

# Placing Coordinator Connect Care Onboarding Guide

Completing Connect Care training, attending the Instructor Led Training (ILT) in person and passing the SEUPA/EUPA, are mandatory for all Students/Instructors prior to starting a clinical placement at AHS (and its affiliates) sites where Connect Care has been implemented.

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## Section 1: AHS Network Access - User ID (Receiving Agency Login ID) and Password

HSPnet IT Provisioning Resources:

[IT Provisioning - Information for Receiving Agency Automation - Entry of student information \(for Placing and Receiving Coordinators\)](#)

[IT Provisioning - Information for Receiving Agency Automation - Entry of instructor information \(for Placing and Receiving Coordinators\)](#)

[IT Provisioning - Information for Receiving Agency Automation - Entry of student information for Guest Access users \(non-user Placing Agencies\)](#)

[IT Provisioning - Information for Receiving Agency Automation - Video](#)

**AHS Network Access and Connect Care role registration for Student/Instructor will be activated up to 45 days prior to placement start date. Steps required:**

- Complete IT Provisioning entry of student information as above.
- Placement dates, DOB, preferred email, and legal names must be accurately entered in HSPnet. Placement dates entered in HSPnet, must be accurate (within 2-3 days)
- Confirm placements in HSPnet and enter Student/Instructor information a minimum of 30-45 days prior to placement start date; this ensures network access is active and there is adequate planning time for Instructor Led Training (ILT) to accommodate the student numbers.
- Provide the Student Onboarding Guide to the student: [Student Onboarding Guide \(albertahealthservices.ca\)](https://albertahealthservices.ca)

### User ID

- If the Student/Instructor has received a User ID in the past, they must use the same one. A new User ID will **not** be issued and if there was an email issued it will remain the same.

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- User ID details are in the HSPnet Student/Instructor profile, under the RA IT provisioning tab, below 'Receiving Agency Login ID'. The PC can share the username with the student if required.
- If the Student/Instructor does not remember their previous password advise them to call AHS IT Access Help Desk at 1-877-311-4300.
- If the Student/Instructor has never been an employee, volunteer, contractor or had a previous student placement at AHS, CVH or subsidiary, they will receive an email containing their User ID and password to their preferred email address as indicated in HSPnet. They will only receive this email **once**.
- The Student/Instructor will be required to login to the AHS Network using their User ID and Password and change their password. This does not have to be completed on an AHS computer. How to login from a non-AHS computer: [How To Log Into AHS from a Non-AHS Computer \(albertahealthservices.ca\)](https://www.albertahealthservices.ca/HowToLogIntoAHSfromaNonAHSComputer)
- The email also contains information regarding their Identity Access & Management (IAM) Security Profile. They will need to enter required information on an AHS computer. This is a one-time action that takes only minutes to complete **on their first day of placement**. If the Student/Instructor does not complete this their access will be blocked temporarily and unblocked as soon as the information is entered.

## Confirmed Placement Date and Role Changes (there is more specific information on Role Changes in the next section)

- If the placement dates or roles change the automation process cannot pick up the changes in HSPnet so you must complete the following steps:
  - Send a Provincial IT Spreadsheet (PITS) (Connect Care revision tab) to [ITAccessNonEmployees@albertahealthservices.ca](mailto:ITAccessNonEmployees@albertahealthservices.ca) with the name of the student(s) and provide the date and/or role removals. In addition, remove any unnecessary roles in HSPnet and email [ConnectCareLearning@ahs.ca](mailto:ConnectCareLearning@ahs.ca) if there is removal or addition of an ILT required.
    - [The most updated PITS](#) is always available on the Connect Care Student Placement Website as well as on HSPnet.
    - The automation feed can only handle moving End Dates forward or adding a role, but you still must contact [ConnectCareLearning@ahs.ca](mailto:ConnectCareLearning@ahs.ca) to ask for the ILT to be added, or SEUPA rewrite. Regarding moving the End Date forward, you do not need to submit a PITS for this or email AHS.
- Placement dates must not be changed in HSPnet by more than five working days as this will affect automation/Connect Care IT access.
- If the placement dates change by more than five working days, the current request must be cancelled, and a new placement request will need to be entered into HSPnet.

