

# Hopkins CareLink – How to Enroll

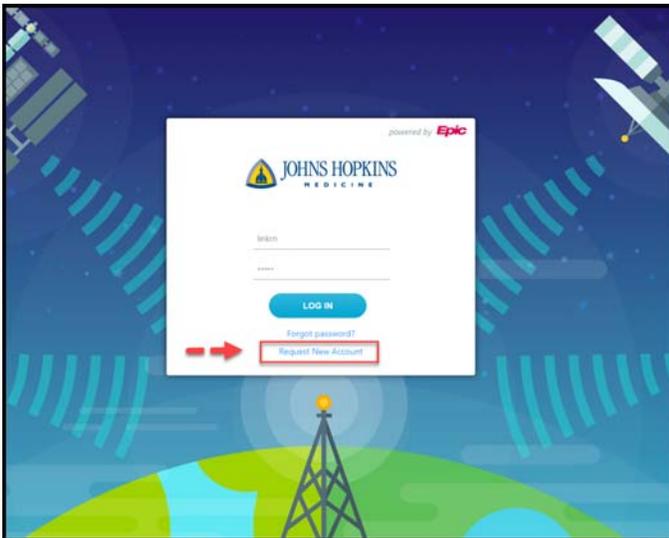
Hopkins CareLink offers a way to access the web app when a user is unable to enter their password correctly.

This is provided through the use of challenge questions and answers. If these challenge questions/answers are not established prior to a user changing their password, the system will choose questions that users will not be able to answer.

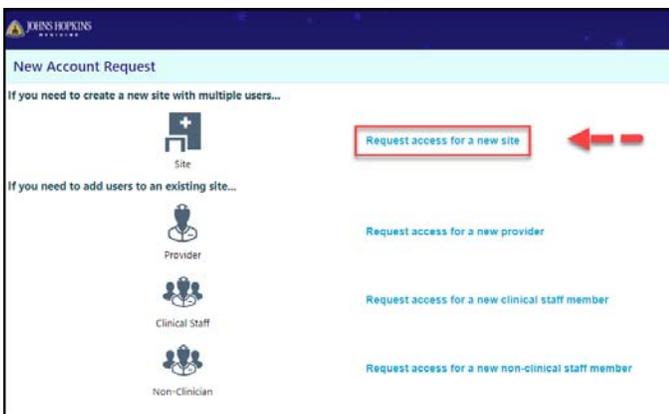


## Step-By-Step Enrollment

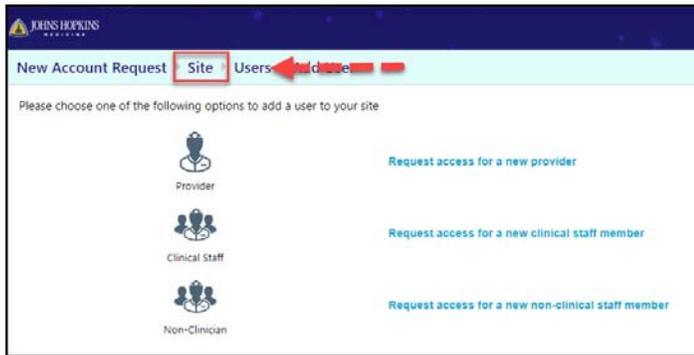
1. Navigate to [https://carelink.hopkinsmedicine.org/CareLink/common/epic\\_login.asp](https://carelink.hopkinsmedicine.org/CareLink/common/epic_login.asp) and click “Request New Account.”



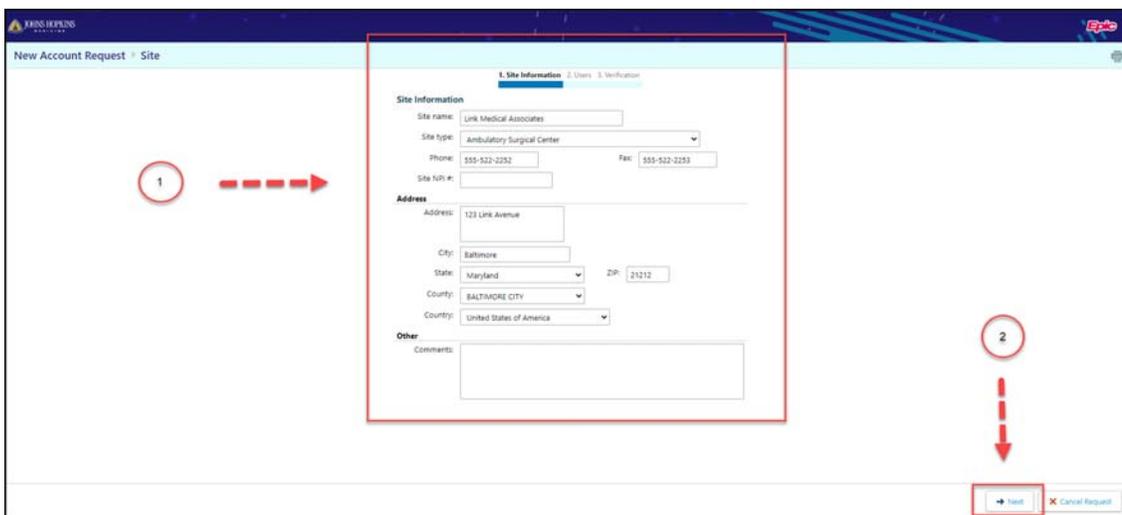
2. Begin by registering your office, referred to as a “site.” Select the “Request access for a new site” link.



