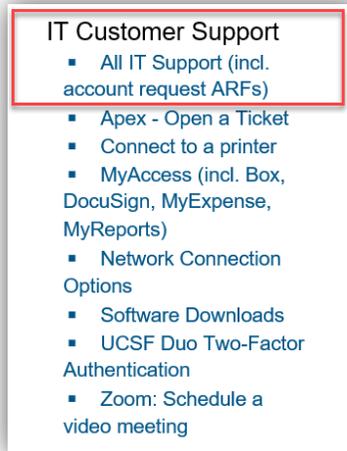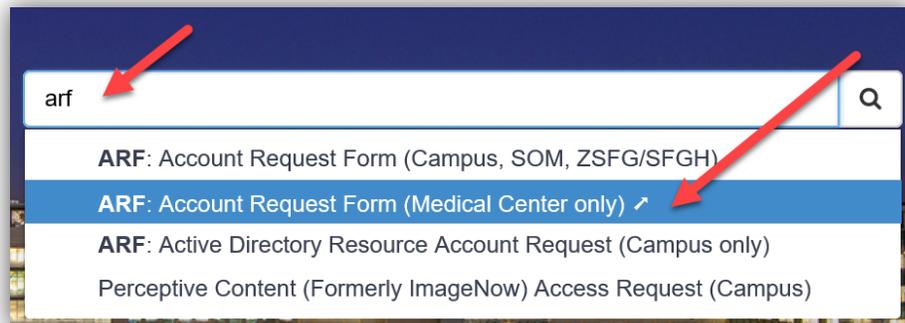## How to Submit an Account Request Form (ARF)
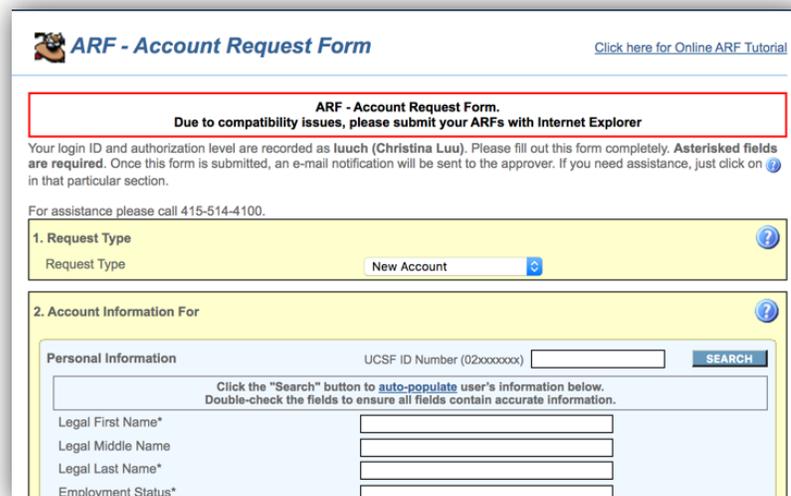
1. Open CareLinks in Internet Explorer
   - ARF requests are not compatible in Chrome and it can result in the delay

2. Under "IT Customer Support", click "All IT Support"

3. In the search bar, please type "ARF" and then click "ARF: Account Request Form (Medical Center only)" from the prepopulated list
   - Once you click on the link, a prompt may appear to ask for your log-in credentials again

4. When you have arrived to the ARF page, it should look like the image below

5. To begin submitting the request, enter the UCSF ID Number that begins with the numbers 02, and then Click "Search"
    - The employee's information should auto-populate into the fields below
    - If the information does not populate, please reach out to your HR representative
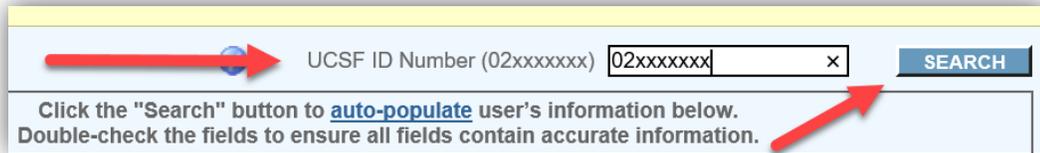

6. In the "Access Start Date" section, select the starting date the employee with need access

7. In the "Access Expiration Date", select the end date ONLY if this user will have an end date of the current assignment (for example, travel nurses)

8. Under the "Company Information" section, enter the working site of the employee in all fields
    - For example, Parnassus, Mission Bay, Mount Zion, etc.

