	Provider	Email	Last Login	Action
Adonis, Randy	(No Access)	Yes			[Red Minus Icon]
Bull, Pat	(No Access)	Yes			[Red Minus Icon]
George, Mary	243	No	mgeorge@badgermed.org		[Red Minus Icon]
Knight, Patty	654321	No		10/8/2020 12:18 PM	[Red Minus Icon]
Twain, Nina	NTWAIN	Yes		12/16/2016 1:45 PM	[Red Minus Icon]
Vue, Rae	201238	No			[Red Minus Icon]
Wrangler, Rae	201239	No			[Red Minus Icon]

At the bottom of the interface, it shows 'Logged in as: KNIGHT, PATTY' and copyright information for WellSpan Health.

# Manage User Accounts

- Site Administrators are responsible for completing the following administrative functions for their users:
  - Reset passwords
  - Reset multi-factor authentication method
  - Remove blocks for failed logins



# Reset Passwords

- Click Admin tab

WellSpan Health Care Link interface showing the Admin tab highlighted with a red arrow.

Navigation bar: Home, In Basket, Patient List, Referral Search, Schedules, Catalog, Patient, **Admin**, Menu, Happy Together Link, Log Out

Welcome to WellSpan Care Link

Care Link Secure Affiliate Portal

Buttons: Select Patient, Open Chart Review, Place Order, Happy Together Link

Happy Together Link banner: Access all of your Link accounts from one place without entering your login information again. Let's get you connected. Begin Connecting Your Accounts

Unread Messages: No new messages

Quick Links: Happy Together Link, Care Link Quick Start Guide, Care Link Event Notifications, Care Link Orders, Care Link Referrals, Care Link Post Acute Facility Quick Start Guide, Care Link Payer Quick Start Guide, Tapestry Link Quick Start Guide, Tapestry Link Claim Entry, Tapestry Link Claim Correction, Manage My Clinic, Care Link FAQs, Viewing ACP Documents in EpicCare Link, Extra Security Instructions, Post Acute Handoff, Identification Requirements

Footer: Logged in as: EPIC CARE LINK, SITE ADMINISTRATOR. EpicCare® Link and Tapestry® Link licensed from Epic Systems Corporation, © 1979-2023 Epic Systems Corporation, POC

- Click the key icon to send user a temporary password

The screenshot shows the 'My Groups' page in the EpicCare Link system. At the top, there is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Schedules, Catalog, Patient, and Admin. Below this, the 'My Groups' section is active, displaying a 'Set Initial Password' notification and a list of users. A red arrow points to a key icon in the user list, which is used to send a temporary password.

Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	Actions
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 3:53 PM	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 12:51 PM	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	No	[blurred]	No	1/17/2018 10:52 AM	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 4:07 PM	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [key] [refresh] [minus]
[blurred]	[blurred]	No	[blurred]	No	[blurred]	[lock] [key] [refresh] [minus]

- Complete the fields and click Accept

them. Click a letter to filter by name.

A B C D E F G H I

Provider	Email	Enrolled In 2FA	Last Logi
Yes		No	
No		No	7/23/201
Yes			
No			7/23/201
No			1/17/201
No			7/23/201
Yes			
No			

### Change Password for APPLEBY, LEANNE

You cannot enter a blank password.

Last password change: 7/16/19

New Password  Verify New Password

Password for EPICCARE LINK, SITE ADMINIS...

Accept Cancel

- When logging in- the user will receive prompt to create a password of their own

**Change Password** 

 Your password has expired. Please update it.

**Change Password**

 Old password:

 New password:

 Re-enter new:



# Reset Multi-Factor Authentication Method

- Click Admin tab

WellSpan Health Care Link interface. The Admin tab is highlighted with a red box and a red arrow.

