

CorCare Link: New Site Request Process

What Is CorCare Link?

CorCare Link is a secure web portal that allows you and your staff to access CorCare directly from your private office. This means seamless electronic ordering, referrals, and access to patient information — all from where you practice.

Is this for you? CorCare Link is specifically for private care providers who will be accessing CorCare from community offices (not those transitioning to CorCare Hyperspace or working in an NLHS setting).

Don't wait! Site registration is required for all community providers. Without it, you won't be able to enter applicable orders or referrals in CorCare. Early registration ensures everything is ready when you need it — requests submitted after April 6 cannot be guaranteed for April 25 access.

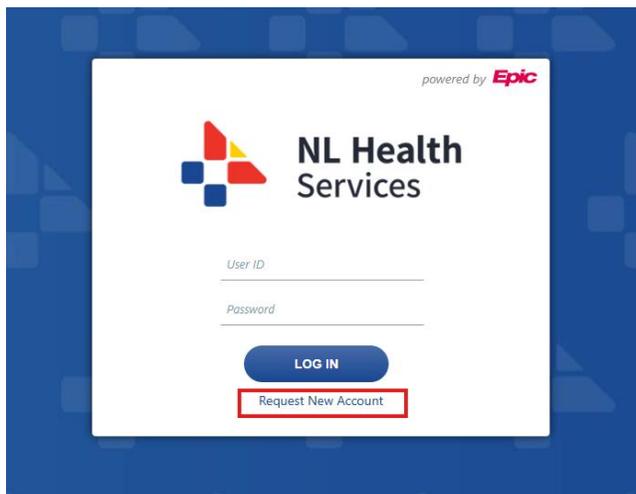
How to Request Access for Your Site

Step 1: Go to the New Account Request Page

Open the link provided in your invitation email to access the New Account Request page. Or open this link:

https://carelink.epic.nlhealthservices.ca/EpicCareLink/common/account_request_main.asp

Note: If you are taken here, rather than screen in Step 2, select 'Request New Account' to proceed



Step 2: Select "Request Access for New Site"

You will be presented with options for the type of request. Select **Request a new site** and then select **Site A new site to represent your workplace** to begin the registration process for your practice.



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.



Create User Accounts for Your Site

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A site represents your workplace and must exist before you can add user accounts.
Choose a type of site to create:

Site
A new site to represent your workplace
-  **Add a user to an existing site**
If someone at your workplace already has access, your workplace has a site.

Step 3: Enter Your Site's Information

1. Site Information 2. Users 3. Verification

Site Information

Site name:

Site type:

Phone: Fax:

Address

Street:

City:

Province:

Postal Code:

Country:

Other

Complete and upload the [CorCare Link Access Site Agreement](#).

Attachments:
100.0 MB Total Allowed

Comments:

Fill out the demographic information for your site, including:

- Site name: Enter your **[Practice/clinic name]**
- Site type: If your site is a clinic, select **Outpatient Clinic**, if not, select the appropriate site type

- Enter your site phone number and fax number
- Enter your site address
- **Click the 'CoreCare Link Access Site Agreement'** then download, review, sign, and upload the Site Agreement by selecting **Add files**

Other

Complete and upload the [CorCare Link Access Site Agreement](#).

Attachments:

Add files

100.0 MB Total Allowed 0 Files

Comments:

When you've completed the site information, including the Site Agreement upload, click **Next** to proceed.

Step 4: Add Users

Enter the information for each person at your practice who will need access to CorCare Link:

- Select the type of account for each user (e.g. Provider, Nurse, Medical Office Administrator)
- Fill out the required demographic fields for each user.
- Click **Accept** after entering each user's information.
- Add additional users as needed.

NL Health Services Epix

New Account Request > Site > Users > Add User

Add a user to your site

Choose a type of user to create:

Provider (Physician or Nurse Practitioner)
Request access for a new provider

Nurse (RN or LPN) or Clinical Staff
Request access for a new clinical staff member

Medical Office Administrator or Non-Clinician
Request access for a new non-clinician

Pharmacist
Request access for a new pharmacist

Optometrist
Request access for a new optometrist

Research Monitor
Request access for a new research monitor

Important: At least one user must be designated as the **Site Administrator**. Check the "**Make this user a site administrator**" box for that person. The Site Administrator will be responsible for managing accounts and verifying users at your site going forward.

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



Step 5: Review and Verify

After adding all users, click **Verification** to review your submission:

- Confirm that all site and user information is accurate.
- Complete the CAPTCHA verification.
- Read and accept the **Terms and Conditions**.

Step 6: Submit Your Request

Click **Submit Request** to send your request to our team for review.

What Happens After You Submit?

1. **Your request is reviewed.** Our CorCare Link administrative team reviews the submitted information.
2. **Accounts are created.** Once approved, our team generates the necessary user accounts for your site.
3. **Access to Playground.** Once you have registered and our team has reviewed your application, we will send login information to access the Playground environment for practice prior to receiving login credentials and go-live.
4. **You receive your login credentials.** By **April 19, 2026**, approved sites will receive login credentials for all registered users.
5. **Log in and get started!** Beginning **April 25, 2026**, use your credentials to log in to CorCare Link and start accessing patient information, placing orders, and managing referrals.

Note: You cannot log in until your request has been approved and your credentials have been issued.

Adding New Users After Your Site Is Live

Once your site is set up and your Site Administrator has access, new users can be added without going through the full site request process again.

Site Administrators can request new user accounts by:

1. Logging into CorCare Link.
2. Navigating to the **Admin** tab.
3. Opening **Manage My Clinic** and selecting **Request New Account**.
4. Completing the user information form and submitting the request.

The request will be sent to our administrative team for approval. Once approved, the new user will receive their login credentials.

Tips for a Smooth Sign-Up

- **Gather information ahead of time.** Before starting the request, have your site's demographic details and a list of users (with their names, roles, and contact information) ready to go.
- **Designate your Site Administrator carefully.** Choose someone who will be available to manage user accounts, complete periodic site verifications, and serve as the primary contact between your practice and our team.
- **Submit by April 6, 2026.** This ensures your site is approved and credentials are delivered in time for the April 25 go-live.
- **Double-check before submitting.** Review all entered information for accuracy on the verification screen — corrections after submission may delay processing.
- **Attend a town hall or demo session or Link Orientation.** See exactly what your workflows will look like in CorCare Link. Find the full schedule at: [CorCare Link - NLHealthServices](#)

Need Help?

We encourage you to attend our town halls, office hours, demo session, or Link Orientation sessions for a walkthrough of CorCare Link.

If you have questions about the new site request process or need assistance, please contact:

CorCareLink@nlhealthservices.ca