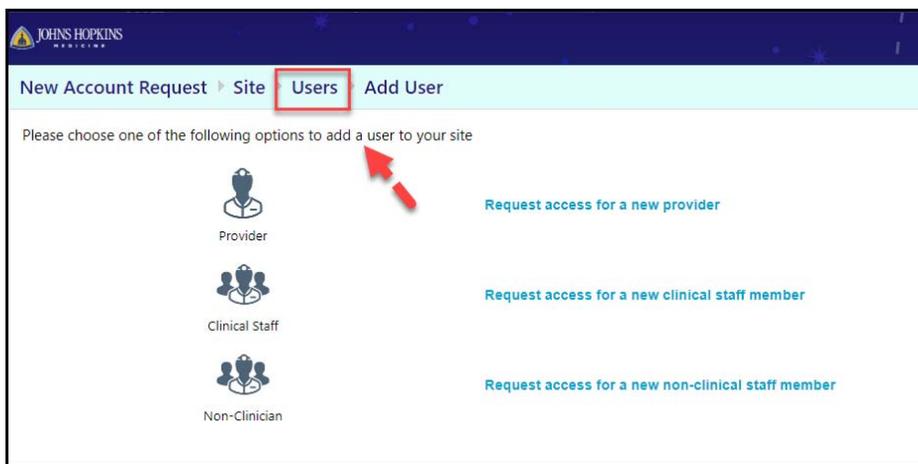
3. On the Site Information page, enter your site's name, (e.g., Link Medical Associates). If you have previously enrolled your site, you may skip this step. Enter information in the remaining fields.  
If editing the site information is necessary, do not use the "back" function of the web browser. Click "Site" at the top of the page.



- a. We recommend that you provide the site type, fax number and address.
- b. In the "Comments" field, enter information about your practice, especially if some providers practice at Johns Hopkins facilities and/or someone has access to the Johns Hopkins Medicine Epic electronic medical record system.
- c. Click "Next."