Welcome to WellSpan Care Link

WELLSPAN HEALTH Care Link Secure Affiliate Portal

Select Patient Open Chart Review Place Order Happy Together Link

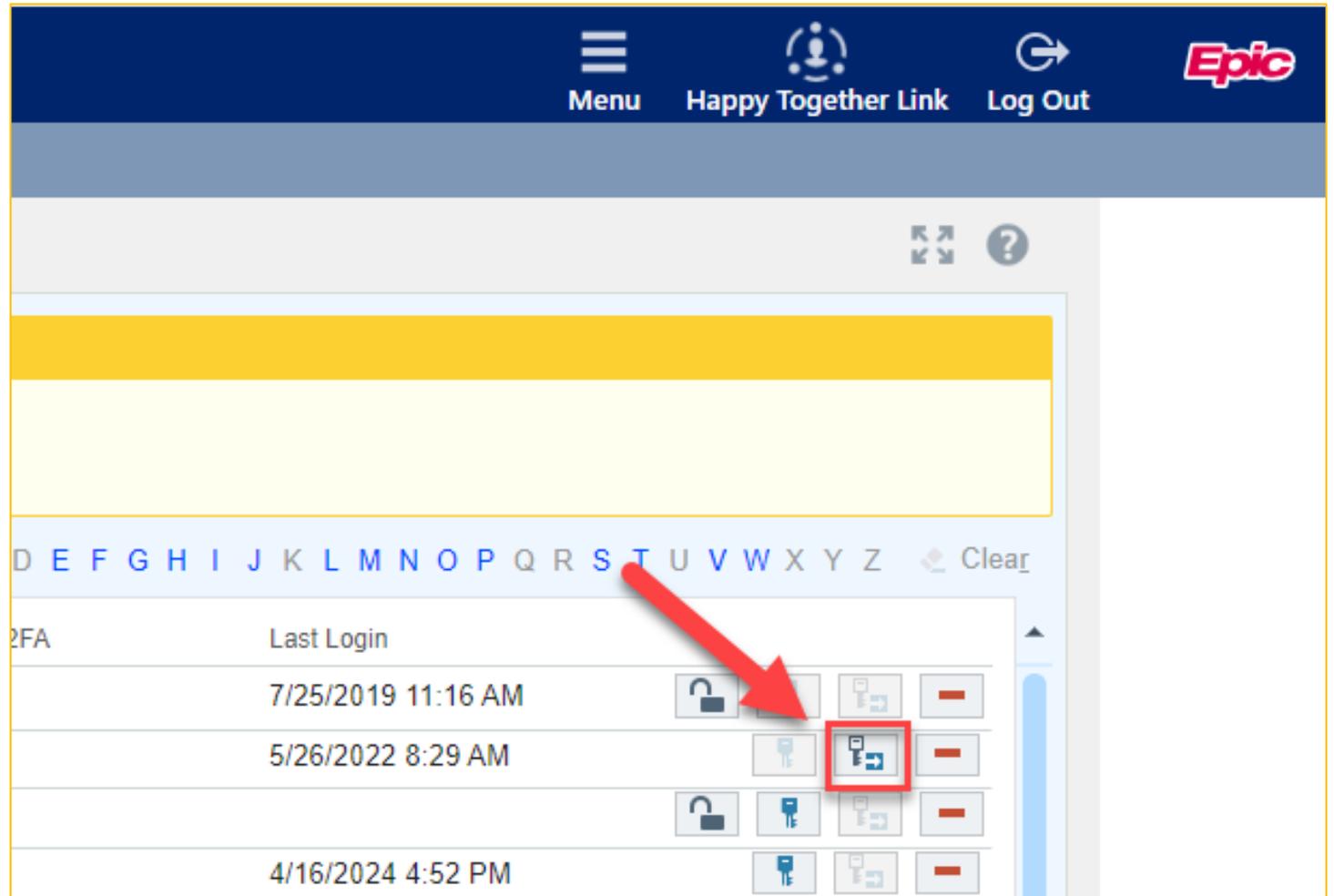
**Happy Together Link**  
Access all of your Link accounts from one place without entering your login information again.  
Let's get you connected.  
Begin Connecting Your Accounts  
Dismiss

Unread Messages 5  
No new messages

Quick Links  
Happy Together Link  
Care Link Quick Start Guide  
Care Link Event Notifications  
Care Link Orders  
Care Link Referrals  
Care Link Post Acute Facility Quick Start Guide  
Care Link Payer Quick Start Guide  
Tapestry Link Quick Start Guide  
Tapestry Link Claim Entry  
Tapestry Link Claim Correction  
Manage My Clinic  
Care Link FAQs  
Viewing ACP Documents in EpicCare Link  
Extra Security Instructions  
Post Acute Handoff  
Prescription Equipments

Logged in as: EPIC CARE LINK, SITE ADMINISTRATOR  
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- Click the Two-factor authentication button



