Student Connect Care Onboarding Guide

Section 5: Timeline Table

Timeline	Activity	Student action required	If having problems with this step:
Minimum six 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) as one must always be provided.
Up to 45 days in advance of placement start date (but after AHS access is activated)	Receive access to MyLearningLink (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 prerequisite learning modules in MLL	• 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	• Contact your school's Placing Coordinator

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		attending the Instructor-led Connect Care training	
		• 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 to note your IT Ticket #