

Student Connect Care Onboarding Guide

Section 2: AHS Connect Care Access

The Placing Coordinator at your school is responsible for requesting Connect Care access and training for your placement.

1. Verify access to MyLearningLink (MLL)

- Prior to attending Connect Care training, you will need to access [MyLearningLink](#) (MLL).
- Student/instructors who have AHS email addresses must set up multi-factor authentication (MFA) to access MLL. Please refer to the MFA user guide for instructions on how to set up MFA: [Multi-Factor Authentication User Guide](#).
- An email will be sent from MLL to your preferred email that is indicated in HSPnet. If you do not see this AHS email in your inbox, check your junk or spam email folders.
- The following is the student process to confirm the email address associated with your network account in MLL:
 - Upon notification of network access, login to MLL.

mylearningLINK

Log in using your AHS User Name and Password

MyLearningLink Support Centre
Hours: M-F 8:30 am to 3:30 pm
1-888-580-7010
helpmylearninglink@ahs.ca
Server Name : WSLMSWEB10

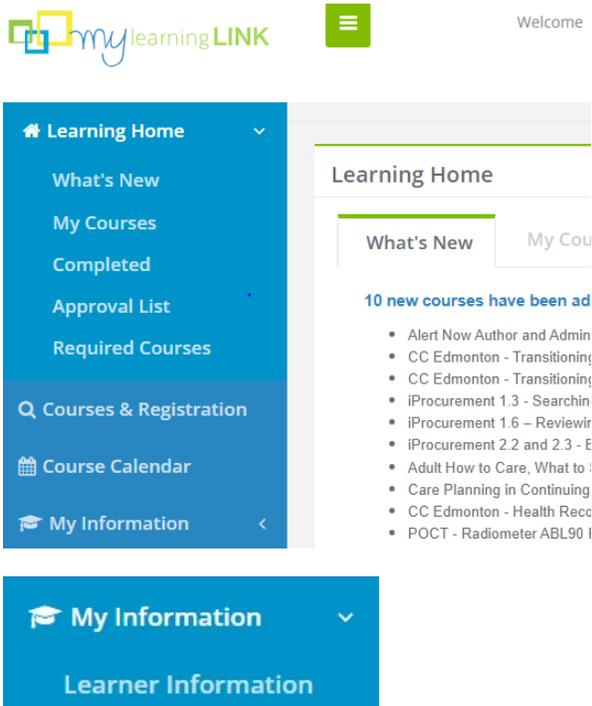
Alberta Health Services

USER NAME

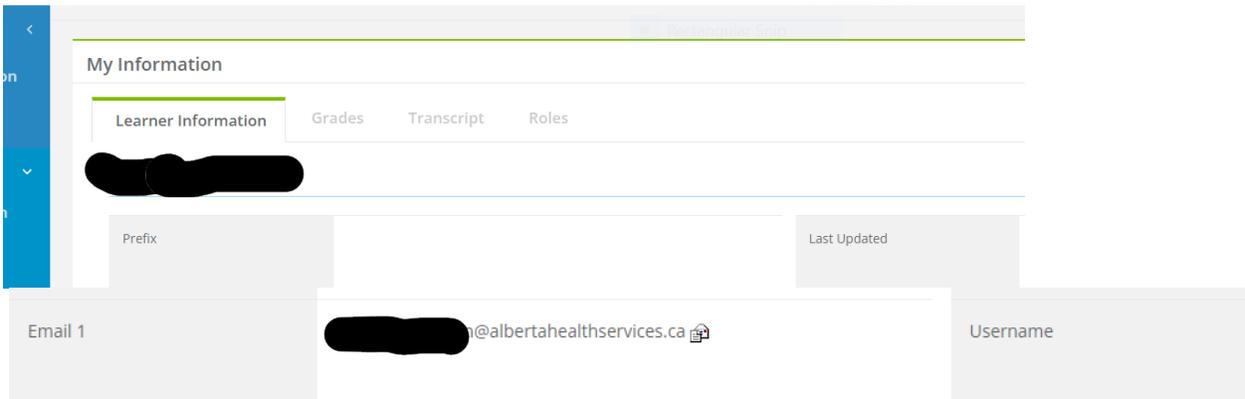
PASSWORD

LOG IN HELP

- In the left navigation click “My Information” and select "Learner Information”.