- Click Reset

Two-Factor Authentication Settings for [redacted] ✕

**!** You are about to reset Brenner, Corinne's two-factor authentication settings.

Is user enrolled?  
Yes

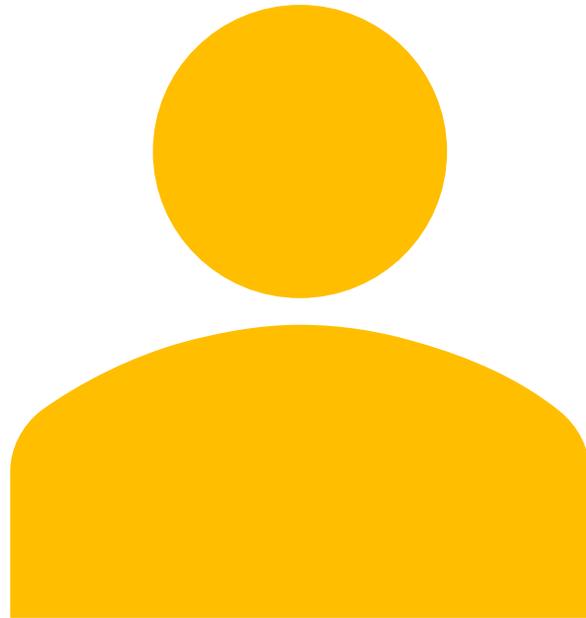
Method:  
SMS

Phone:  
xxx-xxx-8821

📱 Reset ✕ Cancel

- You will see a pop-up that you successfully reset two-factor authentication





# Remove Blocks for Failed Logins

- Click Admin tab

WellSpan Health Care Link interface. The Admin tab is highlighted with a red box and a red arrow. The main content area features a 'Welcome to WellSpan Care Link' message, a 'Care Link Secure Affiliate Portal' logo, and four action buttons: Select Patient, Open Chart Review, Place Order, and Happy Together Link. Below these is a 'Happy Together Link' banner with a 'Begin Connecting Your Accounts' button. The interface also shows 'Unread Messages' (0) and a 'Quick Links' section with various links like 'Happy Together Link', 'Care Link Quick Start Guide', and 'Care Link Referrals'.

- Click unlock icon

The screenshot shows the 'My Groups' page in the EpicCare Link interface. At the top, there is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Schedules, Catalog, Patient, and Admin. Below this, the 'My Groups' section is active, displaying a yellow banner for 'Set Initial Password' and a message: 'There are too many names to show all of them. Click a letter to filter by name.' A dropdown menu is set to 'All Groups' and a filter bar shows letters A through Z. Below the filter is a table with columns: Name, Login ID, Provider, Email, Enrolled In 2FA, and Last Login. The table contains several rows of user data. The third row from the top has an 'unlock' icon (a padlock with a keyhole) highlighted by a red box, with a red arrow pointing to it from the right. The footer of the page indicates the user is logged in as 'EPICARE LINK, SITE ADMINISTRATOR' and includes copyright information for EpicCare Link and Tapestry Link.

Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	Actions
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [info] [edit] [delete]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 3:53 PM	[lock] [info] [edit] [delete]
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [info] [edit] [delete]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 12:51 PM	[lock] [info] [edit] [delete]
[blurred]	[blurred]	No	[blurred]	No	[blurred]	[lock] [info] [edit] [delete]
[blurred]	[blurred]	No	[blurred]	No	1/17/2018 10:52 AM	[lock] [info] [edit] [delete]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 4:07 PM	[lock] [info] [edit] [delete]
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [info] [edit] [delete]
[blurred]	[blurred]	No	[blurred]	No	[blurred]	[lock] [info] [edit] [delete]

- Click Unblock

The screenshot shows a user management interface with a table of users. The table has columns for Login ID, Provider, Email, Enrolled In 2FA, and Last Login. A modal dialog box titled 'Unblock, [redacted]' is open, displaying the message: 'Login block reason: Inactive for too many days' and 'Do you want to unblock [redacted]?'. The 'Unblock' button in the dialog is highlighted with a red box and a red arrow points to it. The 'Cancel' button is also visible.