\* If the placement is postponed due to delayed ILT, contact the AHS Student Placement Receiving Coordinator to discuss and review possible date changes

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## Section 2: Connect Care Role & Instructor Led Training (ILT)

### Requesting Connect Care Role for the Student in HSPnet

- Verify the Connect Care role with the destination by reaching out to the Destination Coordinator (DC), by reviewing past placements in HSPnet, and/or reviewing the Connect Care catalogue under the documents tab when you click on destination. (Note: Request the Connect Care **role name(s)** from the DC, **not the ILT name.**).
- Add the Epic/ Connect Care roles in the Placement Tab by selecting the correct Connect Care role name from the drop-down menu.
- If the required Connect Care role is not in the HSPnet IT Provisioning role drop down menu, contact the Receiving Coordinator (RC); a different role cannot be entered manually.
  - New role requests by the DC must go through a rigorous review process and may not be approved.
- Access to the Connect Care catalogue is available in HSPnet under destination and in the Documents tab or the [Connect Care website](#).

### 180-day Window

- If the last Connect Care login for the same role is less than 180 days to re-activation via the automation process (re-activation can occur up to 45 days prior to the start of the placement), Students/Instructors will not require or be provided an ILT or SEUPA rewrite.
- If the last login was >180 days from the first date of clinical placement as per HSPnet data and if the ILT has been taken before (at any time) then they can decide to rewrite the SEUPA rather than retrain.
  - i.e., if the Student/instructor last logged on Feb 11, 2023 and the same role was reactivated on July 15, 2023, this means only 154 days would have elapsed between last entry and role reactivation.
- IT access to Connect Care will be provided on start date of placement.

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## MyLearningLink

- Only Students/Instructors on site are considered end users and will receive access to MyLearningLink (MLL) if their placement is at an active Connect Care destination.
- The access to MLL is limited to Connect Care e-learning modules associated with the provided Connect Care role(s).
- When the registration for the ILT is complete, Students/Instructors will see their course date, time, and location in MLL. Students/Instructors MUST login to MLL frequently for this information as it is subject to change. Links to wayfinding maps can be found [here](#) (this link will only work for people with current AHS Network access and is placed here only for information purposes).
- If the Student/Instructor does not see their ILT booked in MLL 10 business days prior to the placement start date they must reach out to the Placing Coordinator (PC) to connect with the Connect Care Learning team.
- The day prior to their ILT the Student/Instructor should verify in MLL that the details of the class have not changed.
- Students/Instructors cannot 'register' for ILT themselves, this will be completed on their behalf.
- Students/Instructors will receive from MLL an email to the preferred email or to their AHS email if they are AHS/CVH staff, with steps to login and complete eLearning modules. The Student/Instructor can navigate to the 'Required Courses' tab to view the eLearning modules associated with the assigned Connect Care role(s). This email may land in a junk/spam folder.
- It may take 24-48 hours to access MLL after receiving their AHS network access (same User ID and password will be used to login to MLL).

## E-Learning Modules

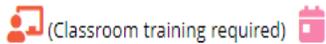
- The 'Required Organizational Learning (ROL) - Info Care-On Our Best Behaviors' is **MANDATORY** and must be completed prior to attending the ILT so the SEUPA can be completed during the ILT.
- Information on completing courses can be found in the Student Onboarding Guide: [Tips for Completing E-learning Courses in MyLearningLink \(albertahealthservices.ca\)](#) and by reviewing the video <https://www.youtube.com/watch?v=mnWhGwgalqw>
- Completing the Connect Care eLearning modules prior to attending the ILT is recommended and increases success rates of passing the SEUPA.
- Connect Care enrichment modules are supplementary modules post-ILT but not mandatory.

