

MyLearningLink for Connect Care User Guide

This guide will take Connect Care learners through the steps to access, register for and complete required Connect Care training in MyLearningLink. A demonstration video is available for viewing [here](#).

Table of Contents

Accessing MyLearningLink	2
My Connect Care Roles	3
Registering for eLearning Courses	5
Verifying Instructor-Led Training (ILT) Registration and Session Details	7
End User Proficiency Assessments (EUPA)	9
Simulation End User Proficiency Assessments (SEUPA)	9
180 Day Inactive Access Account Disabling	10
Viewing your Progress	11
Reviewing Completed eLearning Courses	11
Withdrawing From Courses	12
Printing Your Transcripts	13
Frequently Asked Questions	14

Help

For questions about your AHS login information and password help, contact your manager or the [IT Service Desk](#).

For questions about your Connect Care role and required training or if your role is incorrect, discuss with your manager. If concerns persist, please have your manager contact Connect.CareLearning@ahs.ca.

For questions about MyLearningLink, contact the MyLearningLink [Support Centre](#).

Additional Resources

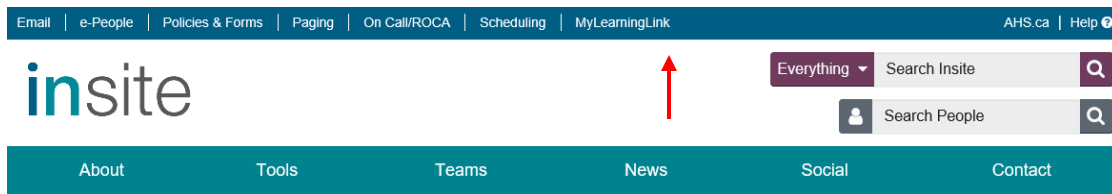
To learn more about MyLearningLink, how to navigate, use and troubleshoot the system, there are many guides and resources available to you. These can be found under Help in MyLearningLink or on the MyLearningLink [Insite](#) page.

- [MyLearningLink User Guide](#)
- [Connect Care Learner Demo](#)
- [Tips for Completing eLearning Courses in MyLearningLink](#)
- [Tips for Completing End User Proficiency Assessments \(EUPA\)](#)
- [How to Prevent Browser Compatibility Issues Using Safari on a Mac Computer](#)
- [How to Prevent Browser Compatibility Issues Using Chrome on a Mac Computer](#)

Accessing MyLearningLink

To access MyLearningLink from an AHS network computer follow these steps:

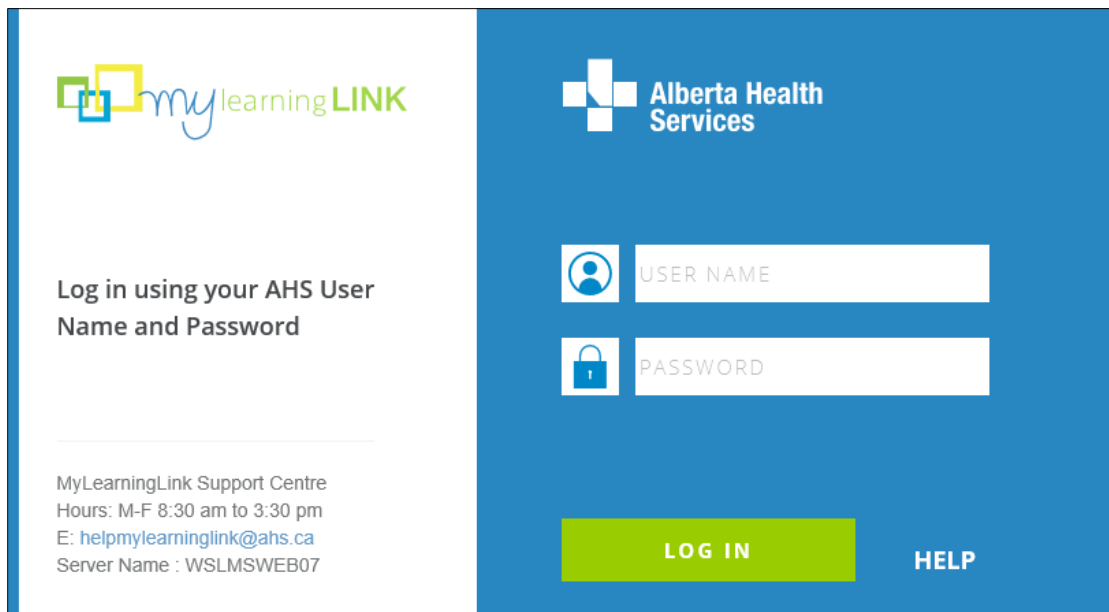
1. Go to [Insite](#) and click on the MyLearningLink quick access link on the top menu bar.