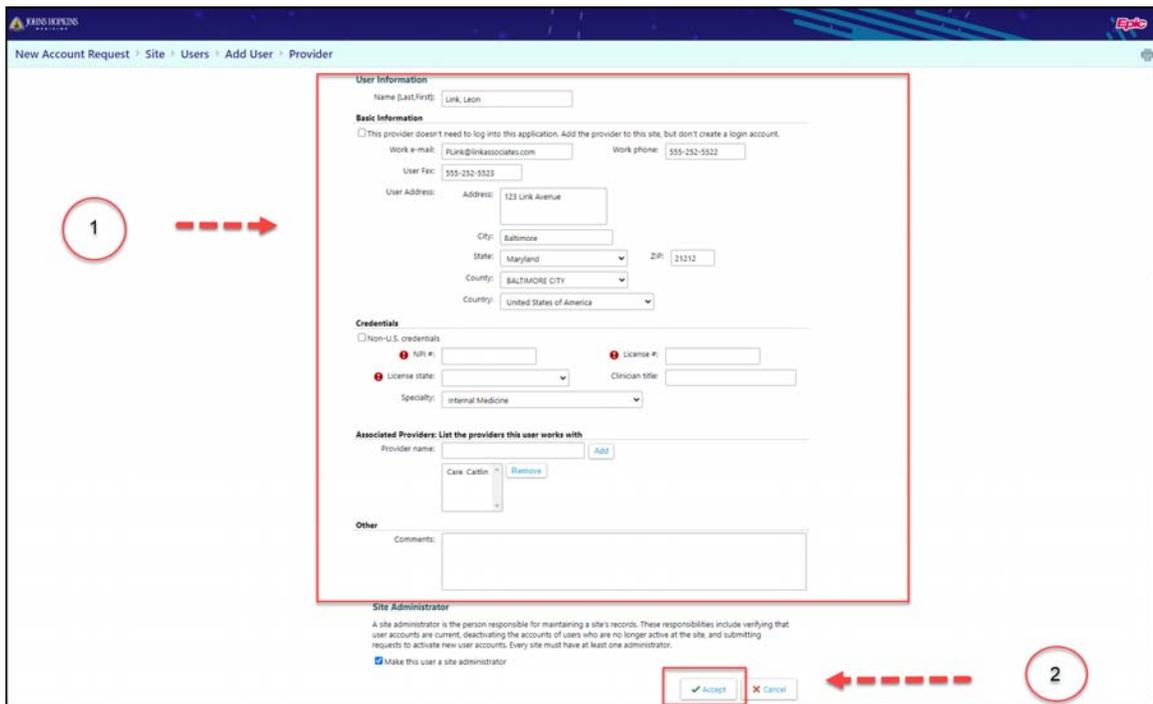


4. The "Add User" page will appear. The following types of users may be requested:
  - a. Provider: MD, NP, DO, PA, etc.
  - b. Clinical Staff: RN, MA, etc.
  - c. Non-Clinical Staff: front desk, admin, etc.
  - d. If editing an individual user request is necessary, you can do so under the **Users** screen from the ribbon bar. Simply click on the user you need to update.



5. Requesting provider access:

- Complete all required fields: name, user-specific email address (where user will want to receive system login information and notifications), NPI number, license number and licensing state.
- If a user does not want their address to match the site's address from the request, unselect the "Use site address" checkbox and enter a different address.
- If a user is associated with other providers for whom you are not requesting access but who work at your site, enter those users here.
- Click "Accept."



- The "Users" screen will appear. Click "+Add" to add more users to your site. The "Add User" page will appear.

6. Requesting clinical and non-clinical support staff access:

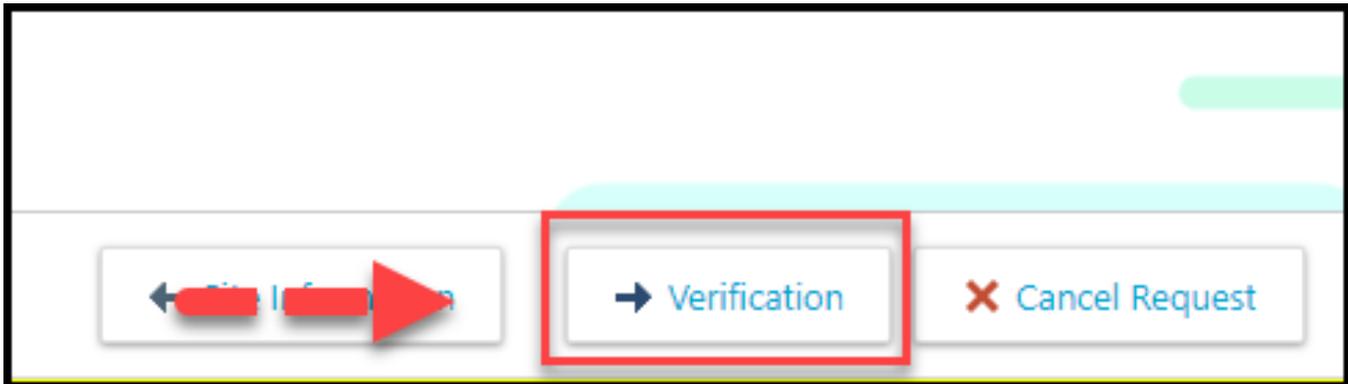
- A. Complete all required fields: name, user-specific email address (where user will want to receive system login information and notifications)..
- B. Click “Accept.”
- C. Repeat for as many staff members as necessary.
- D. Check the box at the bottom of the screen of any user request form who will be identified as a site administrator.
  - i. In addition to the abilities described in the box below, site administrators may also change users’ passwords. It is advisable that sites have at least two site administrators in the event that one is unavailable.