## Instructor Led Training (ILT)

The standard booking for Students/Instructors, to be registered in an ILT, is within 30 days prior to the placement start date and no more than 5 business days after placement starts. They must be available during this timeframe. Due to limited ILT availability the date range may fluctuate. **ILT attendance is mandatory, missing the assigned ILT may result in postponement or cancellation of the placement.**

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- If the Student/Instructor is also an AHS/Covenant Health employee or subsidiary, they should not approach their manager for ILT registration. Training is coordinated by the AHS Connect Care Learning team.
- Any Student/Instructor scheduling conflicts for the ILT based on the availability dates noted above should be brought to the attention of the PC.
- If an ILT needs to be changed due to sickness or emergency, the PC must, as soon as possible, contact the AHS Connect Care Learning Team directly at: [Connect.CareLearning@albertahealthservices.ca](mailto:Connect.CareLearning@albertahealthservices.ca)
- Students/Instructors must not **unregister** themselves from the scheduled ILT.
- Students/Instructors must bring their User ID and password credentials with them to the ILT.
- An ILT is required for all Connect Care Roles requested for placements where Connect Care has been implemented. If the Student/Instructor requires access to a Connect Care role and they have completed the ILT for this role for a previous placement, they may not be required to repeat the ILT if they are within the 180 de-activation timelines.
- Connect Care roles are assigned per placement in HSPnet, and this is tracked on the student's profile, under Placement History.
- Once the 'Classroom training required' is activated in HSPnet the pink calendar box icon is activated. Use this box to indicate dates the Student/Instructor is **unavailable** in the 30 days prior to the placement start date.



- **Can a student be trained somewhere other than in their placement location?**  
Student training will typically occur within the hub closest to their placement. There may be circumstances when the training will occur in smaller locations when the placement is in that location.

If a student wishes to be trained somewhere other than their placement location, or in the hub closest to their home/placement location, the PC can request training to occur within one of the HUBS listed below. This is done by adding a comment to the pink box within HSPnet indicating which hub they are requesting. AHS cannot accept requests for smaller locations. For example, a student lives in Calgary, but their placement is in Red Deer, they can request training in Calgary.

Another example: If a student lives in Cold Lake, and their placement is in Calgary, they could request Edmonton as a training location that is closer.

Not all requests will be able to be accommodated, but AHS will try to accommodate as able.

There are 12 hubs:

- Edmonton
- Calgary
- Red Deer
- Camrose
- Wainwright
- Grande Prairie
- Fort McMurray
- St. Paul
- Athabasca
- Medicine Hat
- Raymond
- Lethbridge

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- **\*If the Student/Instructor have not completed the ILT by the start of placement, they can only be in an observation role.** All patient care provided by a student/Instructor must be documented in Connect Care by the student/Instructor as per AHS Policy and they must not view a screen with Connect Care open on it because they are not a registered Connect Care end user at that time
- The Playground Environment (PLY) is accessible **after completing the ILT** while they're onsite for their practicum; directions for use are obtained at the ILT training. [Logging into PLY \(albertahealthservices.ca\)](#)
  - Due to limited resources, at this time, Learning Centres are not available for use for PLY use.
- Please remind the students that even Connect Care classrooms and computers are considered under the scope of the No Scents policy of AHS (all AHS facilities and buildings are included).
- If students are experiencing trouble with using Connect Care while on their practicum, they are encouraged to first ask someone on the unit for help, particularly a super user may be helpful, after that they can call AHS IT for workflow support at 1-877-311-4300 or they can submit a ticket online using the Epic dropdown button at the top left of the Connect Care screen.

## Change or Cancellation of a Connect Care Role

- When a placement is cancelled, or an incorrect role has been chosen, the removal of the Student/Instructor Connect Care access must be completed by:
  - removing the Connect Care role from the placement in HSPnet; if the role remains in HSPnet, the automated feed will read this as a new item to process and will re-provision the role.
  - completing and sending a PITS to manually to remove the role from the Student/Instructor; if the role is not removed via the PITS, it will remain inappropriately attached to the student and this can result in consequences for the PSI who is responsible to remove inappropriate access. Submit PITs form to; [itaccessnonemployees@albertahealthservices.ca](mailto:itaccessnonemployees@albertahealthservices.ca)
- Email [Connect.CareLearning@albertahealthservices.ca](mailto:Connect.CareLearning@albertahealthservices.ca) to notify them of a role change or cancellation so the correct ILT is scheduled and the incorrect ILT cancelled.