2. Click the MyLearningLink Login button.
3. Enter your AHS network username and password.

To access MyLearningLink outside of the AHS Network (remote access) follow these steps:

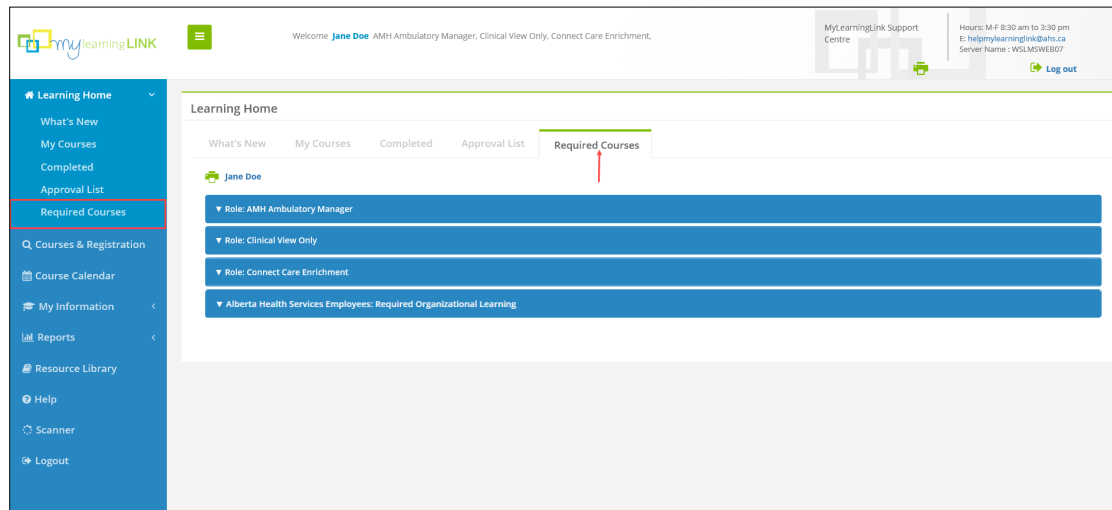
1. Go to <https://mylearninglink.albertahealthservices.ca>.
2. You will be required to log onto the AHS network first. Enter your AHS network username and password.
3. Once you are logged in to the network you will be redirected to the MyLearningLink Log In page. Re-enter your AHS network username and password, and click Log In.



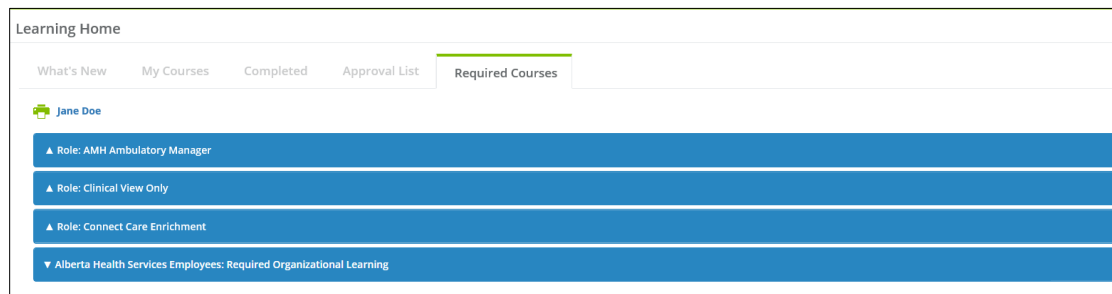
Important: MyLearningLink login uses the same AHS username and password that you use to access an AHS computer. Do not use a shared login on an AHS computer. Log in to both the computer and MyLearningLink with your own login credentials.

