



Post-Secondary Partners in Connect Care – Training Task Force Meeting Minutes

Meeting

Date/Time:

Monday, September 8, 2025

Information:

Virtual Meeting via **MS Teams**

Or call in (audio only)

+1 587-412-5456

Phone Conference ID: 561 317 053#

Agenda Item	Notes:	Action/Attachments:
Welcome	<p>Please refer here for past task force meeting minutes.</p> <ul style="list-style-type: none">The July and August meetings were cancelled due to lack of agenda items.	
Scheduling Update: (Eric and Heather)	<ul style="list-style-type: none">4,000 students have been scheduled for Instructor Led Training (ILT) training sessions in September.A few more late registrants are expected to join.Each student may need to attend one to four ILTs (final practicum students usually attend a higher number of ILTs).This results in over 6,000 total seats across ILTs and Simulated End User Proficiency Assessment (SEUPA) and End User Proficiency Assessment (EUPA) rewrites.Credentialed Trainer (CT) resources are shared across the province.PSIs are reminded to please keep unavailability dates as open as possible, recognizing that students may have unavoidable conflicts (e.g., labs, exams).This intake has found some Post Secondary Institutes (PSIs) to have limited availability with only one to two training dates.Limited availability impacts the ability to efficiently schedule all 4,000 students.The October student schedule has now been posted.	
MyLearningLink Reminders: EUPA Tip sheet, Multi-Factor Authentication (MFA), automated email regarding EUPA registration, must complete OOB first before writing base EUPA (Pam)	<p>EUPA Tip Sheet:</p> <ul style="list-style-type: none">The use and uptake of MyLearningLink (MLL) is higher now with the new student roles project due to the EUPA base writing that is being done.As there have been inquiries regarding the EUPA, a EUPA Register & Submit Tip Sheet has been added to the AHS Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resource Website.If you do not have AHS network access, the tip sheet will not work, working with Communications to explore options.The information on the tip sheet is for returning users, there is no impact on new students.	



	<p>Comment/Reminder:</p> <ul style="list-style-type: none">IT Access Services are receiving calls and emails from the schools as the students are experiencing issues logging into Epic.The students that are returning do not need to complete the ILT for the base training, but they need to complete the EUPA. <p>Multi-Factor Authentication:</p> <ul style="list-style-type: none">Multi-Factor Authentication (MFA) is when you get a code sent to your phone or email.This allows the individual to verify their identity and is an additional layer of security to verify your identity and communications.There have been tickets received asking why an MFA is required and should it be used.As this feature is becoming more common, please set the MFA up. It is required in different situations, especially if you are using your own computer and have your own PSI email. <p>Question:</p> <ul style="list-style-type: none">If a student does not have an AHS email, will they be prompted?<ul style="list-style-type: none">Yes. The person will be prompted one time if it is their own computer device and then it will recognize the device. <p>Automated Email:</p> <ul style="list-style-type: none">In August, forwarded emails were received that were automated emails populated by MLL stating that the person was registered to write a base ILT EUPA.This means that previously the person had some level of Connect Care access and had granted the person to not have to go to the base ILT, however, the person must write the EUPA.Everyone who needs to write the base EUPA who can challenge it will get the automated email. <p>On Our Best Behaviours (OOBB):</p> <ul style="list-style-type: none">OOBB is the only formal prerequisite training course for any of the Connect Care Training.Connect Care access will not be granted until all students complete this eLearning module.Students cannot complete the base ILT EUPA unless this prerequisite learning is complete.As a reminder, OOBB must be rewritten every three years.	<p>Multi-Factor Authentication Insite</p> <p>Pam/Holly to investigate what information (email address or AHS login ID) needs to be entered for the MFA.</p>
<p>Password Resets: (Jean)</p>	<ul style="list-style-type: none">Students are contacting the service desk for password resets (e.g., MyLearningLink, network accounts), but the service desk is unable to verify student identities, resulting in denied assistance.A service ticket is always generated when a student contacts the help desk.Students must request and record their ticket number.Ticket number is sent to the student's school email.Schools must reference this ticket number when following up on unresolved issues.Students should contact the service desk directly for password resets.Schools should only escalate if the service desk is unable to assist.	<p>Please advise the students of the four questions that will be asked to reset their password.</p> <p>AHS Network Access – User ID (Receiving Login ID) and Password</p>