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## Section 3: How to Create S/A Listing Report in HSPnet

Why we recommend that Albertan Placing Agencies utilize this:

- Post Secondary Institutes in Alberta who highly utilize HSPnet for student placements
- Limit errors on incorrect DOB/Email/Name spelling entries
- Support your students in program by reducing delay due to these errors
- Provide AHS IT and Connect Care booking team with clear concise student details

For a Single Student you can use this report for the following:

- Can be utilized when seeking individual student role information. Cut out the line from the report and paste into email and send the line

Examples:

- Late Acceptance to placement needing training and scheduling
- Previously enrolled student, changes in placement and needs to edit training and scheduling

*\* This applies to Instructors as well. Use the respective S/A Listing for Instructors specific bookings.*

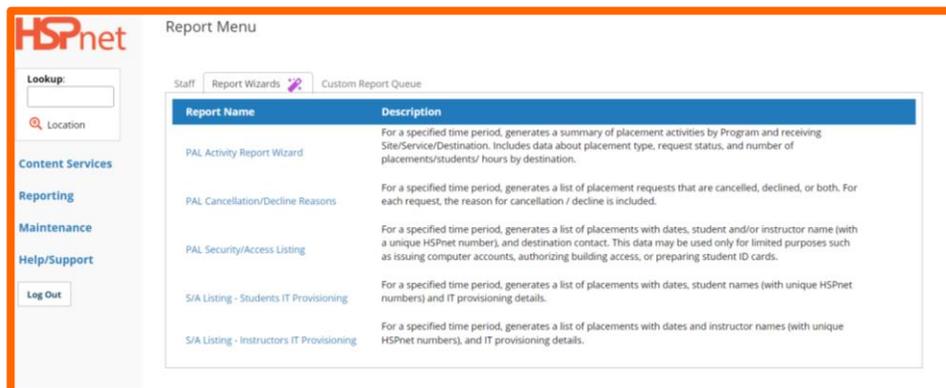
Benefits:

- Reduced Errors
- See missing data in Report and go back into HSPnet to edit and complete.
- Clear communication to streamline bookings

### How To Find and Create This Report

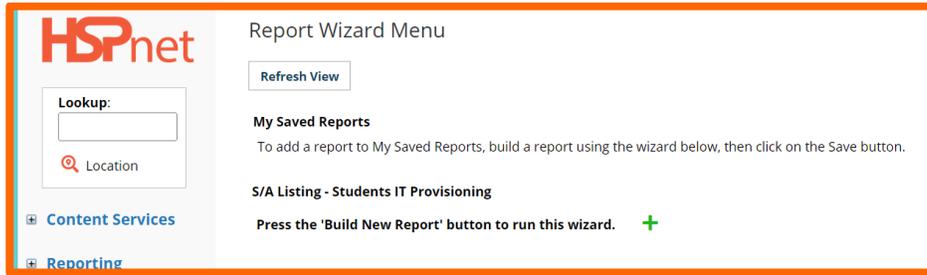
Login to [HSPnet Login - Alberta \(hspnetapp.ca\)](https://hspnetapp.ca)

- In the left navigation, select **Reporting>Report Wizards**
- Select **S/A List – Student IT Provisioning** report \*



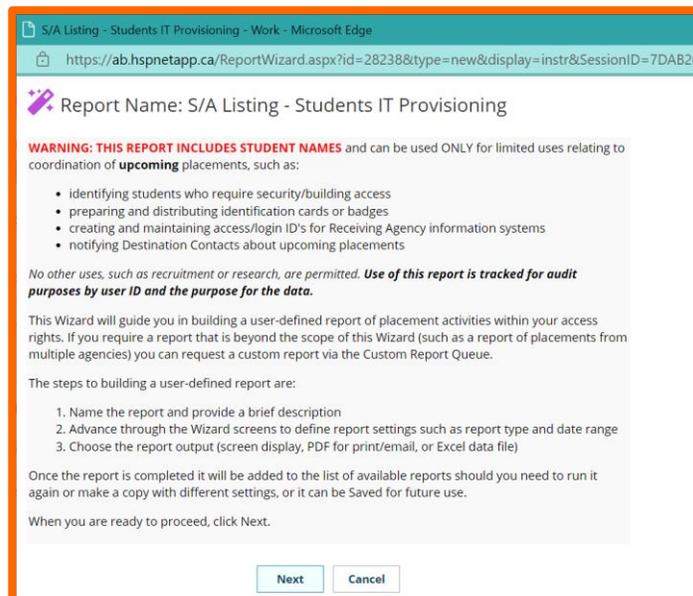
To create a report for the first time, select the  to generate the report properties. After the first time, this will save the report preference, and you will just have to edit the dates.