My Connect Care Roles

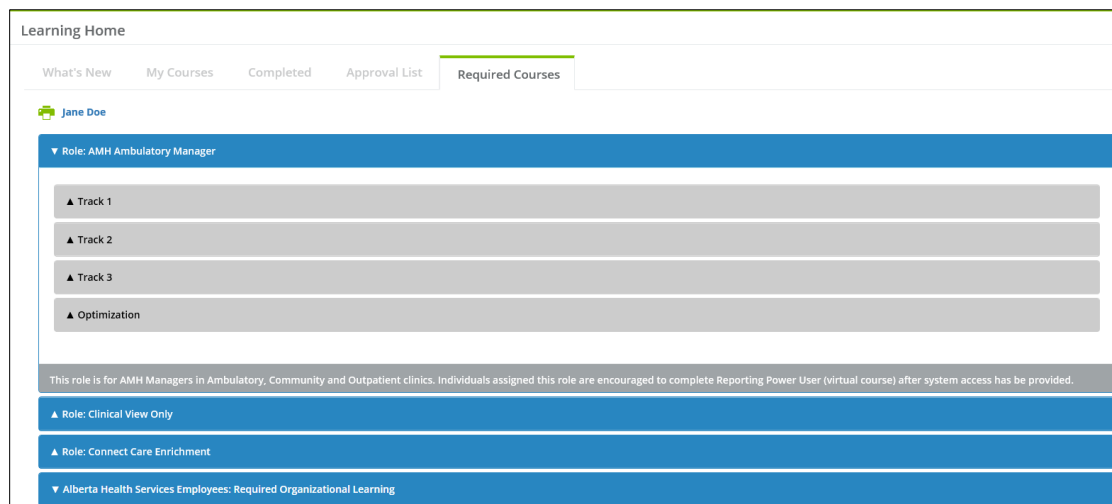
1. Under Learning Home, click on Required Courses.



2. Under the Required Courses tab, you will see your assigned role(s). There may be more than one role assigned to you. Note: Your assigned roles are also listed beside your name at the top of the screen.



3. Click on the title name of a role (blue bar). Roles contain a track or multiple tracks. A track (or training track) is a learning path for a role. Tracks are used to identify the proper training sequence (the order in which courses should be taken) for each role.



- Click on each track (grey bar) to display the courses required to complete the training for that role. Courses are also displayed in subgroups (*eLearning*, *Instructor-Led Training (ILT)*, *Assessment*) to help identify the delivery method of the training.

Learning Home

What's New My Courses Completed Approval List **Required Courses**

Jane Doe

▲ Role: AMH Ambulatory Manager

▲ Track 1

eLearning
Complete these interactive videos to meet role requirements.

Course Name	Status	Course Completion	Action
Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Complete	08/11/2020	✓
Epic - CLNAMB001 Overview of Hyperspace in an Outpatient Setting	Not Registered		Register
Epic - MD103 Finding Patient Information	Not Registered		Register
Epic - AMB001 Office Visit Demonstration	Not Registered		Register
Epic - Documentation Using SmartTools	Not Registered		Register
Epic - MDAMB107 Ambulatory - Ordering in an Outpatient Context	Not Registered		Register
Epic - Document a Telephone Encounter	Not Registered		Register
Epic - MD108 Overview of In Basket	Not Registered		Register
Epic - AMB520 In Basket - Telephone Encounters	Not Registered		Register
Epic - AMB540 In Basket - Patient Advice Request Messages	Not Registered		Register
Epic - Radar Learning Home Dashboards	Not Registered		Register

Instructor Led Training (ILT)
These courses are led by an instructor either virtually or in a classroom setting.

Course Name	Status	Course Completion	Action
Epic - AMH Ambulatory Mental Health Therapist ILT	Not Registered		Register

Assessment
Complete assessments for Connect Care access.

