

# Placing Coordinator Connect Care Onboarding Guide

---

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

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.

### 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 in HSPnet as above.
- Placement dates, date of birth, 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 the Connect Care Learning Team to schedule ILTs to accommodate the student numbers.

- Submit completed Security/Access (S/A) Listing Reports to [ConnectCare.Learning@ahs.ca](mailto:ConnectCare.Learning@ahs.ca) 45-30 days prior to placement start date (late submissions of S/A Listing Reports may impact placement start dates).
- Provide the Student Onboarding Guide to students (found on the [student placement website](#)).

## Network Accounts and User ID

- Details regarding student/instructor network accounts and user ID are outlined in the Student Onboarding Guide on the [student placement website](#).
- User ID details are in the HSPnet student/instructor profile, under the Receiving Agency (RA) IT provisioning tab, below 'Receiving Agency Login ID'. The Placing Coordinator (PA) 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.

## Changes to Confirmed Placement Dates and Role (there is more specific information on role changes in Section 3)

- If you make changes to placement dates or roles in HSPnet, these changes may not be picked up by the automation process. Please submit a [Provincial IT Spreadsheet \(PITS\) form](#) in the following instances:
  1. Placement start date is changed (either earlier or later than initial request).
  2. Placement end date is earlier than original request.
  3. Student's Connect Care role is removed.
  4. Placement cancelled or student withdrawal from program.
  5. Any corrections to student information – e.g. date of birth, email address, first or last name.
- PITS forms are available on the [Connect Care Student Placement website](#), as well as in HSPnet.
- PITS forms should be submitted to [ITAccessNonEmployees@albertahealthservices.ca](mailto:ITAccessNonEmployees@albertahealthservices.ca).

Additionally, please contact [ConnectCareLearning@ahs.ca](mailto:ConnectCareLearning@ahs.ca) in the following events:

1. Student changes require addition or removal of an ILT.
2. Requests for SEUPA rewrites.

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