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The Wizard will open the report in a new pop-up window, proceed through the steps to generate your report:

- Name report **S/A Listing *month/year*** (editable each time you produce the report)
- At the warning screen choose **Next**



- Select the **Date Range** you're reporting on (remember that AHS can only access students within 45 days of placement after NAR and Role are requested)
- Checkmark both check boxes this will include all placements in the range

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✚ Report Name: S/A Listing month/year

Next > Save and Close

**Date Range**

Select a *Term* or *Year*, or enter a custom date range.

Date Range:  or between

Feb 1/24 and Apr 1/24

*(When comparing data over time (e.g. to compare last year and this year), mark only one checkbox below to avoid double counting PRs that span both years. - [Help](#))*

Include PRs that start before this date range

Include PRs that end after this date range

Next > Save and Close

✚ Report Name: S/A Listing month/year

Next > Save and Close

**Date Range**

Select a *Term* or *Year*, or enter a custom date range.

Date Range:  or between

Feb 1/24 and Apr 1/24

*(When comparing data over time (e.g. to compare last year and this year), mark only one checkbox below to avoid double counting PRs that span both years. - [Help](#))*

Include PRs that start before this date range

Include PRs that end after this date range

Next > Save and Close

- Select the **Report Type** specifics
  - **Placements only** (confirmed placements)
  - **Information Systems** – Network or computer access (AHS format)
  - **Authorized user** – your name
- Click **Next**

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Report Name: S/A Listing month/year

< Previous   Next >   Save and Close

### Report Type

Select the type of report you want.

Report Type:

Placement Only  
(typically includes confirmed requests that result in student(s) on site)

Placement Requests  
(includes other statuses such as Declined or Cancelled)

Identify the permitted use for this report: Information Systems - Network or computer access (AHS format) ▼

Describe use if "Other":

Authorized Recipient of this Report (if not the requesting HSPnet user): Kristina Sveinson

< Previous   Next >   Save and Close

- **Placement Status:** Select Accepted & Confirmed
- Click **Next**

< Previous   Next >   Save and Close

### Placement Status

Select the Status types to include in the report. ⓘ

Placement Status:

Accepted & Confirmed

Confirmed Only

< Previous   Next >   Save and Close

- **Receiving Agency:** Select All
- Click **Next**

< Previous   Next >   Save and Close

### Receiving Agency Option

Do you want to select specific Receiving Agency criteria?

Receiving Agency:

ALL

Specify (Agencies / Sites / Services / Destinations)  
*NOTE - this option takes several seconds to display*

< Previous   Next >   Save and Close

- **Filters** – Disciplines
  - Include ALL
- **Filters** – Sub-Disciplines
  - Include ALL
- **Internal Filters**
  - Include ALL
- **QES Filters**
  - Include ALL

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- Click **Next**

- **Placement Types** – Select the Disciplines you are responsible for.
  - **Non-group Placements** – Include all
  - **Split requests** – include Split Destinations
- Click **Next**

- **Sorting & Output**
  - **Sorting:** Sort by Destination
  - **Report Output:** Data Extract (Excel)
- Click **Next**

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< Previous
Finish and Run
Save and Close

**Sorting & Output**

Select the sorting and output options.

**Sorting:**

- Sort by Placing Agency (PA/D/P)
- Sort by Destination (RA/S/S/D)
- Sort by Service
- Sort by Portfolio

**Report Output:**

- View on screen (HTML)
- Print or email attachment (PDF)
- Data extract (Excel)
- Data extract (CSV)

< Previous
Finish and Run
Save and Close

Report will output to your browser, **click download** to produce the report in editable format.