Course Name	Status	Course Completion	Action
Epic - AMH Ambulatory Mental Health Therapist EUPA	Prerequisite Not Met		View

eLearning - After Class
These interactive videos reinforce and expand on system features and workflows. Complete these in the order presented.

Course Name	Status	Course Completion	Action
Epic - AMH Treatment Plan	Not Registered		Register
Epic - Group Documentation for Inpatient and Ambulatory	Not Registered		Register
Epic - Completing Inpatient/ED Consults	Not Registered		Register
Epic - AMH Clinic Administered Medications Process	Not Registered		Register

▼ Track 2

▼ Track 3



▼ Optimization

This role is for AMH Managers in Ambulatory, Community and Outpatient clinics. Individuals assigned this role are encouraged to complete Reporting Power User (virtual course) after system access has been provided.


- The courses listed under Required Courses (except for Alberta Health Services Employees: Required Organizational Learning. These courses are for AHS staff only) are based on your assigned role(s) in Connect Care.
- If you have more than one role, additional roles will be displayed in the order that they are added to your record.
- MyLearningLink is unable to make changes to Connect Care roles. For questions about your Connect Care role(s) and courses or if your role is incorrect, discuss it with your manager. If concerns persist, please have your manager contact Connect.CareLearning@ahs.ca.

Registering for eLearning Courses













1. Click the Register button to the right of the course name.

▼ Role: AMH Ambulatory Manager			
▼ Track 1			
eLearning Complete these interactive videos to meet role requirements.			
Course Name	Status	Course Completion	Action
 Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Complete	08/11/2020	
Epic - CLNAMB001 Overview of Hyperspace in an Outpatient Setting	Not Registered		Register
Epic - MD103 Finding Patient Information	Not Registered		Register
Epic - AMB001 Office Visit Demonstration	Not Registered		Register
Epic - Documentation Using SmartTools	Not Registered		Register
Epic - MDAMB107 Ambulatory - Ordering in an Outpatient Context	Not Registered		Register
Epic - Document a Telephone Encounter	Not Registered		Register
Epic - MD108 Overview of In Basket	Not Registered		Register
Epic - AMB520 In Basket - Telephone Encounters	Not Registered		Register
Epic - AMB540 In Basket - Patient Advice Request Messages	Not Registered		Register
Epic - Radar Learning Home Dashboards	Not Registered		Register





2. A pop-up window will open and display the course description and session details. Click the Register button to the right of the session details.

Epic - CLNAMB001 Overview of Hyperspace in an Outpatient Setting						
Mobile Ready - No						
Description - Understand the components of and how to navigate within Hyperspace.						
Please Note: Connect Care demonstration and tutorial videos make use of content developed by Epic Systems. This content may illustrate Clinical Information System functions using Epic-hosted systems and configurations; different from what has been designed by Albertans for Connect Care. Medication names, tests, units (Imperial vs SI) and procedures may have different names, pick-lists or appearances. You may also notice some differences in workflows and, while we have tried to be authentic, the clinical circumstances of example patients.						
Time required to complete course - 12 minutes						
Pass Criteria - View All Slides						
Target Audience - Connect Care Learners						
Learner Contact - Connect Care Learning						
Additional Information - Learning Services adheres to AHS IT Browser Standards . To improve your learning experience, we recommend you verify your computer browser is in accordance with AHS IT standards.						
For more information, refer to the MyLearningLink for Connect Care User Guide available on Insite or under Help in MyLearningLink.						
If you believe you have been assigned this course in error, please discuss with your manager. If concerns persist, please have your manager contact Connect Care Learning						
Course Requirements - It is essential that learners access any required eLearning Courses prior to attending any Instructor Led (in classroom) Training.						
Course Prerequisites - None			Certificate Prerequisites - None			
Session	Date	Location	Site	Details	Enrolment	
 10001	Thu Jun 27, 2019 8:00AM - Wed Jul 27, 2022 4:00PM	Online	Online	Session Details	1026 out of Unlimited	Register

3. In the pop-up window that follows, click OK to finalize the registration.
4. Once registered, the action button will change from Register to Start. Click the Start button. The eLearning course will open in another window.