9. In the "Location" section, select the working site from the dropdown list
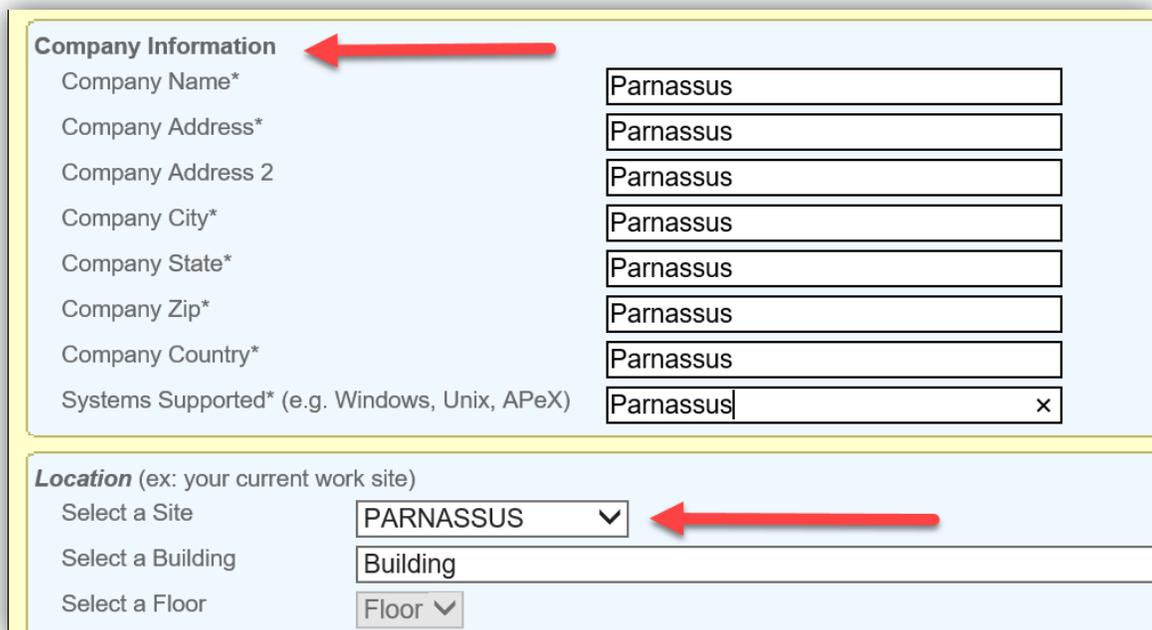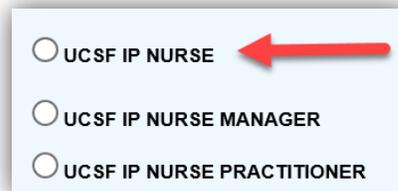