Ref#	Rcv Agency	RA Site	RA Service	RA Dest.	Plc Agency	PA Program	PA Course	Start Date	End Date	Status	PR Type	Student Last	Student First	Student Pre	Student Mic	Student Mor	Student Day	Student Em	HSPnet ID	Student Rec	
742808*	AHS/Calg	ABChildr	AdvPractice	NP APS	UofA/Nursin	MN	N539/634	Jan 8/24	Apr 12/24	Conf	Precept	Aly	Mona						may2@ualt	HSP137947	SDHTYR
729390	AHS/Calg	ABChildr	Audiology	Audiology	PA/NS/Dalh	MScAudiolg	CMSD 7062	Jan 2/24	Mar 26/24	Conf	Precept	Eieger	Annika						ian808387@	HSP144365	RKVVDVG

Helpful Hint\* This report is great to track the 180 days.

We recommend you leave data columns and do not filter or remove any columns. Report will look something like this,

StudentReceivingAgencyUniqueID

RA Des	Plc Age	PA Prog	PA Cou	Start Date	End Date	Status	PR Type	Student	HSPnet	Student						
NP APS	UofA/Nursin	MN														DHTYR
Audiology	PA/NS/Dalh	MScAudi														KVDVG
CardClin	BowValley/H	PN/FT														3WDTK
DiabClin	ABES/Health	UC/MO														3SPPM
DiabClin	MTRoyal/U/N	BN														IGSMZ

Additional Considerations for your S/A Listing enrollment request:

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- All the students can attend at the same location as their placement city OR you have specified a location in the “**Dates Unavailable**” notes
- The unavailable dates **were checked** with all students and captured in the report; rescheduling will be accommodated only for emergency cases.
- All the students **require** the requested training and have not previously completed this training.

## Complementary Email Templates for S/A Listings

### Email Templates (Full Group Submissions)

Please enroll the students on the attached HSPnet S/A Listing spreadsheets for their required ILT sessions or SEUPA retakes as identified.

These students are not available for training before XXX date and their first day on site is XXX date. Let us know as soon as possible if there will be any rollover into the first week of their practicum. For XXX Program Course– if possible, try not to book them on XXX date but there is room for flexibility if needed.

### Email Template (Single Submission)

Students full Name, email address, IGUID, Role the question is about. Training availability and training location. (ensure correct spelling).

- Has this student previously completed training?
- Do they need to retake their SEUPA?
- Late Addition please enroll in Connect Care Training.
- Blackout dates.

Final Step once complete and readied please provide a detailed email as well as the S/A Listing report to the:

- [Connect.CareLearning@albertahealthservices.ca](mailto:Connect.CareLearning@albertahealthservices.ca)

Once you have submitted the SA IT Listing, you will receive the Learner List as a receipt of the details regarding the student ILT and their Course Registration.

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## Learner List: Information Columns

**Role Name:** Roles that are assigned to Launch

**Sequence:** The order courses must be scheduled in within a role. Super User and Badges must always be after other training

**Course Name:** Required Training organized by role

**Training Status:** If training needs to be completed or not

**Currently Enrolled:** If Learner is already scheduled course information will be in this column

Manager	Staff	Role Name	Sequence	Course Name	Credits	Training Status	Currently Enrolled
Catherine	Abigail	Dialysis Nurse	1	Epic - Dialysis Nurse ILT	15.5	Not Completed	
Catherine	Abigail	OR Nurse	1	Epic - Intra-Operative Nurse ILT	7.75	Completed	
Catherine	Abigail	Schegistrar	1	Epic - Registration Basics ILT	7.75	Not Completed	
Catherine	Abigail	Schegistrar	2	Epic - Schegistrar ILT	7.75	Not Completed	
Catherine	Adam	OR Charge Poster Role	1	Epic - Charge Poster ILT	3.75	Not Completed	2022-10-05 -- 7:00 AM -- Foothills Medical Centre - South Tower (30
Catherine	Adam	OR Nurse	1	Epic - Intra-Operative Nurse ILT	7.75	Completed	
Catherine	Ainsley	OR Service Lead	1	Epic - Intra-Operative Nurse ILT	7.75	Completed	
Catherine	Ainsley	OR Service Lead	5	Epic - Charge Poster ILT	3.75	Completed	
Catherine	Ainsley	OR Service Lead	5	Epic - Preference Card Builder ILT	3.75	Completed	
Catherine	Ainsley	OpTime Super User	1	Epic - OpTime Super User ILT	3.75	Completed	
Catherine	Alana	Ambulatory Minor Procedure Sub Role	1	Epic - Ambulatory Minor Procedure Narrator ILT	2	Not Completed	
Catherine	Alana	Day Medicine/IV Therapy Clinic Nurse	1	Epic - Day Medicine/IV Therapy Clinic Nurse ILT	7.75	Not Completed	
Catherine	Alana	OR Nurse	1	Epic - Intra-Operative Nurse ILT	7.75	Completed	
Catherine	Alana	OpTime Super User	1	Epic - OpTime Super User ILT	3.75	Completed	
Catherine	Alison	Ambulatory Minor Procedure Sub Role	1	Epic - Ambulatory Minor Procedure Narrator ILT	2	Not Completed	
Catherine	Alison	Day Medicine/IV Therapy Clinic Nurse	1	Epic - Day Medicine/IV Therapy Clinic Nurse ILT	7.75	Completed	
Catherine	Alison	OR Nurse	1	Epic - Intra-Operative Nurse ILT	7.75	Completed	

