



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

### Meeting

Date/Time: Monday, February 9, 2026

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:
<b>Welcome</b>	<p>Please refer <a href="#">here</a> for past task force meeting minutes.</p> <ul style="list-style-type: none"> <li>The December and January meetings were cancelled due to lack of agenda items.</li> </ul>	
<b>Scheduling Update:</b> (Kristina/Pam)	<ul style="list-style-type: none"> <li>Student scheduling via SA listing is functioning well.</li> <li>There have been issues with access for the students when launching eLearning as there are minimum system requirements; as a reminder there are helpful documents on the <a href="#">external website</a>, it is suggested to refer students to these documents as they align the general expectations for using the computers.</li> <li>While MyLearning Link (MLL) is accessible on phones and tablets, the functionality varies on each device, it is recommended to use Windows 10 and Microsoft Edge as the primary internet browser.</li> </ul>	
<b>Reminder: VPN Scheduling Process and VPN Tip Sheet:</b> <b>(Pam)</b>	<ul style="list-style-type: none"> <li>Existing VPN access is available at: ABES, Bow Valley College, NAIT, SAIT, and the U of C.</li> <li>As a reminder to those at these institutions that a VPN tip sheet has been provided to you. The tip sheet is to assist students, Instructors, Credentialed Trainers (CTs), Post Secondary Institutes (PSIs), and IT staff to access Connect Care training onsite using the AHS VPN.</li> <li>The tip sheet is current as of Jan 2026.</li> <li>Currently trying to have the tip sheet posted on the AHS internal website, but due to security this request has been denied previously, however Pam is working to have this decision changed.</li> <li>There is a different process when booking Connect Care trainers to go out to the school or to teach virtually, emails must be sent to both the Connect Care Business Analyst group (<a href="mailto:ClinicalOperationsBusinessAnalysts@healthsharedservices.ca">ClinicalOperationsBusinessAnalysts@healthsharedservices.ca</a>) and the Connect Care Training and Learning team (<a href="mailto:connect.carelearning@ahs.ca">connect.carelearning@ahs.ca</a>) to schedule the trainers at their sites.</li> <li>Flexibility on the dates that you would like to schedule is extremely important; please provide at least 3 choices and this is also for multiple-day sessions.</li> </ul>	<p>If you have not received a tipsheet and would like a copy, please email <a href="mailto:ConnectCare.StudentRoles@ahs.ca">ConnectCare.StudentRoles@ahs.ca</a></p>