**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.

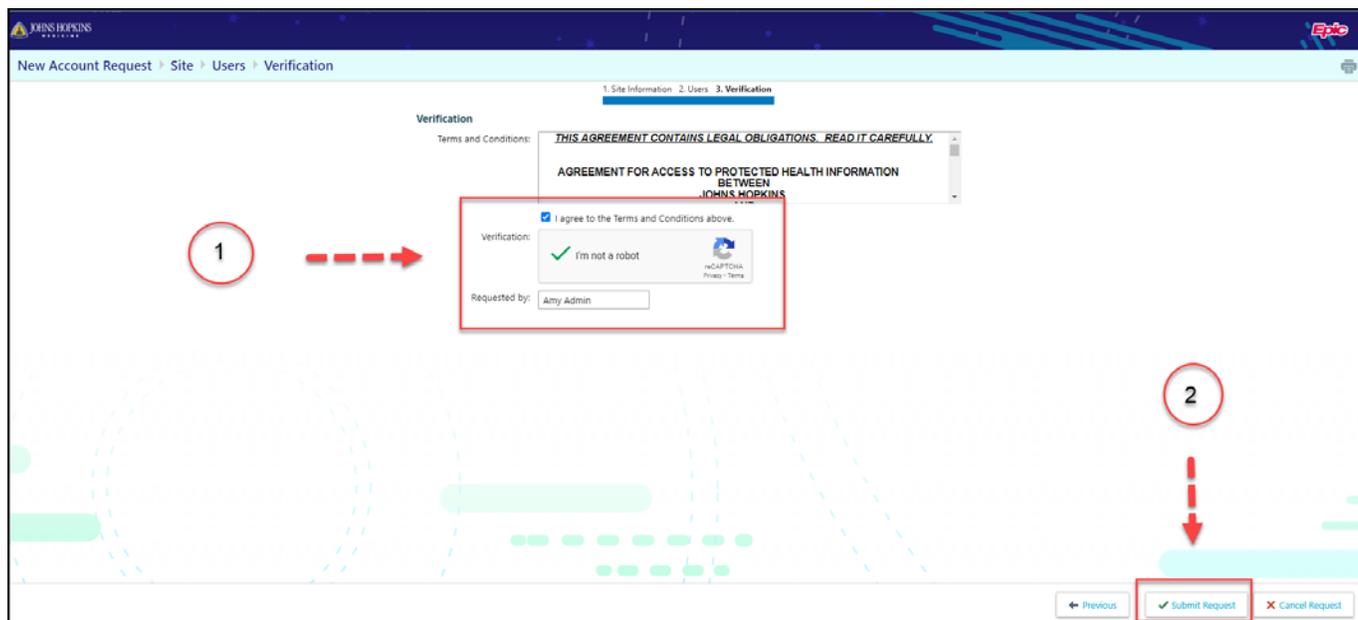
Make this user a site administrator

7. When account requests are complete, click “Verification” at the bottom of the “Users” screen.

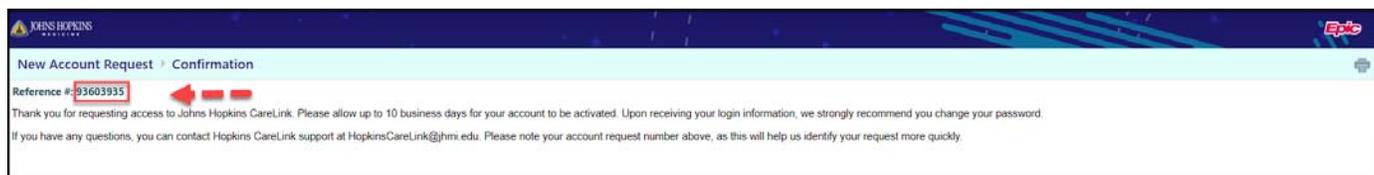


The “Verification” screen appears.

