

Released: March 2016

Purpose: Submitter Instructions for WebCARF

Contact: Allina Service Desk, 612-262-1900 or 800-315-4085

WebCARF Instructions for EpicCare Link

Audience:

Contacts at organizations using EpicCare Link who are managing user access for their site.

Overview:

EpicCare Link is a view only application that provides access for our community partners who share in the care of our patients at Allina Health. Designated site contacts, also known as submitters, will use the WebCARF (Web Computer Access Request Form) to request new users or terminate security for existing EpicCare Link users. WebCARF should also be used to submit name changes.

Requirements:

- Allina login ID & Password
- RSA Secure Token



Getting Started:

Go to: <http://www.allinahealth.org/epiccare>

Excellian EpicCare Link

Use these resources to access and learn about the Allina Health electronic health record system.

Excellian® EpicCare Link access

Sign in

- ▶ Token users
- ▶ Non-token users
(User ID and password required)

Web-based training

- ▶ Log in to training.
- ▶ [Privacy and security training guide](#)
- ▶ [Excellian® EpicCare Link eLearning guide](#)

Access request

- ▶ Request access to EpicCare Link. ←

ServiceNow

- ▶ Log in to ServiceNow
(User name and password required)

EXCELLIAN™

Technical assistance
Call **612-262-1900** or 1-800-315-4085.

Passwords
For password assistance, call the Allina Health Service Desk at 612-262-1900 or 1-800-315-4085.

- ▶ [Password requirements](#)
- ▶ [Password best practices](#)

Click here

You will need your RSA Token to log in to the Allina network in order to access the request form.

User Name – your Allina issued login ID (may begin with an A, R or D, not case sensitive)

Password – password issued with this ID or your existing personal password that you have set


RSA Token – enter the digital number displaying on your RSA Token.

Hint: make sure you have at least 2 bars left on the timer before entering the code.



EpicCare Link Request Form

If you are experiencing issues logging in, please contact the Allina Health Service Desk at 612-262-1900 or 1-800-315-4085 (outside the Twin Cities).



Please enter your username and password.

User Name:

Password:

RSA Token:

You are accessing a PRIVATE NETWORK which contains confidential information. All unauthorized users will be prosecuted.
By logging in, you agree to abide by the Allina Health Information Services policies for computer usage and the confidentiality provisions of Allina Health System's Employee Standards of Business Conduct. Indicate your agreement by pressing "Sign In."

Enter your Allina Health log in credentials

Login

Login Box

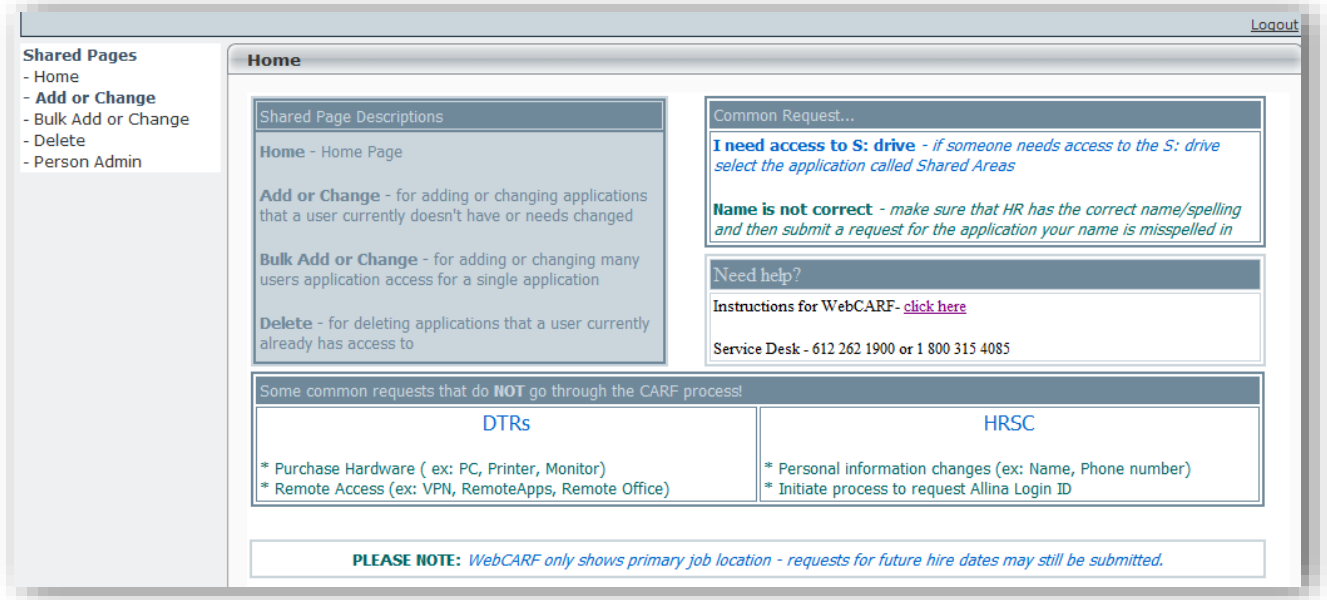
Allina Login ID :