Login ID	Provider	Email	Enrolled In 2FA	Last Login
[redacted]	Yes	[redacted]	No	[redacted]
[redacted]	No	[redacted]	No	7/23/2019 3:53 PM
[redacted]	Yes	[redacted]	[redacted]	[redacted]
[redacted]	No	[redacted]	[redacted]	7/23/2019 12:51 PM
[redacted]	No	[redacted]	[redacted]	[redacted]
[redacted]	No	[redacted]	[redacted]	1/17/2018 10:52 AM
[redacted]	No	[redacted]	[redacted]	7/23/2019 4:07 PM
[redacted]	Yes	[redacted]	[redacted]	[redacted]
[redacted]	No	[redacted]	[redacted]	[redacted]

- You will see a pop-up that you successfully unblocked the account
- Unlock icon also goes away

The screenshot shows the 'My Groups' page in the Epic Care Link system. At the top, there is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Schedules, Catalog, Patient, and Admin. Below this, the 'My Groups' section is active, displaying a notification titled 'Set Initial Password' with a yellow background. The notification text reads: 'Set the initial password for these users and let them know they can log in with the first time a user logs in they will be required to set their own password.' Below this, a list of users is shown, with 'Link, Taylor' highlighted. A green message box with a checkmark says 'You have successfully unblocked', with a red arrow pointing to it from the right. Below the notification, there is a filter section with a dropdown menu set to 'All Groups' and a letter filter 'A B C D E F G H I J K L M N O P Q R S T U V W X Y Z'. A table of user accounts is displayed with columns for Name, Login ID, Provider, Email, Enrolled In 2FA, and Last Login. The table contains several rows, with one row highlighted in red. This row has a missing unlock icon in the action column. The footer of the page shows 'Logged in as: EPIC CARE LINK, SITE ADMINISTRATOR' and 'EpicCare® Link and Tapstry® Link licensed from Epic Systems Corporation. © 1979-2023 Epic Systems Corporation. POC'.

Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	Actions
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [unlock] [password] [delete]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 3:53 PM	[lock] [unlock] [password] [delete]
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [unlock] [password] [delete]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 12:51 PM	[lock] [password] [delete]
[blurred]	[blurred]	No	[blurred]	No	[blurred]	[lock] [unlock] [password] [delete]
[blurred]	[blurred]	No	[blurred]	No	1/17/2018 10:52 AM	[lock] [unlock] [password] [delete]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 4:07 PM	[lock] [unlock] [password] [delete]
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]	[lock] [password] [delete]
[blurred]	[blurred]	No	[blurred]	No	[blurred]	[lock] [unlock] [password] [delete]

# Submit a New User Request

These next steps will walk you through how to create an account for a new user

- Click Admin tab

WellSpan Health Care Link interface. The 'Admin' tab is highlighted with a red box and a red arrow. The main content area includes a 'Happy Together Link' banner and a 'Quick Links' section.

- Click Account Requests tab

The screenshot shows the EpicCare Link interface. At the top, there is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Schedules, Catalog, Patient, and Admin. The 'Account Requests' tab is highlighted with a red arrow. Below the navigation bar, the page title is 'My Groups'. A yellow banner contains the heading 'Set Initial Password' and instructions: 'Set the initial password for these users and let them know they can log in with their User ID and initial password. The first time a user logs in they will be required to set their own password.' Below this, there is a link for 'Link, Taylor'. A message states: 'There are too many names to show all of them. Click a letter to filter by name.' A dropdown menu shows 'All Groups' and a filter bar with letters A through Z. A table lists user information with columns for Name, Login ID, Provider, Email, Enrolled In 2FA, and Last Login. The table contains several rows of data, with the first row highlighted in blue. At the bottom of the page, there is a footer with the text 'Logged in as: EPICCARE LINK, SITE ADMINISTRATOR' and 'EpicCare® Link and Tapestry® Link licensed from Epic Systems Corporation. © 1979-2023 Epic Systems Corporation. POC'.

Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 3:53 PM
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 12:51 PM
[blurred]	[blurred]	No	[blurred]	No	[blurred]
[blurred]	[blurred]	No	[blurred]	No	1/17/2018 10:52 AM
[blurred]	[blurred]	No	[blurred]	No	7/23/2019 4:07 PM
[blurred]	[blurred]	Yes	[blurred]	No	[blurred]
[blurred]	[blurred]	No	[blurred]	No	[blurred]

- Click Request New Account

Account Requests

+ Request New Account

Name	Status	Request Date	Email	Phone	Reference #
	Pending	8/31/22	tpatmo02@wellspan.org		28359
	Pending	3/14/24	tpatmore2@wellspan.org		58256
	Record Generation Completed	9/2/22	tpatmore2@wellspan.org		28463
	Record Generation Completed	1/17/23	tpatmore2@wellspan.org		34293
	Record Generation Completed	1/18/23	tpatmore2@wellspan.org		28465
	Record Generation Completed	1/15/24	tpatmore2@wellspan.org		52035
	Record Generation Completed	1/17/24	tpatmore2@wellspan.org		52371

New Account Request  
Reference #: 28359  
Requested by: EPIC CARE LINK, SITE ADMINISTRATOR [LINKSITEADMIN]

Site Information  
Link, TESTPOC  
Site type: Birthing Center  
Phone: ?

