

20 October 2026

EpicCare Link Access & Onboarding Guide

Welcome to NorthBay Health EpicCare Link network. EpicCare Link is a secure, web-based portal that connects community providers and their staff to our electronic health record system. Follow the steps below to request access for your clinic and onboard your team.

Designate a Site Administrator

Your clinic must choose 1 or 2 Site Administrators (usually a Practice Manager, Office Lead, or senior clinician). These individuals will manage future user management, compliance audits, and password resets.

NOTE: Individual employees should not apply via the public webpage. The user contacts their designated in-house Site Administrator. The Site Administrator logs into EpicCare Link, goes to the Admin / Account Requests tab, and fills out an individual user profile (demographics, job role, and user group details).

Routine Audits: To protect patient data, Site Administrators are legally required to log in every 90 days to perform a User Roster Verification. They must manually confirm that everyone on the list is still employed at the practice. Unverified users or accounts inactive for over 90 days will be automatically deactivated.

Request a new site

Go to [Healthy Planet Link and EpicCare Link](#) NorthBay Health public EpicCare Link New Account Request page and select “**Site.**”

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New Account Request



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Create User Accounts for Your Site


Request a new site

Choose a type of site to create:

Site
A new site to represent your workplace

Cancel

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Fill out the required fields marked with  and as much information about your site/facility and answer Additional Site vetting questionnaire and select NEXT.

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New Account Request > Site

1. Site Information
2. Users
3. Verification

Site Information

 Site name:
 Site type:
 Phone:  Fax:
Site NPI #:

Address

 Address:
 City:
 State:  ZIP:
Country:
Country:

Additional Site Questions

 What is your site's entity type? Comment

 What is your site's intended use for EpicCare Link? Comment

 Does your site have an active contractual relationship with NorthBay Health? Comment

 Does your site have a BAA executed with NorthBay Health? Comment

Is the corresponding contractual agreement with Northbay Health attached to this submission? Comment

Is the corresponding BAA agreement with NBH attached to this submission? Comment

Other

Attachments:
100.0 MB Total Allowed 0 files 

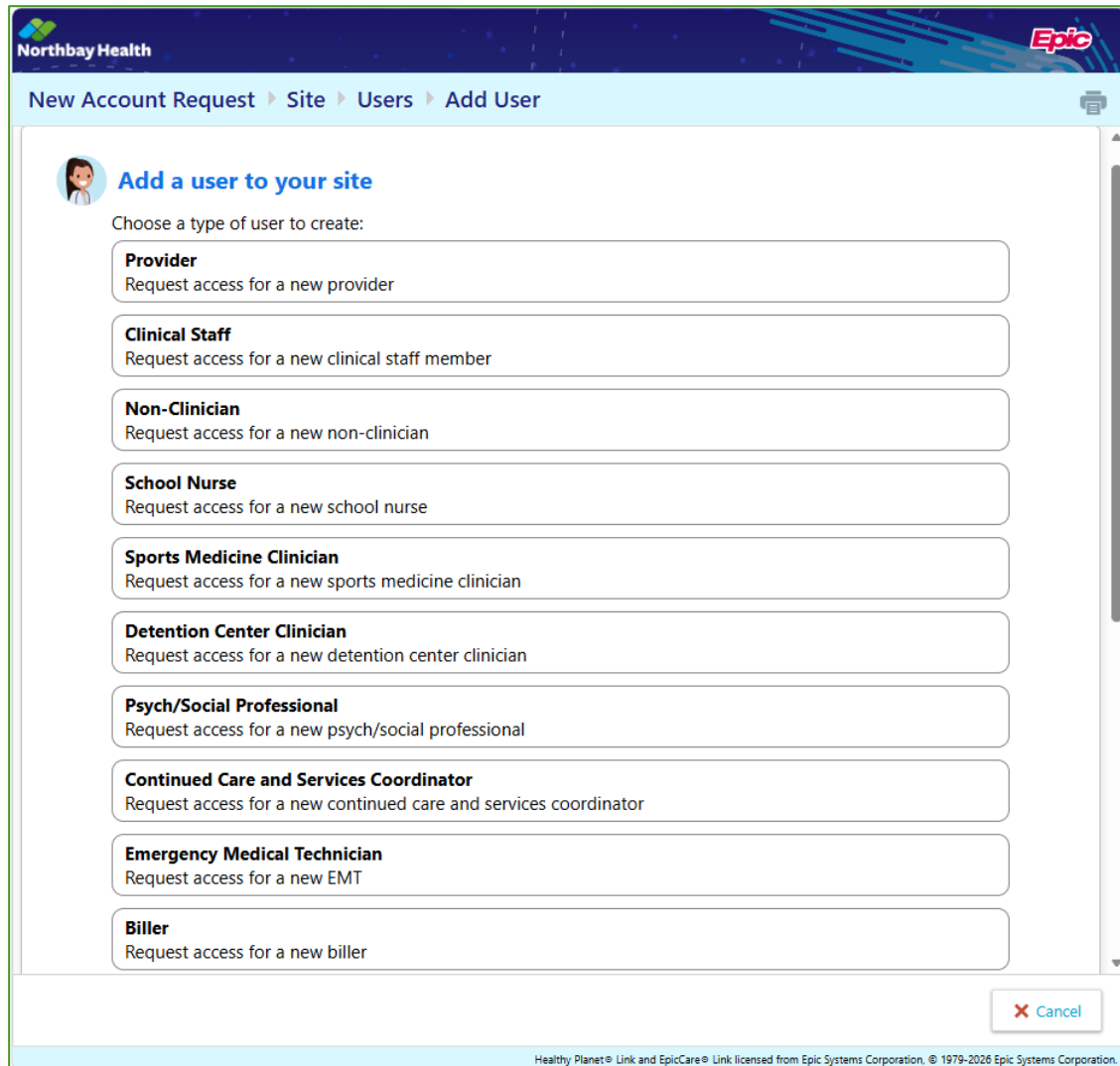
Comments:

Next
Cancel Request

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Add a user to your site

Add list of users from your facility. Select type of user from list.