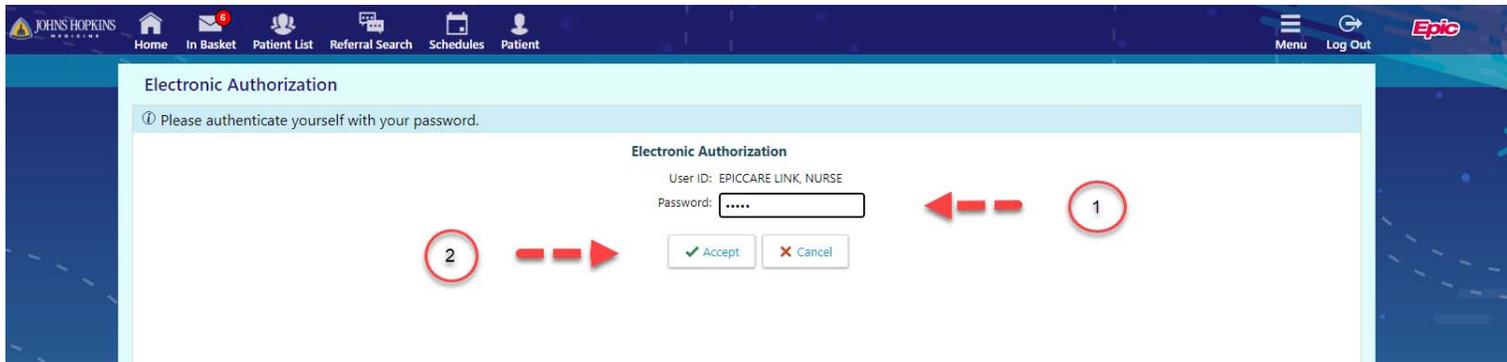
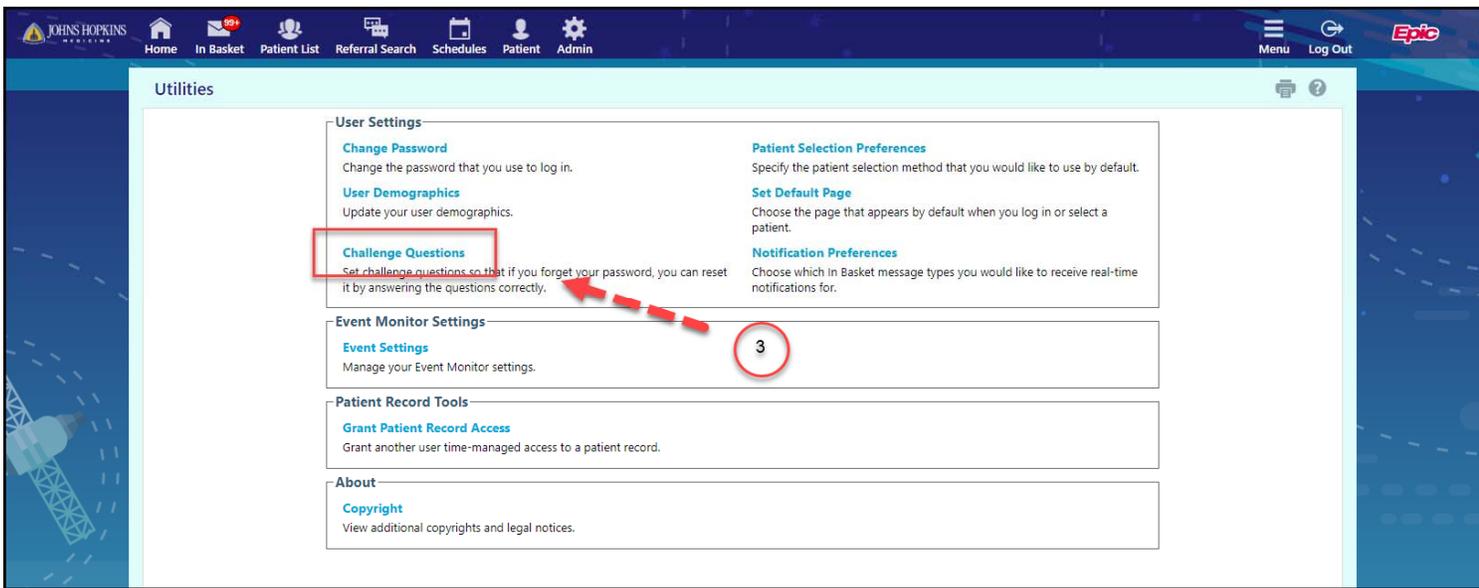
- a. Read the “Terms and Conditions.” Check the “Verification” box.
- b. Enter your name in the “Requested by” field. If any edits are necessary prior to submission, click “Previous” to be taken back to the “Users” screen.
- c. Click “Submit Request.” The “Confirmation” screen appears.



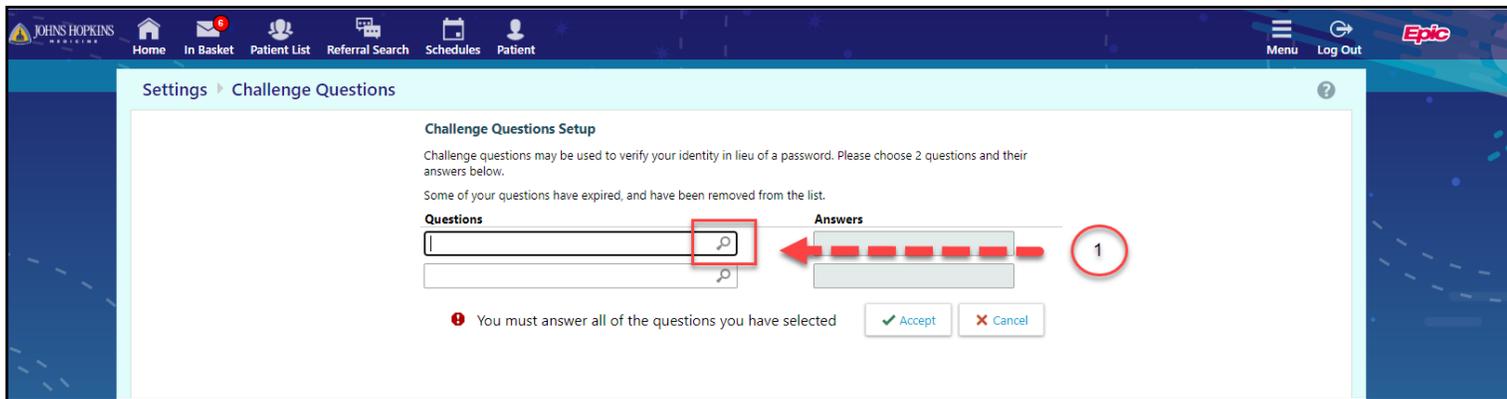
8. Make note of the confirmation number should correspondence regarding the request be necessary.