▼ Role: AMH Ambulatory Manager			
▼ Track 1			
eLearning Complete these interactive videos to meet role requirements.			
Course Name	Status	Course Completion	Action
 Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Complete	08/11/2020	
 Epic - CLNAMB001 Overview of Hyperspace in an Outpatient Setting	Registered		
Epic - MD103 Finding Patient Information	Not Registered		
Epic - AMB001 Office Visit Demonstration	Not Registered		
Epic - Documentation Using SmartTools	Not Registered		
Epic - MDAMB107 Ambulatory - Ordering in an Outpatient Context	Not Registered		
Epic - Document a Telephone Encounter	Not Registered		
Epic - MD108 Overview of In Basket	Not Registered		
Epic - AMB520 In Basket - Telephone Encounters	Not Registered		
Epic - AMB540 In Basket - Patient Advice Request Messages	Not Registered		

If you have additional roles, complete the same actions to register for courses by clicking on the title name for your other role(s).

- Once you have registered for a course, the status will change to *Registered*.
- After registering for a course, you can click the course type icon to the left of the course name to see the course description and session details.
 Online
  Classroom
  Blended
  Other
- If you are trying to register for a course and the status text says *Prerequisites Not Met*, click the View button to see the Course Prerequisites field in the course description.

Epic - AMH Ambulatory Mental Health Therapist EUPA

Mobile Ready - No

Description - AMH Ambulatory Mental Health Therapist End User Proficiency Assessment. Available upon completion of the corresponding Instructor Led Training (ILT) Course.

Please Note: Connect Care demonstration and tutorial videos make use of content developed by Epic Systems. This content may illustrate Clinical Information System functions using Epic-hosted systems and configurations; different from what has been designed by Albertans for Connect Care. Medication names, tests, units (Imperial vs SI) and procedures may have different names, pick-lists or appearances. You may also notice some differences in workflows and, while we have tried to be authentic, the clinical circumstances of example patients.

Time required to complete course - 30.00 minutes

Pass Criteria - 80%

Target Audience - Learners that have completed the AMH Ambulatory Mental Health Therapist Course.

Learner Contact - [Connect Care Learning](#)

Additional Information - To complete this training use IE11 or Edge in Windows 7 or 10.

AHS IT Standards support Internet Explorer 11 using a desktop or laptop computer. Compatibility with other browsers such as Chrome, Firefox and Safari or Mac operating systems cannot be guaranteed or supported.

If you think you have been given this course by mistake, please contact your manager.

Course Requirements - EUPA (End User Proficiency Assessment) must be passed in order to obtain access to the Epic System.

Course Prerequisites

Number of courses to complete in this group: All

Epic - AMH Ambulatory Mental Health Therapist ILT

Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours

Certificate Prerequisites - None

- When you have completed the course, the date you completed the course will appear in the course completion column and a green checkmark will replace the action button to show successful completion.

We recommend reviewing [Tips for Completing eLearning Courses in MyLearningLink](#) to optimize your eLearning experience.

Verifying Instructor-Led Training (ILT) Registration and Session Details

Instructor-led training registrations are primarily Manager Registration Only. Your manager will register you for this training. Once registered you will receive an email from DoNotReply@MyLearningLink.ca confirming the registration. Session details including Start / End Time, Location, and Location Details can be found in the registration confirmation email (see example below).

From: DoNotReply MyLearningLink
Sent: Monday, July 26, 2021 10:10 AM
To: Jane Doe <jane.doe@albertahealthservices.ca>
Subject: Registration Confirmation - Epic - AMH Ambulatory Mental Health Therapist ILT

Congratulations! You are now enrolled in the following AHS learning opportunity:

Course Name: Epic - AMH Ambulatory Mental Health Therapist ILT - 10300
 Enrolled by: Jane Doe Manager
 Start Date/Time: 08/24/2021 08:00
 End Date/Time: 08/24/2021 16:15
 Location: Calgary
 Location Details: South Calgary Health Centre (31 Sunpark Plaza SE) - Room 3402

To view full session details, log in to MyLearningLink:



1. Click on Required Courses under Learning Home. Click the green View button to the right of the session or the course.

▼ Role: AMH Ambulatory Manager

▼ Track 1


eLearning

Complete these interactive videos to meet role requirements.