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## Section 4: The Simulation End User Proficiency Assessment (SEUPA)

SEUPA is an Connect Care assessment of the end user's knowledge of using the Epic platform following their ILT. This assessment is used prior to granting access to the Connect Care system.

- The Student/Instructor must achieve 80% or greater on their SEUPA to pass and have their access granted. No further action is required.
- If the Student/Instructor is unsuccessful in achieving 80% or greater on the SEUPA they must notify the PC and rebook a SEUPA (see instructions on Student Onboarding Guide).
- If the Student/Instructor is unsuccessful in achieving 80% or greater on their assessment after three attempts, they must repeat the ILT and the practicum may need to be postponed (see SEUPA Section 6 Resources below). Contact the appropriate RC to discuss.
- If the student needs any help with their SEUPA they can ask the CT or call AHS IT at 1-877-311-4300 and ask for Training Support. SEUPAs must be completed independently and they are open book

### Rewrite the SEUPA

If a student or instructor's Connect Care access is inactive, they can rewrite the SEUPA if it is for the exact Connect Care role ILT they have previously completed. It is recommended to repeat the ILT if it is over 180 days as many system upgrades may have occurred.

If rewriting the SEUPA follow this process:

- Register for the SEUPA.
- Rewrite the SEUPA at one of the Learning Centers.
- If the instructor fails the rewrite attempt, it is recommended the PC request a new ILT.

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## Section 5: Existing Connect Care Role

- If you are an AHS employee with an existing Connect Care role completing a student placement, you will have two unique Connect Care usernames and passwords. Instructors do not require a .e2 account as they document under their regulated profession.
- Instructors will be registered for the same Connect Care role as their students.
- If student is granted a .e2, they will have a main and secondary (.e2) account. The differences are summarized below:

### Instructions for students

<b>Main account</b> - the one you use to login to the main AHS network / windows	<b>.e2 account</b> - Secondary account
Username	Username.e2
Password	Password (will be different from the main password)
Will have all associated roles in drop down within Connect Care ("jobs"). Will have all main account and .e2 account roles.	Will only have .e2 role(s) available within Connect Care ("jobs")
Only use role associated with this account. For example, if this is your staff account and you are a HCA, use the HCA role when you login using this account	Only use role associated with this account. For example, if this is your student account and you are a student nurse, use the appropriate student nursing role when you login to this account
All roles ("jobs") will show within this account, it is possible to select any role and chart, however how you identified in the background (example HCA vs nursing student) will be incorrect if you select the role associated with the .e2 account.	

Students/Instructors will get an email to both their AHS email and their student email that outlines which one is their student account and which is their main account. Typically, their main account will be their AHS employee account and the .e2 would be associated with their student status. It can be the other way around so make sure they read the email carefully.

- Students/Instructors must login to Connect Care using the appropriate username based on the capacity they are working that day:

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- Login to the AHS network (Windows) using your **main account** username and password
- When you login to Connect Care, **use the account appropriate** for your function that day. For example, if you are coming to AHS as a student that day, use the account associated with your student (typically username.e2).
- Both roles will appear in a dropdown when you login to your main account. Ensure you are only selecting the appropriate one for that day.
- If you login to Connect Care using your main account (for example staff account) and select the student **role** from the dropdown menu, the audit trail associated with your charting will still be showing inappropriately. For example, you are an HCA who is also a student nurse. You login to Connect Care using your main account (staff account) and select the student nurse role when you are there as a student nurse— your charting that day will show in the background that you are an HCA.