User/Provider Information  
Clinical Staff  
TEST, LINK (Site administrator)  
User ID: (Unspecified)  
E-mail: ?  
Pending

Logged in as: EPIC CARE LINK, SITE ADMINISTRATOR  
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- The New Account Request screen opens
- Click appropriate link for user account being requested

The screenshot displays the 'New Account Request' interface. At the top, there is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Schedules, Catalog, Patient, and Admin. Below this is a sub-navigation bar with 'My Groups' and 'Account Requests'. The main content area is titled 'New Account Request' and contains two primary sections:

- Request a new site:** Includes a dropdown menu labeled 'Site' with the description 'A new site to represent your workplace'.
- Add a user to an existing site:** This section is highlighted with a red border and a red arrow. It contains several user type options:
  - Provider:** Request access for a new provider.
  - Clinical Staff:** Request access for a new clinical staff member. This should be used for clinical office staff. Do not use for SNFs, select Post Discharge Care Clinician.
  - Clinical Staff-View Only:** Request access for a new clinical view-only user. This user type should be selected for a user that needs to view clinical information only. This user can not place orders.
  - Plan Link Affiliate:** Request access for a new PlanLink only user.
  - Post Discharge Care Clinician:** Request access for a new post discharge care clinician. This should be used for skilled nursing facility users.
  - Study Monitor:** Request access for a new research study monitor.
  - Release of Information User:** Request access for a new release of information user. This user type can only access ROI PDF files.

At the bottom right of the main content area, there is a 'Cancel' button. The footer of the page shows the user is logged in as 'EPIC CARE LINK SITE ADMINISTRATOR' and includes copyright information for EpicCare Link and Tapestry Link.

- Complete required fields

Home In Basket Patient List Referral Search Schedules Catalog Patient Admin Menu Happy Together Link Log Out

My Groups Account Requests

New Account Request Clinical Staff

**User Information**

First name:

Middle name:

Last name:

Work email:

**Site Information**

User group:

**Basic Information**

Work phone:

User Address:

Address:

City (or ZIP):

State:  ZIP:

County:

Country:

**Associated Providers: List the providers this user works with**

Provider name:  Add

**Quest Behavioral Health Tapestry Link Access**

Are you requesting access to Tapestry Link for purposes affiliated with Quest Behavioral Health?

**Other**

Comments:

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- When all fields have been completed - click Submit Request

**Other**

Comments:

**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

EpicCare® Link and Tapestry® Link licensed from Epic Systems

- At the confirmation screen  
- click OK

WellSpan Health Care Link Home In Basket Patient List Referral Search Schedules Catalog Patient Admin Menu Happy Together Link Log Out Epic

My Groups Account Requests

New Account Request Confirmation

Reference #: 64440

**Thank you for submitting your account request!**

Please print this page as your account request confirmation. It can take up to 10 business days for our administrators to review your information. We may contact you if we have additional questions. In the event that you still have not heard from us, the site administrator may message us at the email listed below and include your reference number in the email.

**What To Do Next?**

1. Once the account is approved the new user will receive an email and the site administrator will see a message in WellSpan Care Link that the account was created.
2. The site administrator will need to set the initial temporary password for the new user.
3. The site administrator will provide the new user with their username and temporary password.

**Additional Information**  
If you have questions, you can email [wellspancarelink@wellspring.org](mailto:wellspancarelink@wellspring.org) or call the WellSpan Service Desk at 717-851-5555.