Course Name	Status	Course Completion	Action
 Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Complete	08/11/2020	✓
 Epic - CLNAM001 Overview of Hyperspace in an Outpatient Setting	Registered		Start
Epic - MD103 Finding Patient Information	Not Registered		Register
Epic - AMB001 Office Visit Demonstration	Not Registered		Register
Epic - Documentation Using SmartTools	Not Registered		Register
Epic - MDAMB107 Ambulatory - Ordering in an Outpatient Context	Not Registered		Register
Epic - Document a Telephone Encounter	Not Registered		Register
Epic - MD108 Overview of In Basket	Not Registered		Register
Epic - AMB520 In Basket - Telephone Encounters	Not Registered		Register
Epic - AMB540 In Basket - Patient Advice Request Messages	Not Registered		Register
Epic - Radar Learning Home Dashboards	Not Registered		Register

Instructor Led Training (ILT)




These courses are led by an instructor either virtually or in a classroom setting.

Course Name	Status	Course Completion	Action
 Epic - AMH Ambulatory Mental Health Therapist ILT	Registered		View

2. Scroll through the Course Details pop-up window to view the session details.

Course Details	
Session Details	
Course Instructor	
Date	Tue Aug 24, 2021 8:00AM - Tue Aug 24, 2021 4:15PM
Credit hours	7.75
Location	Calgary
Site	South Calgary Health Centre (31 Sunpark Plaza SE)
Location Details	South Calgary Health Centre (31 Sunpark Plaza SE) - Room 3402
Registration Deadline	Aug 21, 2021
Course Prerequisites	
Certificate Prerequisites	None

Alternatively, you can view the session details by clicking on My Courses. Under Upcoming Courses, click the Course Type Icon to the left of the session. Scroll through the Course Details pop-up window to view the session details.

Learning Home						
What's New My Courses Completed Approval List Required Courses						
Active Courses						
You are not registered for any courses						
Upcoming Courses						
Mobile Ready	Name	Date	Outlook	Withdraw Deadline	Withdraw	
N/A	 Epic - AMH Ambulatory Mental Health Therapist ILT - 10300	8/24/2021 - 8/24/2021		8/21/2021		

End User Proficiency Assessments (EUPA)

EUPA is a multiple-choice Connect Care assessment of end users' knowledge taken in MyLearningLink after training. This assessment is used to assess system knowledge before granting access to the Connect Care (Epic) system. EUPAs are the original assessment utilized for Connect Care and will continue to be used for training assessments that have not transitioned to SEUPAs. Please review [Troubleshooting Tips for Completing End User Proficiency Assessments](#) before starting your EUPA to optimize EUPA results accurately moving to pass in MyLearningLink.

Simulation End User Proficiency Assessments (SEUPA)

SEUPA is a Connect Care in-system assessment of the end users' knowledge of using the Epic platform following their Connect Care training. This assessment is used to assess system knowledge before granting access to the production environment of the Connect Care (Epic) system. The end user logs into an Epic exam environment to complete workflows covered in training to assess proficiency in the system.

SEUPAs are found under the Required Courses tab. Important: do not register for the SEUPA here. Click the View button to open the SEUPA Course Description. Read the course description as it includes valuable information.

Assessment Complete assessments for Connect Care access.			
Course Name	Status	Course Completion	Action
Epic - AMH Ambulatory Mental Health Therapist SEUPA	Prerequisite Not Met		View

When you are ready to register for your SEUPA, click the Learner Evaluation Support System (LESS) link. LESS is where you will register for your SEUPA and receive your assigned environment, login users, and patients and the actual SEUPA Instructions.

Epic - AMH Ambulatory Mental Health Therapist SEUPA

Mobile Ready - No

Description - SEUPA (Simulation End User Proficiency Assessment). Available upon completion of the corresponding eLearning courses and Instructor Led Training (ILT) Course.