9. When the submission has been completed, the CareLink team will review the information submitted and forward user ID's and passwords to the email addresses provided. The review process may take up to 10 days.
10. Any questions regarding the enrollment process may be directed to [HopkinsCareLink@jhmi.edu](mailto:HopkinsCareLink@jhmi.edu) or to the Epic Help Desk at 855-284-5465..



11. Click the magnifying glass in the first “Questions” field to be shown a list of categories of questions from which to choose.



Please make a selection

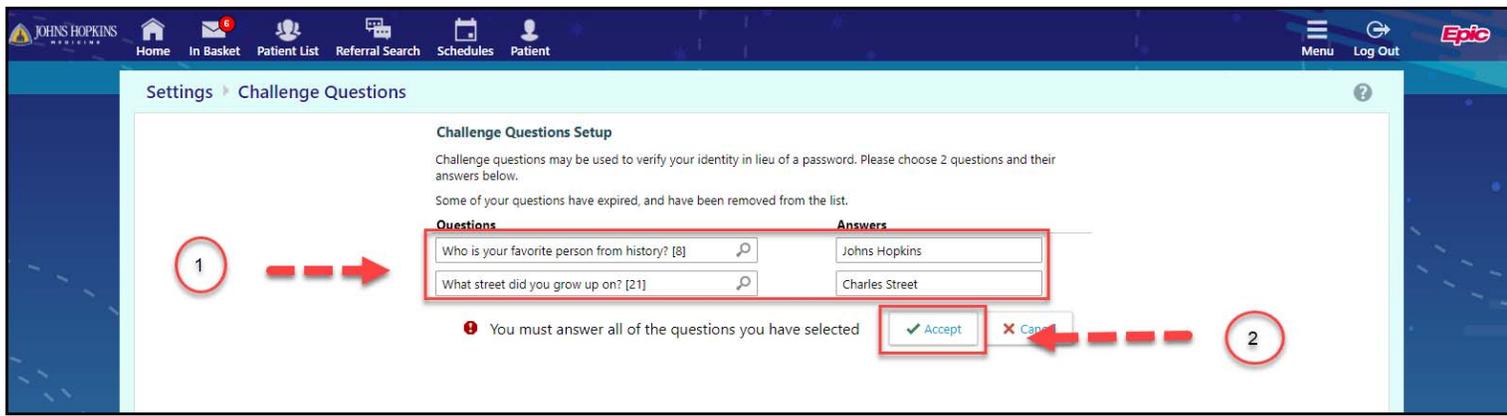
Question:

**Search Matches:**

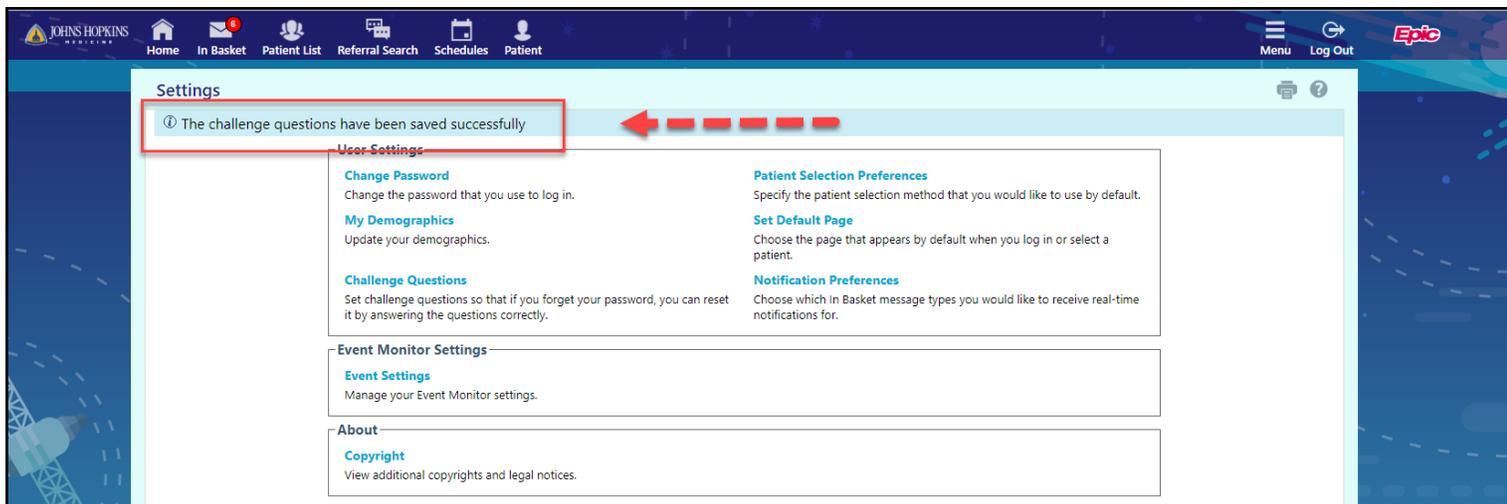
Title	Number
What is the first and last name of your first boyfriend or girlfriend?	22
What is the first name of your closest childhood friend?	4
What is the last name of the most famous person you've met?	5
What is the name of the first school you attended?	17
What is the name of your favorite childhood pet?	1
What is the name of your favorite teacher?	9
What is your oldest sibling's nickname?	11
What is your spouse's nickname?	15
What is your youngest sibling's nickname?	10
What street did you grow up on?	21
What was your boss's name at your first job?	14
What was your favorite place to visit as a child?	23
What was your high school mascot?	2
Where did you go on your honeymoon?	6
Where was your wedding reception held?	16
Who is your favorite actor?	24
Who is your favorite artist?	25
Who is your favorite athlete?	13
Who is your favorite author?	3
Who is your favorite fictional character?	12
Who is your favorite musician?	19
Who is your favorite person from history?	8
Who was your childhood best friend?	18

23 categories loaded.

12. Select two questions that will be easy for you to answer. Click "Accept."



13. The challenge questions/answers will be saved.



14. To gain access using challenge questions/answers should password entered incorrectly, click "Forgot password?" on the home page.

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**JOHNS HOPKINS**  
MEDICINE

User ID

Password

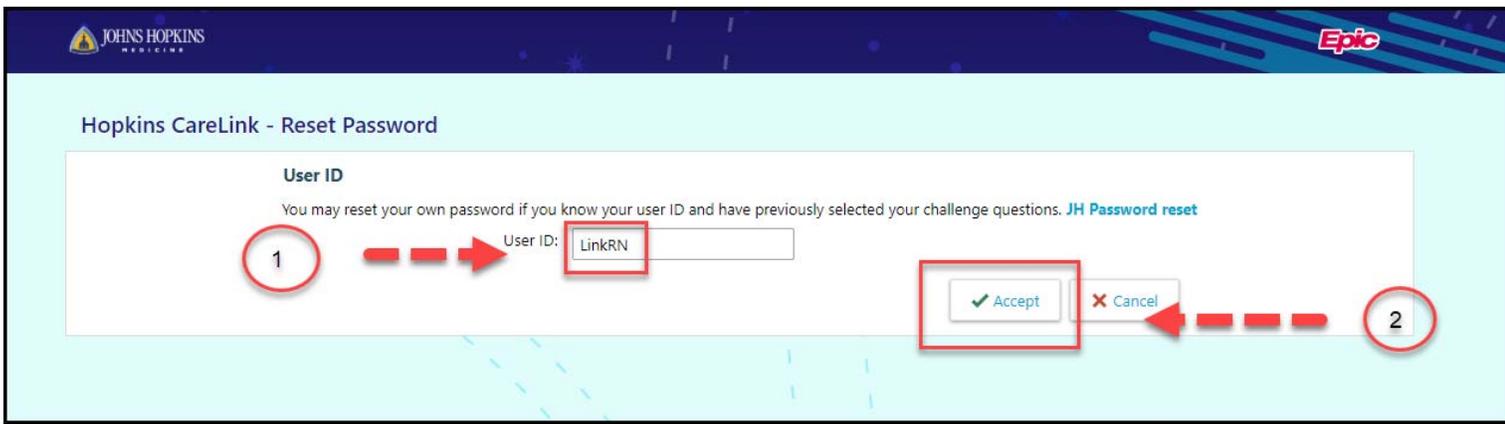
**LOG IN**

Forgot password?