	<ul style="list-style-type: none">• Service desk asks up to four security questions.• Students must correctly answer at least three out of four.• Questions that will be asked:<ul style="list-style-type: none">○ Month and day of birth○ School email address (typically the only email on file for students).○ Postal code – this is the postal code that the student has entered in their Epic security audit.○ HSPnet ID <p>Question:</p> <ul style="list-style-type: none">• If they are an AHS employee, which email address will they need to provide?<ul style="list-style-type: none">○ If they are an AHS employee a different set of questions will be asked, the questions are:<ul style="list-style-type: none">▪ Employee ID number▪ Name of manager▪ AHS or other organization email	
<p>Reminder: No Scents on AHS facilities and arrive prepared (Pam)</p>	<ul style="list-style-type: none">• All AHS facilities, including training facilities without patient care, must follow the Environmental Odours & Scents Guideline.• This guideline applies even during busy times when more students and people are present.• AHS employees, including Credentialed Trainers (CTs), expect a scent-free environment for their health and safety.• The guideline ensures protection for those with allergies or sensitivities to scents.• A notable increase has occurred in students arriving heavily scented during training.• Students must be reminded that training environments follow the same rules as patient care areas.• Affiliated organizations:• Carewest, CapitalCare and Covenant also enforce the no-scent guideline.	
<p>Enrollment: (Kristina)</p>	<ul style="list-style-type: none">• Receiving the Security Access (S/A) Listing requests for enrollment. Thank you to all the schools who are using this process consistently as outlined in the PSI guide.• Asking all schools that need students trained (once you have done the HSPnet entry to facilitate enrollment) to submit the S/A listing report to the Connect Care Learning team to proceed with enrollment.• This is a change from previous years and serves as a reminder to the smaller schools that only have placements on an infrequent basis.• There is no longer a manual process at the Learning Team's end where the student information for enrollment is pulled out.• Regarding the submissions that have been received to date, the Learning team should be reporting back upon completion of your enrollment request with a learner list enrollment report.• The purpose of this report is to provide a look ahead and check for students that might be missing, or anything does not appear correct.• The Learning team are to review the report prior to sending it to the schools.• There have been instances of students being double booked, and reviewing this list helps catch these booking errors as well.	



	<ul style="list-style-type: none">• In terms of enrollment requests for new additions to groups or re-enrollment (after submission and a student has been missed), they are not showing up on the S/A Listing Report and it can become confusing.• Please use this format for all submissions, not just for the initial submission but also late submissions.• We ask that all schools resend S/A Listing Reports to highlight new additions in the report, so that all the information is entered into HSPnet. Doing so will remove the risk of spelling errors as well as provide the IGUID. Before sending though, please also double check if the IGUID is not producing. If this is occurring it means the S/A Listing Report is being pulled incorrectly, or the listing is pulled the same day as submitted. Please remember automation takes 24 hours to occur.• To reiterate, as the volume is high in September and as such the Learning Team cannot guarantee that the student will be able to be enrolled for the same day, or last-minute requests for SEUPA retakes.• The three-day turnaround does still apply, and the team is responding within the turnaround time.• The Learner List Location document is now published on the external AHS student page.• The students can access this document themselves, map out a Learning Centre that works for them.• Similarly, if a student wants to book an evening or weekend, the Learning List does outline what centres have availability outside of regular hours.• The students can always ask on the units if there is space to do a SEUPA retake while on their first day of placement. <p>Question:</p> <ul style="list-style-type: none">• Can SEUPA retakes only be booked at the Southport location in Calgary?<ul style="list-style-type: none">◦ No, the retakes can be taken on any AHS device, not just at Southport.◦ It is possible that the school was notified that the Southport site is used the most and it is deferred to as there is on-site support for the students. This way it is guaranteed that they will be let into the site and there are no conflicts with staff computers.• Are the students able to provide their preference for a site?<ul style="list-style-type: none">◦ Preference for location for SEUPA is necessary.◦ The student will be booked where there is availability.◦ Unless there is a real need for students to be booked at a specific site, especially in the larger cities, it is a challenge and hard to accommodate.	
Security Access (S/A) Listing Report Submission process and Scheduling requests (Pam and Kristina)	<ul style="list-style-type: none">• A large volume of student requests have been received late, requests for newly hired instructors for their own training, some of the requests were missing pertinent information.• As a reminder, the process of scheduling is completely manual, and it is only as accurate as the information that is provided.• If there is information missing, or is late, or if only two dates are provided to train a larger number of people and the classroom has a limited number of seats, it becomes impossible to meet the request.• The quality of the S/A listing is vital to the process of booking training in a timely and accurate manner.	How to request ILT training for students and instructors Connect Care Training Scheduling Principles
Comments/Questions/Answers		