Password :

Remember Me

Add New User:

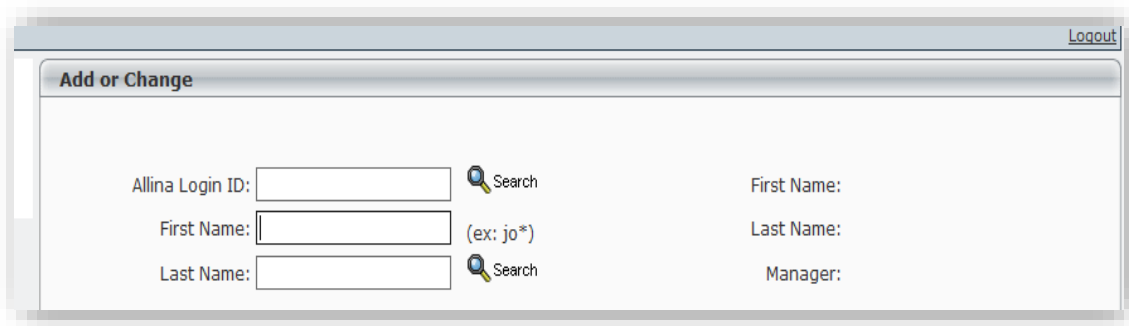
Click on Add or Change in the menu on the left



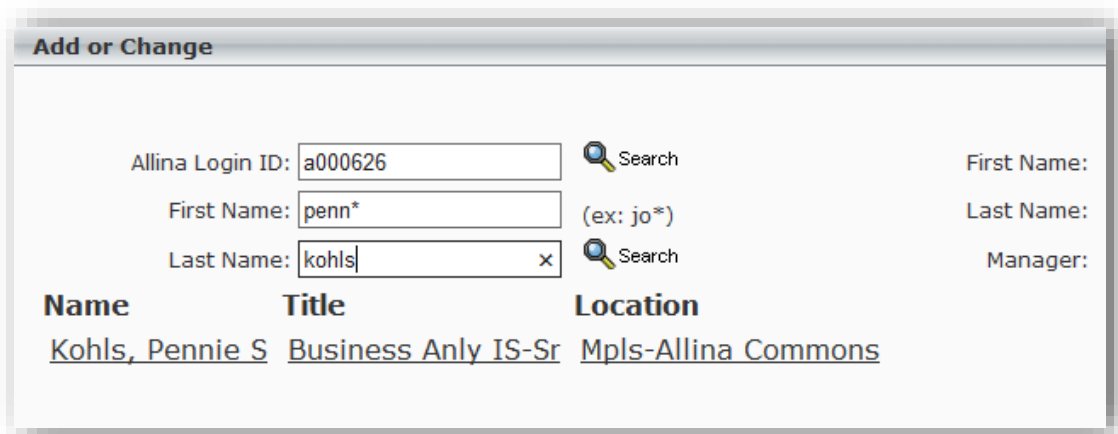
In the search boxes, you may enter the users login ID if known and hit enter.

OR

Enter the users first and last name. Utilize the asterisk * as a wildcard if you are unsure of the proper spelling



From your search results, click on the user name you are looking for



The **Current Applications** and **Current Group Memberships** for the user display in the gray boxes. Click the next box below that is labeled **Applications**, then select **EpicCare Link**. **In order to prevent delays in your request, do not select any other applications from this list.**

Current Applications

Current Group Memberships

Avaya one-X-Communicator - Non-Call Centers
BOE Reporting System-Allina Reports
BOE Reporting System-ARS Remedy

Advanfx_CDS
AKN-AMR_RWD
Allina IS Remote Control

Applications: EndoTool Analytics
EP Evaluator
Epic TS Staff-Only
EpicCare Link
EpicStudio
EpiInfo
EpiSuite
Excellian
Excellian Support Team
Facilities Net Project Initiation
Facility Information
FACS - Ontario Systems CTTERM32
FileMaker Pro
Notes: FM Interact
Food Processor
FOTO
FRx Drilldown Viewer
GE Healthcare Centricity Dicom Viewer
GE Mac-Lab/Cardiolab

Use arrow buttons below to select or deselect applications.

Selected

Reset

After you select EpicCare Link from the drop down list, it will appear in the **Available** section. Click on the EpicCare Link application and then the arrow to move it to the right into the **Selected** box.

