Student Connect Care Onboarding Guide

Completing Connect Care training, attending the Instructor Led Training (ILT) and successfully completing 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: USER ID and PASSWORD (Network Access)

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

o If you have received a User ID in the past, you must use the same one - **a new User ID will not be issued**

o Contact your Placing Coordinator (at your post-secondary institute) if you do not remember your previous User ID

o Call IT Service Desk at 1-877-311-4300 if you do not remember your previous password and write down your IT ticket number or keep it in your email account (it will automatically be sent an email to your email on file within 1 minute after you complete the phone call)

o If you have never been an employee, a volunteer, a contractor or had a previous student placement at Alberta Health Services (AHS), Covenant Health (CVH) or any other 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)**

o The email also contains information regarding your IAM Security Profile (this will help you gain access to your AHS username and password for the first time). You will need to enter required information on an AHS computer. This is a one-time action that takes only minutes to complete

o 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

o Ensure that you remember your AHS User ID and new Password as you will require this for all your student placements and your Connect Care access

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Section 2: AHS Connect Care Access

o Is the Placement Site using Connect Care during your Practicum?

   The Placing Coordinator at your school is responsible for requesting Connect Care access for your placement
   - Only students requiring Connect Care in their practicum will receive access to MLL. The access is limited to the Connect Care eLearning modules

1. **MyLearningLink (MLL)/eLearning Modules:**

o An email will be sent from MLL to your preferred email that is indicated in HSPnet, instructing you of your Connect Care role registration and to login and complete your modules. If you do not see this AHS email in your inbox, check your junk or spam email folders

o Student/instructors who have AHS email addresses must set up multi-factor authentication to access MyLearningLink. Please refer to the MFA user guide for instructions on how to set up MFA: Multi-Factor Authentication User Guide (albertahealthservices.ca)

o Login to MLL using your AHS User ID and password. Navigate to the "Required Courses" to verify that your Connect Care role and eLearning modules have been populated

o If cannot login to MLL within 24-48 hours after receiving the MLL email, contact your Placing Coordinator

o If you are unable to access these modules two weeks prior to your placement start date, notify your Placing Coordinator

o Complete your assigned Connect Care eLearning modules in MLL by self-enrolling and using the Register button

o **Tips** for Completing eLearning in MLL: Tips for using MyLearningLink

o Complete the 'Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours' course. This module is **MANDATORY** and must be completed before you attend the Instructor Led Training (ILT)

   Please Note: Connect Care eLearning modules are highly recommended to aid in learning and successfully completing your Simulated End User Proficiency Assessment (SEUPA) and should be completed before ILT.

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

2. Instructor Led Training (ILT)

o You will be registered into the ILT training dates, typically within 30 days of your placement start date. These training dates are based on your program's schedule and are requested by your Placing Coordinator. Due to limited ILT availability the date range may fluctuate. 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

o ILT attendance is mandatory. You are expected to attend your dates as scheduled unless illness or family death prevents it. Not attending your assigned ILT may result in postponement or cancellation of your placement

o ILT dates will only be changed due to sickness or emergencies which could result in the postponement or cancellation of your placement. In this event:

  • Contact your Placing Coordinator

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

o Students cannot self-register for an ILT. The AHS Connect Care Learning team will register all students. **IMPORTANT:** Do not unregister yourself from your ILT

o 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

o 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. You will receive a series of emails, please see [this document](#) for more information; it also contains more information on pure virtual training and links to wayfinding maps can be found here.

o Login to MLL frequently to verify your ILT registration course date, time and location

o After July 15, 2024, most ILTs will be delivered pure virtually via Zoom while you are at an AHS computer (the training will not work on a personal device because you will not be able to launch Connect Care on a personal device, it must be connected to the AHS network)

  1. You will receive 2 emails prior to your ILT, the first will contain your ILT information and location and you will receive the second email 2 business days before your ILT date and this will contain the Zoom link. Remember that you can not take this training on a personal device because Connect Care can not open without the AHS network
  2. If the scheduling team needed to book you an AHS computer to take your training

(called a Learning Station or Learning Centre) then you will also receive an email calendar link for that computer and location with the date and time

o 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

o The day prior to your ILT **check** MLL to ensure that the course date, time, and location have not changed

