Family Care Network (FCN) CareLink

New Site/New User Request

Hello and thank you for your interest in setting up an FCN CareLink account! Instructions on how to request a new account are below.

Please also reach out to FCN's CareLink analyst with your users' roles/job titles via email (emrsupport@fcn.net) or phone (360-318-8800 x1260). Thank you!

New Site Request

1. Navigate to https://carelink.fcn.net/
   a. click the **Request New Account** hyperlink:

1. If you are requesting access for your facility and it *does not* have an existing FCN CareLink account, choose **Request a new site**.

2. When creating a new site account, fill out the **Site Information** for your facility and click the **Next** button in the bottom right corner of the page:

Site Information

Site name:

Site type:

Phone: Fax:

Site NPI #:

Address

Address:

City:

State: ZIP:

County:

Country:

Other

Comments:

3. After completing the site info form, it will ask you to set up your site's users (**Provider**, **Clinical Staff**, or **Non-Clinician**). See the *New User Request* instructions on the following pages for more information on submitting a user request.

New User Request

Users can also be added to a site that has been previously set up.

1. To add a user to your site, navigate to https://carelink.fcn.net/

   a. Click the **Request New Account** hyperlink:

2. Click **Add a user to an existing site**
   a. Select the type of user.
      i. Choose the most appropriate option: **Provider**, **Clinical Staff**, or **Non-Clinician**. Generally, only auditors should select the **Requestor** option.

Create User Accounts for Your Site

Request a new site
A site represents your workplace and must exist before you can add user accounts.

Add a user to an existing site
If someone at your workplace already has access, your workplace has a site.

Choose a type of user to create:

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-clinician

Requester
Request access for a requester

3. When creating a new user account, fill out all the required information.
In the **Basic Information** section, enter the **user's PERSONAL address**, not the site's address.

User Information

First name:

Middle name:

Last name:

Work email:

(i) Ensure this email address can be accessed. A verification email will be sent when this request is submitted.

Date of birth:

Site Information

Site name:

Site type:

Site NPI #:   Phone:

Fax:

Address:

City:

State: ZIP:

County:

Country:

Basic Information

Work phone:

User Address: Copy site address

Address:

Enter the user's **personal** address, NOT the site address.

City:

State: ZIP:

County:

Country:

4. Lastly, there is a **Terms and Conditions** form that must be acknowledged and agreed upon before submitting the request:

Terms and Conditions:

EpicCare Link Terms & Conditions

As a condition of my continued association with Family Care Network (FCN), I agree to the following:

Confidential Patient Information includes, but is not limited to patient

☐ I agree to the Terms and Conditions above.

After completing all the necessary steps, please remember to click the **Submit Request** button at the bottom of the page, which will send the request to our CareLink analyst for review. Upon approval, a username and temporary password will be sent via securely encrypted email. Upon login, there is a **Quick Links** section with additional tips and instructions on navigating our CareLink portal.

Please allow up to *72 hours* for user or site requests to be processed.

Site Administrator

Every site is required to have a Site Administrator.

The option to designate a user as a Site Administrator is at the bottom of the user setup page. Any of the request type options above would be eligible to be a Site Administrator (**Provider**, **Clinical Staff**, or **Non-Clinician**) and your site can have more than one Site Administrator if necessary.

Site administrators should be an employee/provider with a leadership role at the site.

Site Administrator Responsibilities:

- Person responsible for maintaining a site's records.
- Verify that all users accounts are current and deactivate the accounts of users who are no longer active at the site.
    - User accounts must be verified every 90 days.
    - User accounts must be setup with the user's *personal* address, NOT the site's address.
- Submit new user activation requests

🔴 Requested by: [   ]

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

✔ Submit Request   ✗ Cancel