	<ul style="list-style-type: none"> <li>Expansion of VPN availability <b>will not occur</b> due to high security risks (AHS network protections).</li> </ul>	
<p>Reminder: Nursing Student Base ILT and EUPA: <b>(Pam)</b></p>	<ul style="list-style-type: none"> <li>There is a weekly report that is run and pulls the names of students who have not yet completed the EUPA but are required to do so.</li> <li>Without the base EUPA being complete, Connect Care access will not be given.</li> <li>Students often forget to complete EUPA, especially those not currently in ILT sessions where a CT can remind them that the EUPA must be complete.</li> <li>Some students do not appear on reports due to complex role assignments.</li> </ul>	
<p>Practicum Placements in Rural Sites: Training site vs. Placement Site <b>(Pam/Tania)</b></p>	<ul style="list-style-type: none"> <li>Students may live in one community, study in another, and complete placement in a third.</li> <li>Students sometimes scheduled far from their home when a closer learning centre is available.</li> <li>There have been instances where students attend pure virtual sessions and then are booked into Learning Centres outside of the city which in some cases can result in long travel times for training.</li> <li>If students want to be trained somewhere other than the placement location, this can be noted in the comment box in HSPnet, or it can be noted in the email to the training team.</li> <li>Student training defaults to the placement location unless otherwise specified.</li> <li>Rural sites have limited computer capacity, restricting training placement flexibility.</li> </ul>	<p>If there are any issues with computers that have been booked and are not available, please email <a href="mailto:ConnectCare.StudentRoles@ahs.ca">ConnectCare.StudentRoles@ahs.ca</a></p>
<p>Update: CN Tower Lease <b>(Pam)</b></p>	<ul style="list-style-type: none"> <li>As an update, the CN Tower lease ends on April 1, 2026.</li> <li>The training resources will be shifting to the Edmonton General and 7th Street Plaza.</li> <li>Capacity at the new site is still being determined and will be based on projections.</li> </ul>	
<p>Nursing Students Moving to Final Practicums: Reminder on Roles <b>(Pam)</b></p>	<ul style="list-style-type: none"> <li>Existing students (from previous curriculum) usually already have equivalent full staff-level training—no retraining needed.</li> <li>Brand new students from Fall '25 and Winter '26 semesters/accelerated PN students may require additional full-staff training for final practicums due to an increased need of security access.</li> <li>Once the transition period ends and all “oldies” graduate, this complexity will disappear.</li> </ul>	
<p>Broken MFAs for some Students <b>(Pam/Jean)</b></p>	<ul style="list-style-type: none"> <li>A SharePoint/M365 update broke MFA linkage with Epic ~6 weeks ago.</li> <li>Students are experiencing difficulty accessing training documents.</li> <li>Permanent solution in progress with Epic; expected late Feb—early March.</li> </ul> <p><b>Question:</b></p> <ul style="list-style-type: none"> <li>Curious if the schools be an approved sign in partner? For example, with CRA the user can sign into your banking institution as part of the MFA.</li> </ul> <p><b>Answer:</b></p> <ul style="list-style-type: none"> <li>This is more of a long term infrastructure to build. It is not something that can get us through the immediate issues.</li> <li>Nobody can see Epic’s imagery or screens unless they have Connect Care access, so this would likely make it contractually not possible as it would be in breach. For instance, if someone opened a tip sheet and there</li> </ul>	



were Epic screens it would be in breach of the contract because you are not a health care employee and can see the screen.

- There are heavy restraints to become a credentialed trainer through Epic, they are very protective of their intellectual property.
- Interim solutions include:
  - Students may access the document on Insite.
  - Submit IT tickets for difficult cases.
- **Question:**
  - From our perspective, we must ensure that there is a date of birth and preferred email address. After this, network access provisioning gets activated followed by the IGUID being populated and, lastly, the email is validated. However, there have been some unique incidents where a student has changed careers, they were formally taking nursing at Bow Valley and now they are a DMS student at SAIT, but they are still getting emails sent to their Bow Valley email address, which again would be inactive as they are no longer enrolled. How are the date of birth and those emails being updated if there is a returning person from a new program because they have had a career change. Where is the hard stop to make sure the right email is being used?
  - This question relates to students who are not employed with AHS but are changing their career paths and the new institution was unaware for the previous information and the information goes through HSPnet.
- **Answer:**
  - There are 3 ways that can be used to find out that email addresses are not valid. If it comes through HSPnet automation and goes into the hold queue because an email was found with a similar account, a similar user, or the same DOB, it will not create another account, this process is to stop duplicate accounts.
  - The hold queue is reviewed every day and if a student is found with an account and they go to Bow Valley to become an HCA or LPN and are now at another institution to become an RN, the email address and IAM would be updated to the current school.
  - Once this updates the account will be linked and then the IGUID will get connected. This is ideal as the information is getting updated prior to the request coming in, before MLL and network information goes to the student.
  - What typically happens is every student that comes in, there is a work queue where every account is looked at and manually look at their IAM account and double check that correct email is there.
  - If they have a community account or they are working for a community service or they have an AHS account, unless they are a non-employee the AHS account cannot be changed.
  - If the student has account as their preferred email and they are still an employee, this will not be changed.
  - All communication will go the AHS email, and the school will go into external email.
  - If they have a community email, this is not changed, and the school will go into external email, all communication will go the community email.



