

Placing Coordinator Connect Care Onboarding Checklist

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 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

Student:

[IT Provisioning - Information for Receiving Agency Automation - Entry of student information \(for Placing and Receiving Coordinators\) - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)

Instructor:

[IT Provisioning - Information for Receiving Agency Automation - Entry of instructor information \(for Placing and Receiving Coordinators\) - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)

Group:

[IT Provisioning - Training Scenario - Group - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)

Guest Access:

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

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 Checklist to the student: [Student Onboarding Checklist \(albertahealthservices.ca\)](#)

User ID

- If the Student/Instructor has received an AHS/Covenant Health (CVH) User ID in the past, they must use the same one. A new User ID will **not** be issued.

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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://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 Changes

- If the placement dates change 45 days prior to the start date and up to seven days after the start date of the placement, the automation process will pick up the date change in HSPnet. Seven days post start date timeline, you must complete the following steps:
 - send a Provincial IT Spreadsheet (PITS) (CC revision tab) to ITAccessNonEmployees@albertahealthservices.ca with the name of the student(s) and provide the new placement dates.
 - The most updated PITS is always available in HSPnet under Destination and in the Documents tab
 - change the dates in HSPnet to allow for network and IT access to continue.
- 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 RC to discuss and review possible date changes

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

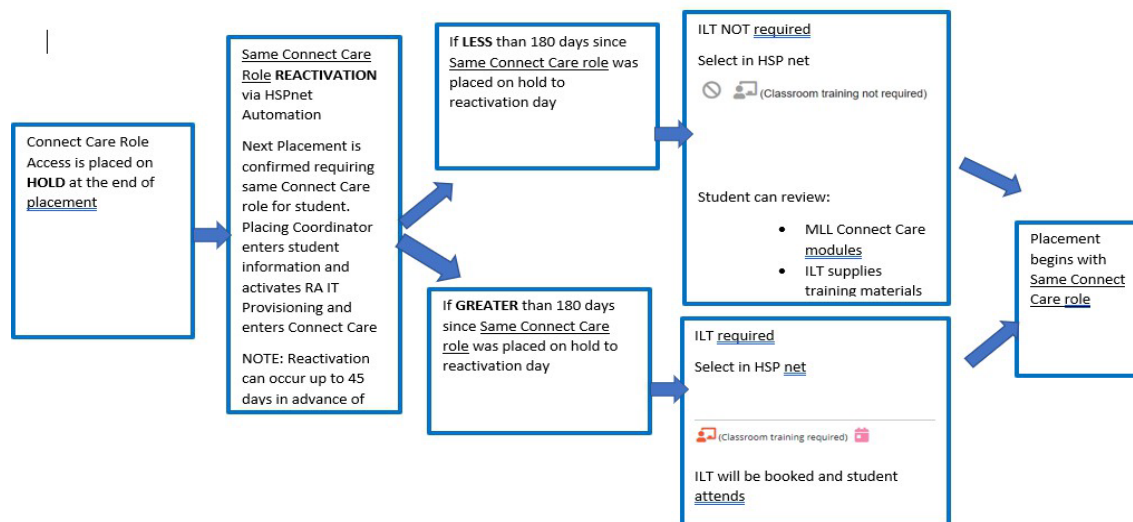
Requesting Connect Care Role for the Student in HSPnet

- 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 challenge,
 - 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.

Reactivation of Same Connect Care Role



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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.
- 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.

E-Learning Modules

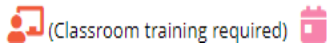
- Students/Instructors cannot 'register' for ILT themselves, this will be completed on their behalf.
- Students/Instructors will receive from MLL an email to the preferred email or to their AHS email if they are AHS/CVH staff, with steps to login and complete eLearning modules. The Student/Instructor 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).
- 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 Checklist: [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 7-10 business days prior to the placement start date. 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/CVH 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
- 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 7-10 business 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 nine main hubs:

Red Deer
Camrose
Ponoka
Calgary
Edmonton
Lethbridge
Medicine Hat
Grande Prairie
Fort McMurray

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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.
- The Playground Environment (PLY) is accessible **after completing the ILT** and the directions for use are obtained at the ILT training. The learning centers are accessible to students for PLY access as well as SEUPAs: [Logging into PLY \(albertahealthservices.ca\)](https://albertahealthservices.ca/logging-into-PLY)

Change or Cancellation of an 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.
- Email 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: 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 and 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 Checklist).
- If the Student/Instructor is unsuccessful in achieving 80% or greater on their assessment after three attempts, they may be required to repeat the ILT and the practicum may need to be postponed. (see SEUPA Section 6 Resources below). Contact the appropriate RC to discuss.

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Section 4: Existing Connect Care Role

- 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 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. You will have a main and secondary (.e2) account. The differences are summarized below:

Instructions for students

Main account - the one you use to login to the main AHS network / windows	.e2 account - 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).

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Section 5: Audits

Smart Audit email

- After an 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

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Section 6: Resources

SEUPA Resources

- ☐ [SEUPA Student FAQ](#)
- ☐ [SEUPA Registration & Submission Tip Sheet](#)
- ☐ [SEUPA & EUPA Student Information Sheet](#)
- ☐ [SEUPA Workstation Quick Reference Guide](#)
- ☐ [Connect Care EUPA Completion Guide](#)

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 - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)

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

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

For email access issues please see the [Student Onboarding Checklist](#) 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

Any changes to the above information will be presented at the regular monthly Connect Care task force meetings.

Please connect with the RC related to the placement or the appropriate Practice Education Consultant for any further questions:

Nursing Portfolio

PEC

Darla Dickson: Calgary and South Zone

Peggy Antonsen: Central, Edmonton and North Zone

RC

Lori Martin: Edmonton Zone

Tracy Wulff: Calgary and South Zone disciplines

Diane Constantin: Central and North Zone, NP, RT

Allied Health Portfolio

PEC

Christine Hewitt

RC

Chris MacNeill: SW, Psychology, RecTher.

Mirela Sumera: all other Allied health