



# Alberta Health Services (AHS) STUDENT EPIC/CONNECT CARE ONBOARDING CHECKLIST

**All IT Access questions should be directed to your Post-Secondary Institution (PSI) Placing Coordinator.**

### Student Responsibility Summary:

A minimum of two weeks prior to your placement start date at Epic/Connect Care destinations:

- Ensure that you have been able to log in to MyLearningLink (MLL) and have completed the eLearning modules.
- Confirm you have received the Instructor Led Training (ILT) registration information in MLL.
- Attend the mandatory ILT. Be punctual. Classrooms are locked and you will be unable to join the training and marked absent if you are late.
- Notify your Placing Coordinator if you fail your Simulation End User Proficiency Assessment (SEUPA).
- Ensure your access to Epic/Connect Care is active PRIOR to your placement start date – your access will be active if you have passed your SEUPA.

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## Section 1: USER ID and PASSWORD (Network Access)

**Your AHS Network Access will be activated up to 45 days prior to your placement start date.**

- If you have received a User ID in the past, you must use the same one—a **new User ID will not be issued.**
- Contact your Placing Coordinator if you do not remember your previous User ID.
- Call IT Service Desk at 1-877-311-4300 if you do not remember your previous password.
- If you have never been an employee, a volunteer, a contractor or had a previous student placement at AHS, Covenant Health (CVH) or their subsidiary, you will receive an email, sent to your preferred email address indicated in HSPnet containing your User ID and password. **(You will only receive this email once and must use this User ID throughout your career as a student and/or employee).**
- The email also contains information regarding your IAM Security Profile. You will need to enter required information on an AHS computer. This is a one-time action that takes only minutes to complete on your first day of placement.
- You will also be required to login to the AHS Network using your User ID and Password and change your password. This does not have to be completed on an AHS computer. Learn [How To: Log In access from a NON- AHS computer.](#)
- Ensure that you remember your AHS User ID and new Password as you will require this for all your student placements and your Epic/Connect Care access.



## Section 2: AHS Epic/Connect Care Access

- Is the Placement Site using Epic/Connect Care during your Practicum?

The Placing Coordinator is responsible for requesting Epic/Connect Care access for your placement.

- Only students requiring Epic/Connect Care in their practicum will receive access to MLL. The access is limited to the Epic/Connect Care eLearning modules.

### 1. [MyLearningLink](#) (MLL)/ eLearning Modules:

- You will receive an email from MLL, sent to your preferred email indicated in HSPnet, instructing you of your Epic/Connect Care role registration and to login and complete your modules. Check your junk or spam email if you cannot see the AHS email in your inbox.
- [Login to MLL](#) using your AHS User ID and password to verify that your Epic/Connect Care role and eLearning modules have been populated when you navigate to the "Required Courses" tab.
- Contact your Placing Coordinator if you cannot login to MLL within 24-48 hours after receiving the MLL email.
- Notify your Placing Coordinator if you are unable to access these modules two weeks prior to your placement start date.
- Complete your assigned Epic/Connect Care eLearning modules in MLL by self-enrolling and using the Register button.
- Tips** for Completing eLearning in MLL: [Tips for using MyLearningLink](#)
- Complete the 'Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours' course. This module is **MANDATORY** and must be completed before the ILT.

**Please Note:** Epic/Connect Care eLearning modules are highly recommended to aid in learning and passing the SEUPA and should be completed before ILT.

**Please Note:** The Epic/Connect Care enrichment modules are supplementary modules post-ILT but not mandatory.



## 2. Instructor Led Training (ILT)

Typically, you will be registered in an ILT that will occur 7-10 BUSINESS DAYS PRIOR TO YOUR PLACEMENT START DATE. You must be available during this timeframe.

Due to limited ILT availability the date range may fluctuate.

ILT attendance is mandatory. Not attending your assigned ILT may result in postponement or cancellation of your placement.

- Bring any scheduling conflicts for the ILT (based on the availability dates noted above) to the attention of your Placing Coordinator a minimum six weeks prior to the placement date.
- ILT dates will only be changed due to sickness or emergencies which could result in the postponement or cancellation of your placement.
  - **Do not contact the AHS Connect Care Learning Team directly.**
  - **Do not unregister yourself from your ILT.**
  - **Contact your Placing Coordinator.**

**Please Note:** All scheduling changes must be initiated by your Placing Coordinator.

- Students cannot self-register for an ILT. The AHS Epic/Connect Care Learning team will register all students. **IMPORTANT:** Do not unregister yourself from your ILT.
- If you are also an AHS/Covenant employee or one of their subsidiaries, do not approach your manager as student ILT registration is coordinated by the AHS Connect Care Learning team on the students' behalf.
- When the registration for the ILT is complete, students will see their course date, time, and location in MLL. Provide this information to the Placing Coordinator.
- Login to MLL frequently to verify your ILT registration course date, time and location.
- If you do not see your ILT booking in MLL 10 days prior to your placement start date, contact your Placing Coordinator who will reach out to the AHS Connect Care Learning team on your behalf.
- The day prior to your ILT **check** MLL to ensure that the course date, time, and location have not changed.
- 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)



## Section 3: The Simulation End User Proficiency Assessment (SEUPA)

SEUPA is an Epic/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 Epic/Connect Care system.

- Did you pass by achieving 80% or greater on your SEUPA? If so, your access will be granted, and no further action is required.
- If you fail your SEUPA it is your responsibility to notify your Placing Coordinator and schedule your subsequent SEUPA rewrite. Instructions are available in the following link: [SEUPA Unsuccessful Result Tip Sheet](#)

**You can attempt your SEUPA rewrite with two different options:**

- 1) Day one of your practicum at an AHS workstation.
- OR
- 2) At [Learning Centres](#) prior to your practicum start.
- If you fail after three attempts **immediately** inform your Placing Coordinator as you will be required to retake your ILT, and your practicum may be postponed or cancelled.

Other SEUPA Resources:

- i. [SEUPA Student FAQ](#)
- ii. [SEUPAs & EUPAs Student Information Sheet](#)
- iii. [SEUPA Workstation Quick Reference Guide](#)
- iv. [Epic/Connect Care EUPA Completion Guide](#)



## Section 4: Students who are also staff with an existing Epic/Connect Care role

If you are an AHS employee with an existing Epic/Connect Care role completing a student placement, you will have two unique Epic/Connect Care usernames and passwords. You will have a main and secondary (.e2) account. The differences are summarized below:

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

You will receive an email to both your AHS email and your school email that outlines which one is your student account and which is your main account. Typically your main account will be your AHS employee account and the .e2 would be associated with your student status. It can be the other way around so make sure you read the email carefully.

You must login to Connect Care using the appropriate username based on the capacity you are working in that day:

- 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)

## Section 5: Smart Audit email

- After an Epic/Connect Care role has been assigned to you and your ILT is completed, you will receive an email informing you that you must provide additional personal information in the Identity & Access Management (IAM) system. **This can only be done on an AHS computer (will only be required once).**
- **Access an AHS computer on your first day of placement to provide this information.**

If your access was put on hold due to the 30-day timeline notice, your Epic/Connect Care access will be immediately restored after you enter the requested information in IAM. This will not affect your ability to complete your eLearning modules and ILT.

### Other Resources

- Epic/Connect Care WEBSITE:** [Connect Care - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources | Alberta Health Services](#)
- Epic/Connect Care FAQ:** [Connect Care for Students and Our Post-Secondary Institution \(PSI\) Partners FAQ \(albertahealthservices.ca\)](#)