The screenshot shows the 'Add a user to your site' form within the Epic system. The header includes the Northbay Health logo and the Epic logo. The breadcrumb trail is 'New Account Request > Site > Users > Add User'. The form title is 'Add a user to your site' with a user icon. Below the title, it says 'Choose a type of user to create:'. There are ten user type options, each in a rounded rectangle: '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), 'School Nurse' (Request access for a new school nurse), 'Sports Medicine Clinician' (Request access for a new sports medicine clinician), 'Detention Center Clinician' (Request access for a new detention center clinician), 'Psych/Social Professional' (Request access for a new psych/social professional), 'Continued Care and Services Coordinator' (Request access for a new continued care and services coordinator), 'Emergency Medical Technician' (Request access for a new EMT), and 'Biller' (Request access for a new biller). A 'Cancel' button with a red 'X' icon is at the bottom right. The footer contains the text: 'Healthy Planet® Link and EpicCare® Link licensed from Epic Systems Corporation. © 1979-2026 Epic Systems Corporation.'

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New Account Request > Site > Users > Add User

 **Add a user to your 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

School Nurse
Request access for a new school nurse

Sports Medicine Clinician
Request access for a new sports medicine clinician

Detention Center Clinician
Request access for a new detention center clinician

Psych/Social Professional
Request access for a new psych/social professional

Continued Care and Services Coordinator
Request access for a new continued care and services coordinator

Emergency Medical Technician
Request access for a new EMT

Biller
Request access for a new biller

 Cancel

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Fill Out User Information

You can assign the Site Administrator from this page. Select Accept.

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New Account Request > Site > Users > Add User > Clinical Staff

User Information

First name:

Middle name:

Last name:

Work email:

Basic Information

Work phone:

User Address: [Copy site address](#)

Address:

City:

State:

ZIP:

County:

Country:

Case Entry

Does this user need to perform or create surgical or cardiology cases?

Other

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

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Continue to Add Users from your site by Selecting **+Add** and Select Verification when you are done adding users to list.

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New Account Request > Site > Users

1. Site Information 2. Users 3. Verification

Users

[+ Add](#) [Edit](#) [Delete](#)

Name	User Type	NPI	Email	Site Administrator
☐ Newsite, Nonclinical	Non-Clinician		NCnew@gmail.com	Yes

Verification

Check box to Agree to electronic Legal Terms and Conditions form and reCAPTCHA verification. These must be digitally signed before we can process your request. Select Submit Request.

You should receive a reference number upon submitting request.

Processing time for brand-new facilities takes approximately 2 to 3 weeks due to legal and credential verifications.

The screenshot shows the 'Verification' step of a 'New Account Request' for 'NorthBay Health EpicCare Link'. The page has a blue header with the NorthBay Health logo and the Epic logo. Below the header is a navigation bar with 'New Account Request', 'Site', 'Users', and 'Verification'. The 'Verification' step is highlighted. The main content area is titled 'Verification' and contains the following elements:

- Terms and Conditions:** A scrollable text box titled 'NorthBay Health EpicCare Link New Account Request - Terms and Conditions'. The text states: 'By requesting access to EpicCare Link, the requesting individual ("User") and the User's employer or affiliated organization ("Organization") acknowledge and agree to the'. Below the text is a checkbox labeled 'I agree to the Terms and Conditions above.' which is checked.
- Verification:** A section with a green checkmark and the text 'I'm not a robot', followed by a reCAPTCHA logo.
- Requested by:** A text input field containing 'newsite, nonclinical'.
- Primary contact:** A dropdown menu showing 'Newsite, Nonclinical - NCnew@gmail.com'.
- Informational message:** A yellow box with an information icon stating: 'The primary contact will be used for communication about this request. A verification email will be sent to this address when your request is submitted.'

At the bottom right, there are three buttons: 'Previous' (with a left arrow), 'Submit Request' (with a green checkmark), and 'Cancel Request' (with a red X).

Account Activation & Login

Once your facility is approved and active in our system, individual users will receive an automated activation email containing their unique login ID and a secure link with a temporary password.

- **Retrieve Temporary Credentials:** Look for an email containing your unique User ID and a secure activation link. This link expires after 7 days.
- **Set Up Password & MFA:** Click the link, create a permanent password, and establish Multi-Factor Authentication (MFA).
- **Sign the EULA:** Upon your first login, a standard Electronic User License Agreement (EULA) regarding patient privacy will appear on your screen. You must read and accept it to open the home dashboard.

EpicCare Link Online Registration Support

If you have questions or need assistance with the online registration process, please contact us using one of the options below.

- **Email:** NBProviderPortal@NorthBay.org
- **Phone:** NorthBay Help Desk at 707-646-4357

Email Support Request Template

Subject: EpicCare Link Support Request – Online Registration

Please include the following information when submitting your request by email or contacting the Help Desk.

User Information

- Full Name:
- Organization / Clinic:
- EpicCare Link Username: (if already created)
- Email Address Used for Registration:
- Contact Phone Number:

Registration Issue

- Description of Issue:
- Error Message (if applicable):
- Date and Time the Issue Occurred:

Please provide as much detail as possible to help the support team assist you with your online registration.

Security Reminder: Do not include passwords or other sensitive credentials in your email or support request.