10. Then click the "Next" button on the lower right corner

11. Hover your mouse over on "Select Role/ Template" and then click on "Inpatient"
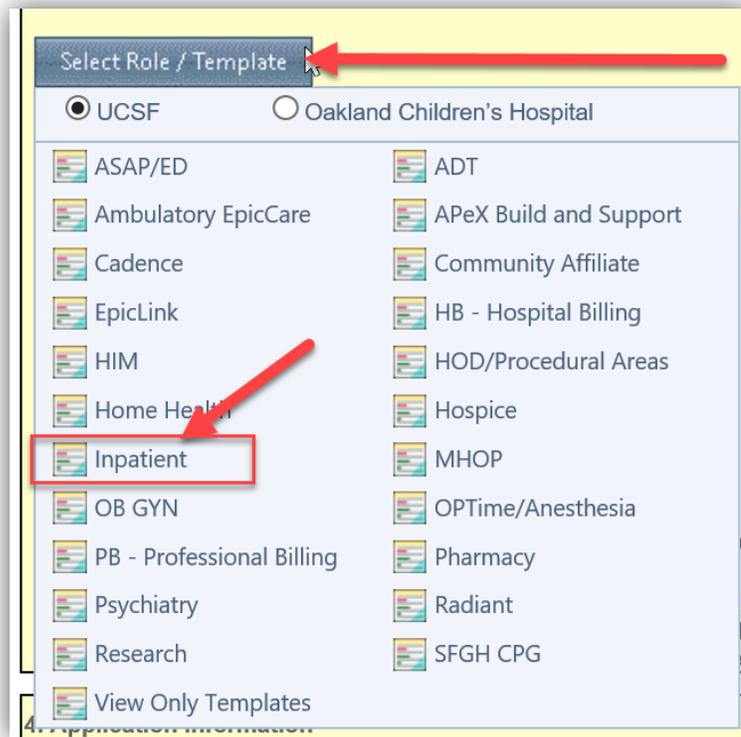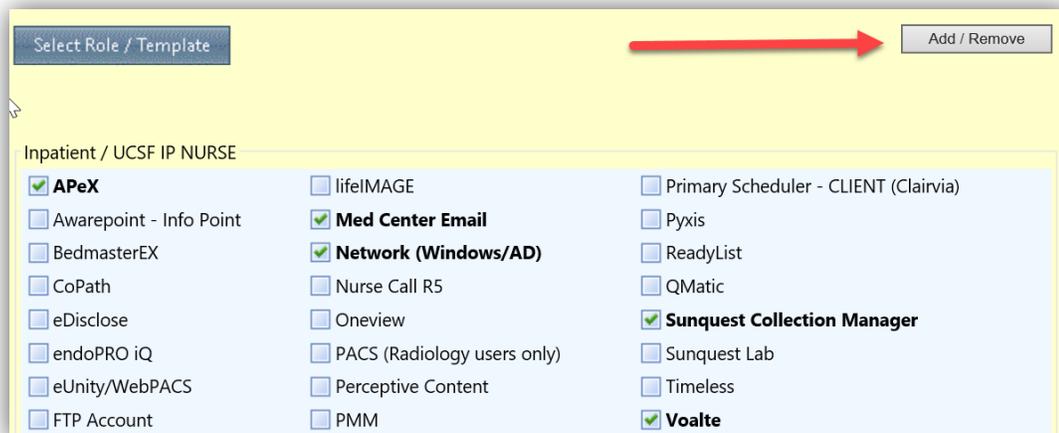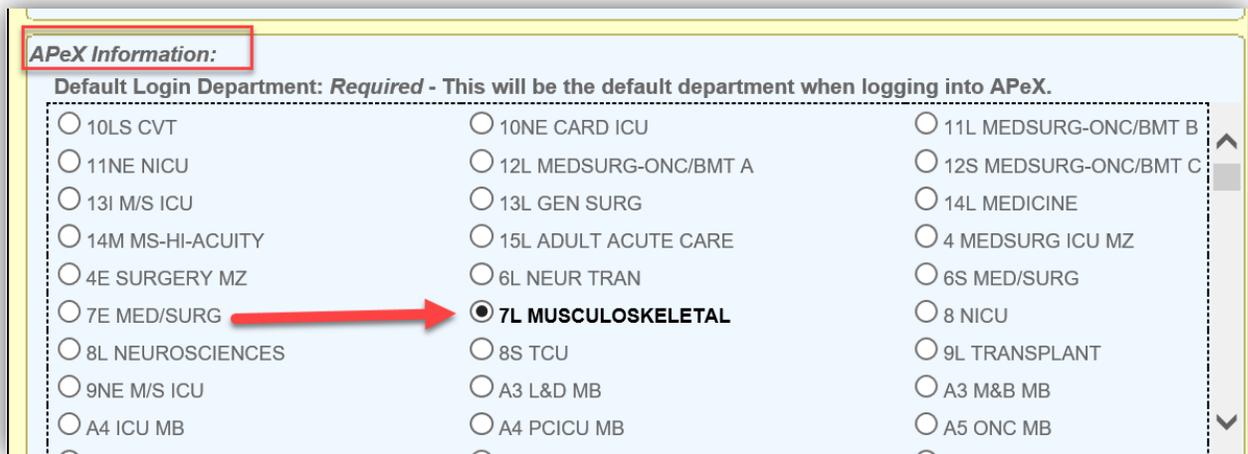

12. Click on "UCSF IP NURSE"

13. To edit the prepopulated selections, click on "Add/ Remove" on the right side, and then select all applications this user will need
    - Once the appropriate applications are selected, more fields will appear on the bottom of the form
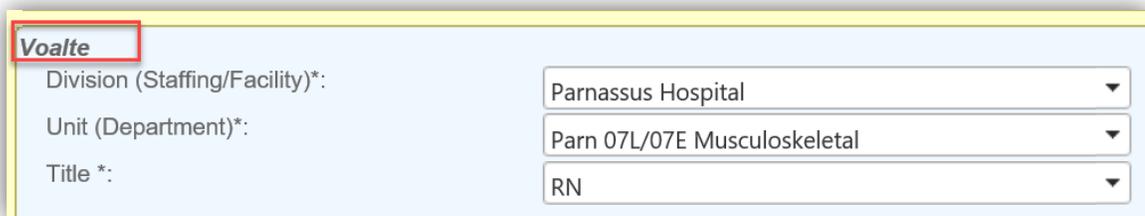
14. For users requiring APeX, in the "APeX Information" section, select the working department
   - This information is used to set the Default Login Department for this user

15. For users requiring needing access to Voalte, choose the Division, Unit, and Title from the dropdown menu

16. Once all sections are filled with detailed information, click the "Next" button on the lower right corner

17. Fill out the Department and Approver information then click "Review Request"

18. Verify all the information and click "Submit Request"

19. Once the ARF is approved and reviewed, IT ticket(s) will be created and emailed to you for reference
   - This process can take between 1-3 days
   - If you do not receive IT tickets, please submit the ARF request form again

20. IT will contact the you upon completion of the requests
   - Requests typically take 1 week to complete

Tutorial of ARF submission can be found here: http://itlearning.ucsfmedicalcenter.org/tutorials/arf