

A leader in your practice or facility must be identified as the DrConnect Site Administrator and have the authority to sign agreements on behalf of your practice or facility.

Once the DrConnect Site Administrator has their account established, they can use the Manage My Clinic function to request access for additional care team members or office staff and manage the access of each member through the DrConnect website.

Review the important highlights below for new Site Administrators.

### Tip 1: DrConnect Site Administrator Responsibilities

- **Complete** the new site request for your practice or facility.
- **Submit** new DrConnect user account requests for care team members or office staff that need to be added to your practice or facility.
- **Notify** care team members or office staff of their temporary password after new user accounts are complete.
- **Verify** that all users are up-to-date by completing the mandatory site verification each quarter.

**Note:** Failure to complete within 30 days will discontinue access for all users within the DrConnect site.

- **Deactivate** user accounts for care team members of office staff who are no longer active at your practice or facility.

### Tip 2: Begin New Site Registration

- Visit the Cleveland Clinic DrConnect web page: <https://drconnect.clevelandclinic.org/>
- Begin registration and select the **REGISTER NOW** button under **“New User?”** on the right side of the login page.
- Select the **new site type** that applies to your site and **complete all required fields (!)** in the new site account request form.

### Tip 3: Confirm You Are the DrConnect Site Administrator

- On the **“User”** section of the new site request form, choose the DrConnect **Site Administrator** user type from the available dropdown.
- On the **“Verification”** section of the new site request form, **check** the box **Make this user a site administrator**.

 Make this user a site administrator

**Note:** DrConnect Site Administrator access can be adjusted at any time once the new site account, and it is recommended to establish an additional DrConnect Site Administrator as a backup.

### Tip 4: Review and Agree to the DrConnect Terms and Conditions of Use

**Review** and **agree** to the **DrConnect Terms and Conditions of Use** that includes the **DrConnect Security Agreement**. Select the link to review (*The agreement will open into a separate window*).

**Note:** Every 90 days you will be prompted to review and agree to the DrConnect Terms and Conditions of Use and Security Agreement.

### Tip 5: Account ID

- In the **Account ID** field, type **“New”** in the field for a new site.

### Tip 6: Submit Account Requests for Additional Staff

The Site Administrator can use the **Manage My Clinic** function to request access for additional care team members or office staff and manage the access of each member through the DrConnect website.

Log in to DrConnect to review the **“DrConnect New User Account Request for Site Administrators”** quick reference guide for step-by-step information on the request process.

### Tip 7: Support Information

If you have questions or need assistance, please contact DrConnect Customer Support toll-free at 877.224.7367 (877.CCHS.EMR) or email [drconnect@ccf.org](mailto:drconnect@ccf.org).