	<p>Comment:</p> <ul style="list-style-type: none">• The Onboarding Guides were revised over the summer into separate sections to make them more user friendly. <p>Question:</p> <ul style="list-style-type: none">• What if we need students removed from Connect Care training? Do we need to resubmit without the students or just the Provincial Information Technology Submission (PITS) form submission?<ul style="list-style-type: none">○ Yes, please use the PITS form as well go into HSPnet to remove the role (if needed). <p>Question:</p> <ul style="list-style-type: none">• If the training for badges must be completed on an AHS computer, why are the students not booked into a computer station while the Connect Care Learning team is booking students in the ILTs?<ul style="list-style-type: none">○ Badges should be accessed through MLL, and a station is not required. <p>Question:</p> <ul style="list-style-type: none">• Is there communication that is given when the Virtual Private Network (VPNs) are updated? How often should schools that have VPNs be updating the computers?<ul style="list-style-type: none">○ Suggest logging into the computers a week prior to the date that they will be used. <p>Question:</p> <ul style="list-style-type: none">• Wondering what the process is for late hire faculty who work on the unit and have Connect Care access and the need to do Connect Care training on the exact same unit. Can there ever be an exemption?<ul style="list-style-type: none">○ The instructors require the same training as the students so there is no exemption for that.○ Once all of the instructors have been trained, it will be easier as they now have access to be able to teach labour and delivery, this should eliminate any roadblock that were seen prior to this new project that was rolled out. <p>Question:</p> <ul style="list-style-type: none">• Is the Connect Care Training Schedule not working, the last update was on Sept. 4, and the refresh button is not working?<ul style="list-style-type: none">○ Mike may not be aware that this has happened. Pam to follow up. <p>Question:</p> <ul style="list-style-type: none">• Are students able to access the EUPA registration and submission tip sheet in MLL? Once past 45 days and access is granted, or is there a tip sheet for PSIs?<ul style="list-style-type: none">○ The tip sheet is on MLL, it is on the external website and the students are unable to access until they are granted access, which is at that 45-day window. <p>Comment:</p> <ul style="list-style-type: none">• Marcy reviewed the Roles and Training catalogue to provide an overview of where the PSIs would find information on whether an EUPA is required or not required. <p>Question:</p>	
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	<ul style="list-style-type: none">For late hired instructors, can the school request Connect Care training with their personal email if they do not work for AHS or Covenant?<ul style="list-style-type: none">Yes, this can be requested with a personal email address. <p>Comment:</p> <ul style="list-style-type: none">As we continue to move forward, the need for this meeting may no longer be necessary.More information on this to follow, early in 2026.	
Next Steps	Notes	Action
	Date: Monday, Oct. 6 Time: 11:00 a.m. - 12:00 p.m. Location: Virtual Meeting via MS Teams	Pam will be away for this meeting. Holly will be chairing.

