Enter TIPS & TRICKS

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.



1. Navigate to 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.

Sound Horkins	
New Account Request Site Users	
Please choose one of the following options to add a	user to your site
Provider	Request access for a new provider
Clinical Staff	Request access for a new clinical staff member
Non-Clinician	Request access for a new non-clinical staff member

- 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."

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New Account Request V Site		9
1 Site lond Site lond Site lond Site lond Address	A the information 2 time 1 to	
	Stress 132 Link Avenue Chy: Battmore Stele Maryland V 20P 21312 Courty: Battmore GrV V United States of America V	
Other Con		(2)
		→ Next X Cancel Request

- 4. The "Add User" page will appear. The following types of 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 requestis 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:
 - a. 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.
 - b. 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.
 - c. 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.
 - d. Click "Accept."

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ew Account Request Site Users Add	User > Provider	
	User Information	
	Name (Last.First): Link, Leon	
	Easic Information	
	This provider doesn't need to log into this application. Add the provider to this site, but don't create a login account.	
	Work e-mail: PLink@linkasociates.com Work phone: 555-552-5522	
	User Fac: 555-252-5528	
	User Address: Address: 131 June trans.	
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(1) ===	CRy: Bublingre	
\bigcirc	State: Maryland 🐱 ZIP: 21212	
	County: BALTMADRE CITY	
	Country: United States of America 👻	
	Contentials	
	Non-U.S. credentials.	
	till et: Expense et:	
	License state: V Clinicus title	
	Specialty: Internal Medicine 👻	
	Associated Providers: List the providers this user works with	
	Provider name: Add	
	Care Catilin (n) Ramova	
	-	
	Other	
	Comments:	
	Site Administrator	
	A tise administrator in the person responsible for maintaining a tister is records. These responsibles include verifying that user accounts are current, deacturbing the account of users who are no foregre active at the site, and submitting	
	requests to activate new user accounts, sivery sine must have at least one administrator.	
	M MAKE tha UKE a ske skriterinatiskor	2
	Accept X Cancel	-

e. 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:

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- 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 recon user accounts are current, deactivating the accounts of users who are no lo requests to activate new user accounts. Every site must have at least one a	rds. These responsibilities include onger active at the site, and subn administrator.	verifying that nitting
Make this user a site administrator		
	🗸 Accept	× Cancel

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

→ Verification	× Cancel Request

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.

A DEPARTMENT		
New Account Request $ i$ Site $ i$ Users $ i$ Verification		ē
Ve		
1	AGREEMENT FOR ACCESS TO PROTECTED HEALTH INFORMATION BETWEEN UCHUS HUPKINS I agree to the Terms and Conditions above. Verification Verification Requested by: Army Admin	
		2
		Previous Submit Request X Cancel Request

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 <u>HopkinsCareLink@jhmi.edu</u> or to the Epic Help Desk at 855-284-5465..



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DUINS HORKINS	Home In Basket Patient List Utilities	Referral Search Schedules Patient Admin User Settings Change Password Change the password that you use to log in. User Settings Update your user demographics Update your user demographics. Challenge Questions Set challenge questions on their if you forget your password, you can reset it by answering the questions correctly. Event Monitor Settings Event Settings Manage your Event Monitor settings. Patient Record Tools Grant Patient Record Access Grant another user time-managed access to a patient record. About	Patient Selection Preferences Specify the patient selection method that you would like to use by default. Set Default Page Choose the page that appears by default when you log in or select a patient. Notification Preferences Choose which In Basket message types you would like to receive real-time notifications for.	Menu Log Out	
		Copyright View additional copyrights and legal notices.			



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

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					Some of yo	ur questions h	ave expired, and	d have been	removed 1	from the list.					
					Questions				Q Q	Answers		1			
					9 Y	ou must an:	swer all of th	e questior	ns you ha	ave selected	✓ Accept X Cancel				



Please make a selection	
Question: Search	
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.	× Cancel

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

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					Some of yo	ur questio	ons have expired	d, and have l	been re	emoved from the list.							
					Ouestions					Answe	rs						
_	1				Who is you	ur favorite	person from hi	istory? [8]		Johns	Hopkins						
		\mathbf{O}			What stree	et did you	grow up on? [2	:1]		P Charle	es Street						
					9 Y	′ou must	answer all o	of the que	stions	you have selected	✓ Accept 🗙	Care	-	(2)			
111														U			

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.





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



DHNS HOPKINS		* *				Epic
Hopkins CareLink	- Reset Password					
(User ID You may reset your own pass	Word if you know your	user ID and have previ	ously selected your cl	challenge questions. JH Password reset	(2)
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16. Enter the answer to the question that appears in the field and click "Accept."

JOHNS HOPKINS	* *	$-\frac{i}{1}$		Epic ' '
Hopkins CareLink - Reset Password				
2	Question What street did	you grow up on?:	cept X Cancel	
		1		

17. Enter a new password and click "Accept."

DOHNS HOPKINS		Epio
Hopkins CareLink - Reset Pa	ssword	
	New Password Congratulations, your identity has been successfully validated. Please select a new password and enter it the same way twice. By default, passwords must be at least two characters long. New password: Re-enter new password: Re-e	2

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

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	LOG IN	*
	Request New Account	
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