

LifespanLink-Requesting New Site Creation/Adding Staff

Starting January 2023 there is a new workflow for creating LifespanLink accounts. You will now submit a request via Link directly. This request will create an in-basket message to manage account creation.

*****It is recommended that you submit the request for site and site administrators first and after approval submit a second request for additional staff- If the initial request has errors and is denied then all information will need to be resubmitted.*****






Try It Out

1. Go to [LifespanLink | Lifespan](#). Fill out and submit the web form. **If this step is skipped, the request will be denied**
2. After submitting web form, the user will be redirected to the LifespanLink homepage
3. Choose Request access for a new site.

4. Complete all requested information. (you will need the site NPI for this request).

5. Click Next. You will need to add at least one site administrator. A site administrator can be a provider, clinical or non-clinical staff member. Choose the appropriate link.

	Request access for a new provider
Provider Site Admin	
	Request access for a new clinical staff member
Clinical Staff Site Admin	
	Request access for a new non-clinician
Non-Clinician Site Admin	

6. Complete form in its entirety.

User Information

Basic Information

User Address:

Address:

City (or ZIP):

State: ZIP:

County:

Country:

Other

[Click here, to download the attached form.](#)

10.0 MB Total Allowed

Comments:

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 These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts.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

- Click *Here* to download and print Site Administrator Attestation form.
- Download, **print**, fill out, sign, scan and attach the form using 'Add Files'

Note: *Electronic signatures are not accepted, your request will be denied if any documentation is uploaded with an e-signature*

7. Check the box to show they are the Site Administrator. IMPORTANT

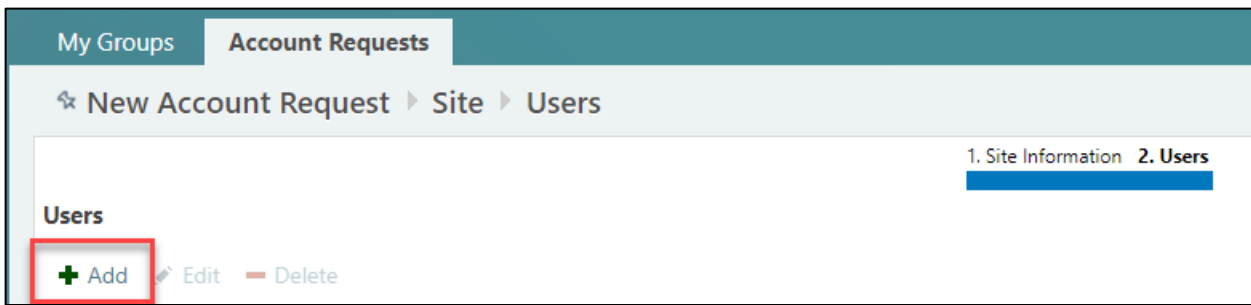
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8. Accept.

You will be launched into the Add User workflow. *****It is recommended that you submit the request for site and site administrators first and after approval submit a second request for additional staff- If the initial request has errors and is denied then all information will need to be resubmitted.*****



- 9.
10. Each user will be added individually. You will need providers - NPI and License # to complete form. Accept.
 - a. **Provider form**

The 'Provider form' is divided into several sections:

- User Information:** Name [Last,First]:
- Basic Information:** Work e-mail:, Work phone:, User Fax:, User Address: (with a 'Copy site address' button), Address:, City (or ZIP):, State: (dropdown), ZIP:, County: (dropdown), and Country: (dropdown).
- Credentials:** A checkbox for 'Non-U.S. credentials'. Below it, 'NPI #' and 'License #' fields are highlighted with a red box. Other fields include 'License state:' (dropdown), 'Clinician title:', and 'Specialty:' (dropdown).
- Other:** A large text area for 'Comments:'.

 At the bottom right, there are 'Accept' and 'Cancel' buttons.

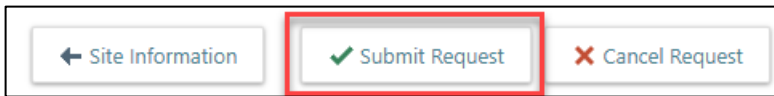
b. **Clinical Staff/Non-Clinician form:**

This form is identical to the 'Provider form' but lacks the 'Credentials' section. It includes:

- User Information:** Name [Last,First]:
- Basic Information:** Work e-mail:, Work phone:, User Address: (with a 'Copy site address' button), Address:, City (or ZIP):, State: (dropdown), ZIP:, County: (dropdown), and Country: (dropdown).
- Other:** A large text area for 'Comments:'.

 At the bottom right, there are 'Accept' and 'Cancel' buttons.

11. Click Accept. Submit Request.



1. Once your request is processed and completed, LifespanLink team will notify you via email when the site/account(s) are created – along with temporary login credentials.