- Do not contact the AHS Connect Care Learning Team directly
- Do not unregister yourself from your ILT

Class expectations during your Connect Care training:

1. Class will start promptly at the identified time from your email. Learners are expected to be signed in and ready to participate at that identified time
2. Learners must attend the class in person at their assigned location and will use the Zoom link to join the session
3. Have your Exercise Book, Classroom Information Sheet, and any other supportive materials open and ready for class
4. If learners wish to practice in an Epic environment, they are encouraged to use the PLY environment while onsite during their practicum or either before or after their ILT class. Due to low resources at this time Learning Centre bookings just for PLY practice will not be available
5. Keep talking and distractions at a minimum

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

SEUPA is a 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.

- o Were you successful by achieving 80% or greater on your SEUPA? If so, your access will be granted, and no further action is required

- o If you are unsuccessful at your SEUPA it is your responsibility to notify your Placing Coordinator and schedule your subsequent SEUPA rewrite. Instructions are available: Simulated End User Proficiency Assessment Student SEUPA FAQ

You can attempt your SEUPA rewrite with two different options:

1) Day one of your practicum at an AHS workstation but first reach out to your Placing Coordinator to arrange this

OR

2) At Learning Centres prior to your practicum start, speak to your Placing Coordinator to arrange a SEUPA retake booking

- o If you are unsuccessful at your SEUPA 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.

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Section 4: Existing Connect Care Role

o 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 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 are identified in the background (example HCA vs nursing student) will be incorrect if you select the role associated with the .e2 account.	

o 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

o Students/Instructors must login to Connect Care using the appropriate username based on the job or role they are working that day:

   o login to the AHS network (Windows) using your **main account** username and password
   o When you login to Connect Care, **use the account appropriate** for your function that

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day. For example if you are coming to AHS as a student that day, use the account associated with your student role (typically username.e2)

- o 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
- o 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. When you are charting as a student nurse, you should use the student nurse role when logging in. 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).
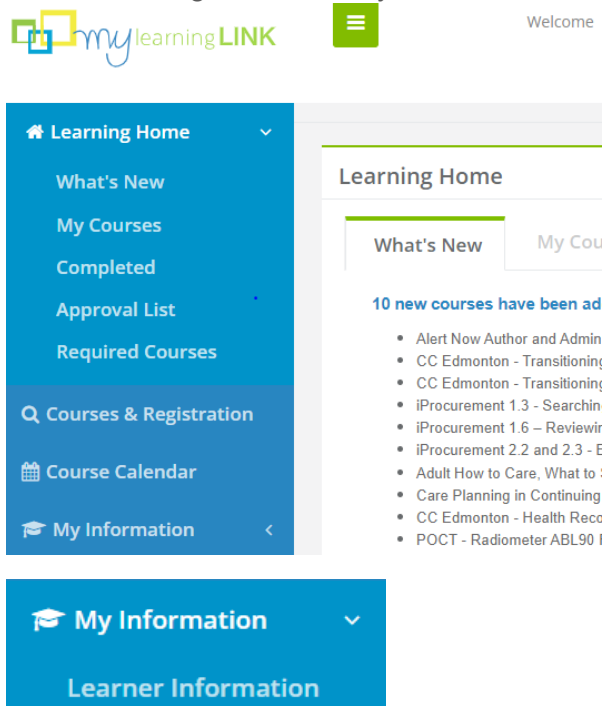
Section 5: Email

Following is the student process to confirm the email address associated with their network account in MLL:

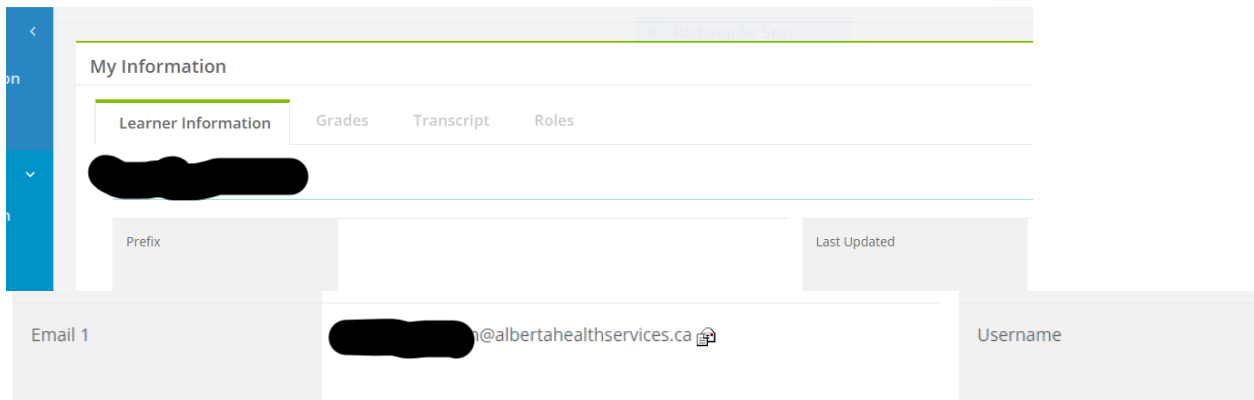1. Upon notification of Network access, login to MyLearningLink

2. In the left navigation click "My Information" and select "Learner Information"

3. On the "My Information" page, scroll down to review the email assigned to your account:

4. If the email address on your MLL account is not an email you have access to (you're no longer with that school or organization, you see a spelling error, etc) Contact IT Service Desk at 1-877-311-4300 and log a ticket requesting to have your email address corrected. Please let them know that you are a student, and note the ticket number for future reference

Smart Audit email

o After an Connect Care role has been assigned to a Student/Instructor 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

o 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

Other Resources

- o Connect Care Website: [Connect Care - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources | Alberta Health Services](#)

- o Connect Care FAQ: [Connect Care for Students and Our Post-Secondary Institution (PSI) Partners FAQ (albertahealthservices.ca)](#)

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Section 6: Timeline Table

Timeline	Activity	Student action required	If having problems with this step:
Minimum 6 weeks before placement start date	Placement dates confirmed	• Note any potential scheduling conflicts that might interfere with Connect Care training Communicate these dates to the placing coordinator at your post-secondary institute	• Contact your school's Placing Coordinator
Up to 45 days in advance of placement start date	AHS network access activated	• Remember user ID and password • First time AHS logins to be done on an AHS computer (this step is usually completed during your first day of Connect Care training)	• Contact IT Service Desk (1-877-311-4300) if you do not remember previous password • Note your IT Ticket # (if contacting IT Service Desk)
Up to 45 days in advance of placement start date (but after AHS access is activated)	Receive access to My Learning Link (MLL)	• Login to MLL using AHS User ID and password • Navigate to 'required courses' to verify that Connect Care role and e-learning modules have been populated	• If cannot login to MLL within 24-48 hours of receiving MLL email, contact the placing coordinator at your post-secondary institute
From start of MLL access to Connect Care training date	Complete pre-requisite learning modules in MyLearning Link	• Login to MLL • Complete assigned Connect Care eLearning modules in MLL by self-enrolling and using the Register button • Complete the course – InfoCare – On Our Best Behaviour (this is a mandatory course that must be completed before attending the Instructor-led Connect Care training	• Contact your school's Placing Coordinator

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Timeline	Activity	Student action required	If having problems with this step:
		• If you need help with computer skills please see this link on Insite	
Up to 30 days in advance of placement start date	Confirmation of Connect Care Instructor Led Training (ILT) dates	• Login to MLL on regular basis as ILT course dates and locations will be communicated through MLL	• Contact your school's Placing Coordinator
Up to 30 days in Advance of placement start date	Instructor Led Training (ILT)	• Attend the ILT session • Endeavour to arrive before the session start time to ensure that you can login to the AHS network, and that your technology is functioning • Bring: earbuds/headset with a USB or round (standard 3.5mm jack) with a microphone. As a backup, students can use their own personal device with their own earbuds/earphones/headsets	• ILT attendance is mandatory • If illness or family emergency prevents attendance, contact the placing coordinator at your post-secondary institute as this may result in postponement or cancellation of your placement
Placement start date		• Login to the AHS network (on an AHS computer) to enter required information for your IAM Security Profile if you didn't need to receive Connect Care training recently • Change your network password if prompted	• Call AHS IT at 1-877-311-4300 and make sure you have your IT Ticket #