It is **important** to use the appropriate username to comply with authentication requirements as detailed within the [AHS Clinical Documentation Process Directive](#) (Section 3).

# Placing Coordinator Connect Care Onboarding Guide

## Section 6: Audits

### Smart Audit email

- After a Connect Care role has been assigned to a Student/Instructor and an ILT is completed, they will receive an email informing them that they must provide additional personal information in the IAM system. This can only be done on an AHS computer and will only need to be completed once.
- The student should access an AHS computer on the first day of placement to enter this information.
- If the Student/Instructor Connect Care access was put on hold due to this 30-day timeline notice, their Connect Care access will be immediately restored after they enter the requested information in IAM. This will not affect their ability to complete their eLearning modules and ILT.

### Audits – Health Information Act.

- Clinical and AHS Network access is periodically reviewed by both internal (AHS Internal Audits) and external (Auditor General) auditors under the Health Information Act. The IAM team is required to provide information to these auditors about users that have access to systems, as well as when it was requested, or removed, and who authorized the change in access.
- Student access is now being managed by the HSPnet feed which is populated by the schools, this means access is being provided on their authorization and they are ultimately responsible for the actions taken by students with this access.

# Placing Coordinator Connect Care Onboarding Guide

## Section 7: Resources

### SEUPA Resources

[SEUPA Student FAQ](#)

[Register & Submit SEUPAs](#)

### Connect Care Resources

- **Connect Care WEBSITE:** [Connect Care - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources | Alberta Health Services](#)
- **Connect Care FAQ:** [Connect Care for Students and Our Post-Secondary Institution \(PSI\) Partners FAQ \(albertahealthservices.ca\)](#)
- **Connect Care WORKFLOW:** [Student Onboarding Workflow](#)
- **Guide to Email Encryption**  
Student/Instructors **will receive an email from Microsoft with information on how to access the encrypted** message. If the recipient is using a Microsoft based email system (Office 365, hotmail.com, outlook.com, or live.com) then the message will be automatically decrypted, and no further action is required from the recipient. If the recipient is using any other email system (examples: @gmail.com, @shaw.ca) they will be presented with an option to request a one-time passcode to view the message.”
- **Connect Care User Guide Video:** <https://www.youtube.com/watch?v=mnWhGwgalqw>
- **Automation Video for Placing Coordinators:** [IT Provisioning - Information for Receiving Agency Automation - Video](#)

### Glossary of Definitions

- Instructor - Clinical Group Instructor (on site)
- PITS - Provincial IT Spreadsheet
- PC - Placing Coordinator
- ILT - Instructor Led Training
- PSI – Post-Secondary Institute
- RC – Receiving Coordinator
- PED- Practice education Consultant
- IAM – Identity & Access Management

### Emails Students May Receive (Subject of emails)

1. Private - Action Required: Access Credentials for AHS Network Access
  - NOTE: User ID/Password email will only be sent once
2. My Learning Link Welcome Email
  - NOTE: if the student/instructor is an employee, they will not receive this email, as this is only sent once
3. IAM Notification: Epic End-User Role Training may be required
  - NOTE: Received when a Connect Care role has been registered to a student

# Placing Coordinator Connect Care Onboarding Guide

4. Secondary AHS account for your access to Connect Care
  - o NOTE: If they are also an employee with a Connect Care account they may receive this email

For email access issues please see the [Student Onboarding Guide](#) for troubleshooting

## **Emails Reminders Students May Receive if need to complete mandatory Smart Audit tool Information**

1. Reminder to complete your Epic (Connect care) Information
  2. ATTENTION Epic Access for XXXX will be disabled on YYYY-MM-DD
  3. FINAL NOTICE Epic Access for XXXX will be disabled on YYYY-MM-DD
  4. Your EPIC (Connect Care) access has been blocked
  5. Your EPIC (Connect Care) access has been unblocked
- **Please connect with the Receiving Coordinator or Practice Education Consultant for any further questions. Their general inbox is:  
"student.placements@albertahealthservices.ca"**