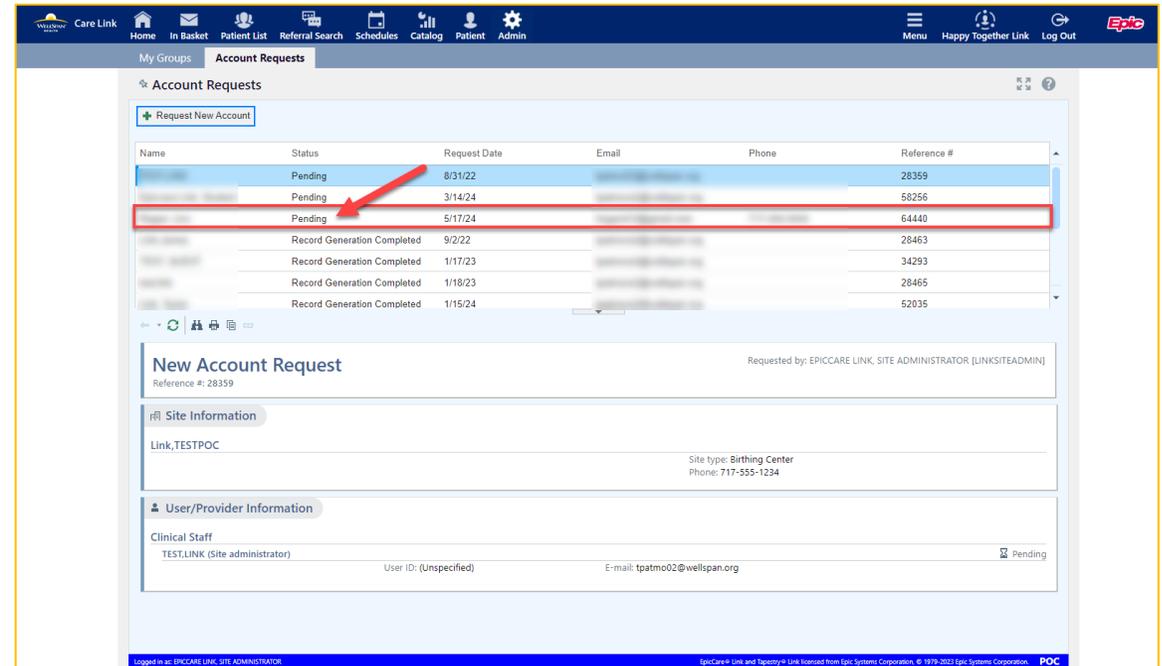
Quest Behavioral Health Tapestry Link users: please email questions to [questaplink@questbh.com](mailto:questaplink@questbh.com)

Sincerely,  
WellSpan Care Link Team

OK

Logged in as: EPIC CARE LINK SITE ADMINISTRATOR EpicCare® Link and Tapestry® Link licensed from Epic Systems Corporation. © 1979-2023 Epic Systems Corporation. POC

- The request now has Pending status
- After the administrator at WellSpan approves the request and creates the new account - the Pending status will change to Record Generation Completed



The screenshot displays the 'Account Requests' section of the Epic Care Link interface. A table lists several requests with columns for Name, Status, Request Date, Email, Phone, and Reference #. A red arrow points to a row with a 'Pending' status and a red box highlights the row. Below the table, the details for a 'New Account Request' (Reference #: 28359) are shown, including Site Information (Link, TESTPOC) and User/Provider Information (TEST.LINK, Site administrator, User ID: (Unspecified), E-mail: tpatmo02@wellspan.org, Status: Pending).

Name	Status	Request Date	Email	Phone	Reference #
	Pending	8/31/22			28359
	Pending	3/14/24			58256
	Pending	5/17/24			64440
	Record Generation Completed	9/2/22			28463
	Record Generation Completed	1/17/23			34293
	Record Generation Completed	1/18/23			28465
	Record Generation Completed	1/15/24			52035

**New Account Request**  
Reference #: 28359  
Requested by: EPIC CARE LINK, SITE ADMINISTRATOR [LINKSITEADMIN]

**Site Information**  
Link, TESTPOC  
Site type: Birthing Center  
Phone: 717-555-1234

**User/Provider Information**  
Clinical Staff  
TEST.LINK (Site administrator)  
User ID: (Unspecified)  
E-mail: tpatmo02@wellspan.org  
Pending

- When a new account is created for a user, the user will receive an email indicating their account set up is complete.
- The user should contact their site admin to obtain their username and temporary password.

An account has been created for you to access WellSpan Care Link

Contact your site administrator to complete your login setup.

Need help? Contact the service desk by calling 717-851-5555.

If you are a Quest Behavioral Health Tapestry Link user, please email questions to [questtaplink@questbh.com](mailto:questtaplink@questbh.com)

Your  
*EpicCare Link –  
Site  
Administrator*  
training is  
complete







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HEALTH