	<ul style="list-style-type: none"> <li>○ The school or the student has to advise that that email is no longer valid and then the email is updated.</li> <li>○ By this time the MLL and network emails have already been sent to the student and cannot be resent, and the password reset has to be done manually and sent to the school to provide to the student.</li> <li>• <b>Question:</b> <ul style="list-style-type: none"> <li>○ The past onboarding process with the email change and primary email was a bit of a challenge because all of the students network account information, username, temporary passwords went to their old institute email, so they did not receive anything until it got flagged and we had to piece together the students that had previous institution emails as the password is forgotten. Just to confirm, when an email is put into HSPnet and they are not an employee, that email should be getting updated to be the current email in HSPnet as their primary, or is this a manual request?</li> </ul> </li> <li>• <b>Answer:</b> <ul style="list-style-type: none"> <li>○ IT Access services updates the system with the current email. Whatever is in the current school email will be updated in the IAM system to match.</li> </ul> </li> <li>• <b>Question:</b> <ul style="list-style-type: none"> <li>○ Is this a new process or has this always been the way? If this is not a new process this did not occur for approximately 9 students from SAIT; all of their information went to the old institutions.</li> </ul> </li> <li>• <b>Answer:</b> <ul style="list-style-type: none"> <li>○ This is not a new process, unsure of what may have happened. Continue to let us know when something like this occurs. The current school email is the preferred email.</li> </ul> </li> <li>• <b>Question:</b> <ul style="list-style-type: none"> <li>○ Our students tend to come from industry where they are working for a contracted partner and there are questions about what email is to be used, should it be from the contracted employer or from previous education, or they used to be an AHS employee, what should they be using?</li> </ul> </li> <li>• <b>Answer:</b> <ul style="list-style-type: none"> <li>○ If the students are not AHS employees and they are working for a contracted vendor, like a private clinic, and this email is in the preferred email, we will not touch that.</li> </ul> </li> </ul>	
<p>Health Care Aides with new Licensure as of Feb 2, 2026: Very Minimal Impact on Students (Pam)</p>	<ul style="list-style-type: none"> <li>• As of February 2, 2026, Healthcare Aides are now a regulated profession and are part of the College of LPNs and HCAs of Alberta (CLHA).</li> <li>• There is little impact on the student side, they will have a new role in Connect Care and once that is ready to go it will be communicated to the schools.</li> <li>• There will be some security access removed from the students that they had access to prior to Feb 2 that is outside of their scope of practice.</li> </ul>	



Comments/Questions/Answers		
s	<ul style="list-style-type: none"> <li>• <b>Question:</b> <ul style="list-style-type: none"> <li>○ When students are employees that have a specific role, if they are a unit clerk and then they become an X-Ray student, they receive an additional dot E2 account for Connect Care when they are wearing their student “hat”. In the past we used to have to ask the non-employee contact person to provide us with that students dot E2 account or EMP number. When a student is working with an employee in Radiant and is logged into Connect Care and they add the student to the procedure as a supporting person and when they go into type in the name, there are 2 exact duplicate accounts that populate, and they cannot identify which account to choose. If a student is aware of the EMP number associated with the dot E2 account, they can tell the person they are working with the number to ensure the correct name is used. The reason this was found out was that there was an image audit done and it was questioned why unit clerks or someone that works in scheduling was working on a chest X-ray. Is there a way in HSPnet or when a student is provided that dot E2 account, to have the EMP number provided as well?</li> </ul> </li> <li>• <b>Answer:</b> <ul style="list-style-type: none"> <li>○ Everyone has to be aware, the student, the team they are working with that the student has two “hats”, that there are 2 of me in the system There is a column that can be scrolled over to, and it will show which is the correct role to use. If the wrong one is used, they will have to submit a chart request correction.</li> <li>○ When doing charts, it is the responsibility of all staff that when you they are picking a provider and employee record that it is correct.</li> </ul> </li> <li>• <b>Question:</b> <ul style="list-style-type: none"> <li>○ With the HCA regulation and Connect Care role changes, will there be changes to the training itself?</li> </ul> </li> <li>• <b>Answer:</b> <ul style="list-style-type: none"> <li>○ No, there is no change to the training.</li> </ul> </li> </ul>	
Next Steps	Notes	Action
	Date: Monday, March 9, 2026 Time: 11:00-12:00 Location: Virtual Meeting via <a href="#">MS Teams</a>	Tracy sending out invites for April, May, and June.  If you wish to add a topic to the agenda, please respond to the email that requests agenda topics/items