- On the “My Information” page, scroll down to review the email assigned to your account:



- If the email address on your MLL account is not an email you have access to (you are 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.

MLL Trouble Shooting:

- If you cannot login to MLL within 24-48 hours after receiving the MLL email, contact your Placing Coordinator.
- If you are unable to access the MLL learning modules two weeks prior to your placement start date, notify your Placing Coordinator.
- **Tips** for Completing eLearning in MLL: [Tips for using MLL.](#)

Complete Connect Care Prerequisite Courses:

- [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.
- The MLL email will advise you of your Connect Care Instructor-Led Training (ILT) registration and will ask you to login and complete learning modules in advance of your Connect Care ILT training.
- Complete the following courses in MLL:
 - *Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours.* This module is **MANDATORY** and must be completed before you attend the Instructor Led Training (ILT).
 - Any assigned Connect Care eLearning modules. You will need to self-enroll and use the Register button to access these courses.
 - *The Connect Care enrichment modules are supplementary modules post-ILT but not mandatory.*



2. Verify Instructor-Led Training (ILT) – Registration

- Connect Care ILT training is requested by the Placing Coordinator at your Post-Secondary Institution. Any changes to scheduled training must also be initiated by your Placing Coordinator.
- Scheduling for ILT training is typically completed within 30 days of placement start dates. Please identify any potential scheduling conflicts (dates that you are NOT available) to your Placing Coordinator a minimum of six weeks prior to your placement start date.
- If you are also an employee of Alberta Health Services, provincial health agencies and our affiliates, do not approach your manager regarding ILT scheduling. Student training schedules are coordinated by the AHS Connect Care Learning team, in communication with your Placing Coordinator.
- You will see your scheduled ILT training in MLL. Login to MLL frequently to verify your ILT registration course date, time and location. Provide this information to the Placing Coordinator at your post-secondary institution.
- 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.

Please Note:

- *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.*

Instructor-Led Training (ILT) - Attendance

- ILT training sessions are held at AHS sites. After August 2025, most ILTs offered in urban centres will be face-to-face with an on-site



trainer. In rural centres, a number of ILTs will continue to be offered as 'pure virtual' (trainer not on site; attendees join session via Zoom link).

- Additional details regarding 'pure virtual' sessions are outlined in [this linked document](#).
- You will receive two emails prior to your ILT:
 - The first email will contain your ILT information and location.
 - The second email should be received two business days before your ILT session. This email will contain the Zoom link needed to join the session. Remember that you **must** attend this session at an AHS site.
- In the event that your training has been scheduled at an AHS computer (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. Please accept this calendar invite.

Please Note:

- *ILT attendance is mandatory. ILT dates may only be changed in the event of significant sickness or emergencies. Rescheduling may impact your placement start date.*
- *In the event that you are unable to attend your ILT session, please contact your Placing Coordinator.*

Instructor-Led Training – Expectations of Learners

- Learners must attend the class in person at their assigned location. If the session is 'pure virtual', learners will use the Zoom link to join the session.
- ILT training sessions will start promptly at the identified scheduled time as indicated in your email.
- Virtual learners are expected to be signed in and ready to participate at that identified time.
- Learners should be prepared for the session with the exercise book, classroom information sheet, and any other supportive materials open and ready.
- Keep talking and other distractions to a minimum.



- A reminder that AHS is a scent free environment. As Connect Care classrooms and computers are at AHS facilities, please avoid wearing scents, including perfumes, scented fabric softener, hairsprays, and lotions. More information is available at: [Scent Free Environment](#) and [Environmental Odours & Scents | Insite](#).

