

Student Connect Care Onboarding Guide

Section 1: AHS Network Access

All students/instructors must complete Connect Care training and successfully complete the SEUPA/EUPA prior to starting a clinical placement at AHS (and its affiliates) sites where Connect Care has been implemented.

Students and instructors require an AHS network account in order to access Connect Care. Your AHS Network Access will be activated up to 45 days prior to your placement start date.

New users:

- You will receive an email that includes your AHS User ID and a temporary password. This email will be sent to your preferred email address that is indicated in HSPnet. (You will only receive this email the first time you are assigned an AHS User ID. Please retain this information, as you will use this User ID throughout your career as a student and/or employee).
- You will 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.](#)
- This 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 and may be completed on the first day of your placement.

Previous users:

- If you have received an AHS User ID in the past, you must use this for subsequent student placements. This would apply if you are, or have previously been, an employee, a volunteer, a contractor or had a previous student placement at Alberta Health Services, provincial health agencies and our affiliates.
- If you do not remember your User ID, contact your Placing Coordinator (at your post-secondary institute).
- If you do not remember your previous password, call IT Service Desk at 1-877-311-4300. Either write down the IT ticket number from this call or save the email that the IT Service Desk will send to your email on file.