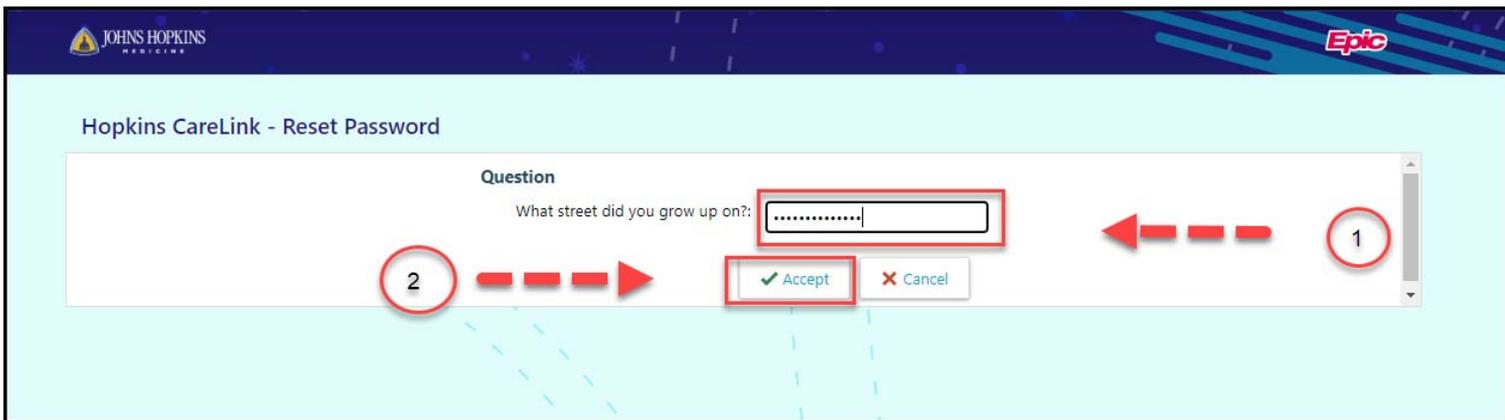
Request New Account



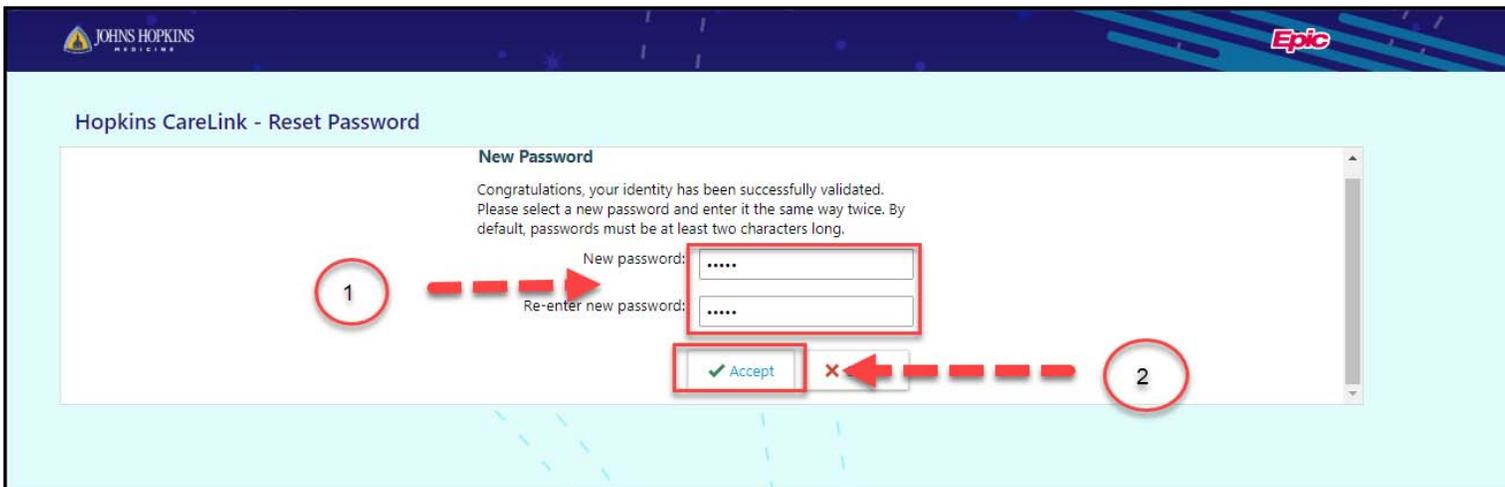
15. Enter User ID in the field and click, "Accept."



16. Enter the answer to the question that appears in the field and click “Accept.”



17. Enter a new password and click “Accept.”



18. The home page with login fields will appear. The new password will be active.