Current Applications

Current Group Memberships

Avaya one-X-Communicator - Non-Call Centers
BOE Reporting System-Allina Reports
BOE Reporting System-ARS Remedy

Advanfx_CDS
AKN-AMR_RWD
Allina IS Remote Control

Applications: EpicCare Link

Use arrow buttons below to select or deselect applications.

Available

Selected

EpicCare Link - View Only

Reset

Once you have moved the EpicCare Link application over to the Selected box, you are prompted to fill in **Who the user is employed by** box. Enter any relevant notes if needed and click **Submit**.

Current Applications

Current Group Memberships

EpicCare Link-EpicCare Link - View Only-Add

* Who is this user employed by? ABC Medical Clinic

Notes:

Submit

Reset

You will receive a confirmation message at the top of the screen. You will also receive an email confirming that your request was submitted.

Add or Change

The request process has been started for Kohls, Pennie S.
You have selected the following applications:
EpicCare Link-EpicCare Link - View Only

Allina Login ID: Search
First Name: (ex: jo*) First Name: **Pennie**
Last Name: **Kohls**

Email Confirmation:

Auto-generated Notification - No Action Required - Please do not respond to this message

You (or a delegate) have submitted a WebCARF requesting computer access for the following person. You should receive information regarding this access within 10 business days from this submission date.

If you do not approve of the access requested below or have questions, contact the Service Desk at 612-262-1900 or 1-800-315-4085 (outside the Twin Cities).

Computer Access Request Form (CARF) Summary:

Applications Requested:

EpicCare Link-EpicCare Link - View Only (Add)

Delete User:

Select **Delete** from the home page menu on the left

Home

Shared Page Descriptions

- Home - Home Page
- Add or Change** - for adding or changing applications that a user currently doesn't have or needs changed
- Bulk Add or Change** - for adding or changing many users application access for a single application
- Delete** - for deleting applications that a user currently already has access to

Common Request...

- I need access to S: drive** - if someone needs access to the S: drive select the application called Shared Areas
- Name is not correct** - make sure that HR has the correct name/spelling and then submit a request for the application your name is misspelled in

Need help?

Instructions for WebCARF- [click here](#)

Service Desk - 612 262 1900 or 1 800 315 4085


Some common requests that do NOT go through the CARF process!

DTRS	HRSC
* Purchase Hardware (ex: PC, Printer, Monitor) * Remote Access (ex: VPN, RemoteApps, Remote Office)	* Personal information changes (ex: Name, Phone number) * Initiate process to request Allina Login ID


PLEASE NOTE: WebCARF only shows primary job location - requests for future hire dates may still be submitted.

Search for and select your EpicCare Link user as you did above

Add or Change

Allina Login ID:  Search

First Name: (ex: jo*)

Last Name:  Search

First Name: _____
Last Name: _____
Manager: _____

Name	Title	Location
Kohls, Pennie S	Business Anly IS-Sr	Mpls-Allina Commons



Select the **EpicCare Link-EpicCare Link – View Only** application and click the arrow to the right, moving it to the **Selected** box. Add your **Organization Name** and reason for delete request in the **Notes** section:

Use arrow buttons below to select or deselect applications.

Available	Selected
<div style="border: 1px solid blue; padding: 2px;">EpicCare Link-EpicCare Link - View Only</div>	

no longer employed by ABC Medical Clinic

Notes: _____

 Submit  Reset

You will receive a confirmation request at the top of your screen along with a confirmation email.

Name Change:

Select **Add or Change** from the menu on the left

Shared Pages

- Home
- **Add or Change**
- Bulk Add or Change
- Delete
- Person Admin

Home

Shared Page Descriptions

Home - Home Page

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DTRs	HRSC
<ul style="list-style-type: none">* Purchase Hardware (ex: PC, Printer, Monitor)* Remote Access (ex: VPN, RemoteApps, Remote Office)	<ul style="list-style-type: none">* Personal information changes (ex: Name, Phone number)* Initiate process to request Allina Login ID

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Search for and select your EpicCare Link user as you did above

Add or Change

Allina Login ID: Search

First Name: (ex: jo*)

Last Name: Search

First Name: _____
Last Name: _____
Manager: _____

Name	Title	Location
Kohls, Pennie S	Business Anly IS-Sr	Mpls-Allina Commons

In the gray box the user's applications will display. In the **Applications** box select **EpicCare Link**. From the **Available** box, select the EpicCare Link application and move it to the **Selected** box using the arrow pointing right. You must answer the question **Who is the user employed by?** Enter the name change in the **Notes** section and click **Submit**.

Current ApplicationsCurrent Group Memberships

EpicCare Link-EpicCare Link - View Only

Applications: ▼

Use arrow buttons below to select or deselect applications.

Available

Selected

➡
⬅

EpicCare Link-EpicCare Link - View Only-Change

* Who is this user employed by?

Notes:

Submit Reset

Confirmation will be given at the top of the screen and sent via email