Scheduling of this SEUPA Project is managed in the Learner Evaluation Support System (LESS) and the evaluation is completed OUTSIDE of MyLearningLink. Once your SEUPA Project is complete, your record will be updated in MyLearningLink up to 4 hours later.

Instructions on how to complete the SEUPA will be available within the LESS system on the date scheduled. If you are unable to attempt the SEUPA Project on the date scheduled, you *must* reschedule in the LESS system.

[Click here to access the Learner Evaluation Support System \(LESS\)](#)

[Click here for more information about Registering and Submitting a SEUPA](#)

Please Note: SEUPA (Simulation End User Proficiency Assessment) Projects assess learners' knowledge of workflows to ensure efficient and accurate use of the Connect Care (Epic) system. **SEUPA Projects are completed in the Epic Exam Environment.**

Time required to complete course - 20 to 60 minutes

Pass Criteria - 80%

Learner Contact - [Connect Care SEUPAs](#)

Click the following link for instructions on [Registering and Submitting a SEUPA](#).

Once your SEUPA project is complete, your completion information is sent from LESS to MyLearningLink, where your learner record will be updated in MyLearningLink within 4 - 8 hours. At this time, you will receive an email from MyLearningLink indicating your grade, pass or fail.

If you were successful in your SEUPA attempt, your completion record will appear on the Required Courses tab with a completion date in the role.

If you were unsuccessful in your SEUPA attempt, you can view the details on the [Grades](#) tab under My Information.

Note: Each SEUPA attempt, pass or fail, will create a record on the [Grades](#) tab.

For more information about SEUPAs, please refer to the [Connect Care SEUPA/EUPA Assessments](#) page on Insite.

If you have any questions regarding SEUPAs, please email Connect Care Training & Learning at ConnectCare.SEUPAS@ahs.ca.

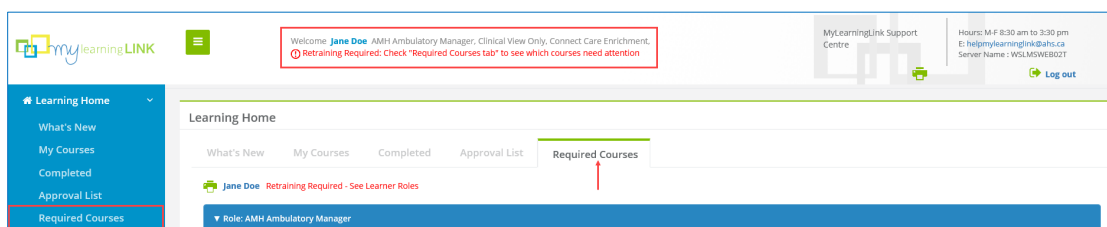
180 Day Inactive Access Account Disabling

Important: Epic (Connect Care) and MyLearningLink are two separate systems. MyLearningLink hosts the training required to gain access to the Epic (Connect Care) system. Epic (Connect Care) security policy requires that Epic Access Accounts unused for 180 consecutive days be disabled to protect patient information. Please read the following information:

Starting August 25, 2021, when a person has not logged into Epic (Connect Care) for 180 consecutive days (approximately 6 months), their Epic (Connect Care) access account will be disabled. They will not be able to log into Epic (Connect Care) until retraining is completed.

If you received an email that your Epic (Connect Care) account access will be disabled, please log into Epic immediately, if you need to retain system access. If the expiry date has passed, please ask your Manager or Authorized Approver to request Epic (Connect Care) access for you again using the AHS Identity & Access Management (IAM) system.

If your account has been disabled, you will see the following when you login into MyLearningLink. Click on the Required Courses tab and expand your assigned roles and tracks to see which courses need attention.



Courses that require re-training will be identified by a red text that reads “Retraining Required” and the Register button will display red. To regain Epic (Connect Care) access, please complete the re-training as directed by your manager.

⚠ Retraining Required

Register

Important: Access to Epic (Connect Care) should be restored within four (4) hours of completing the SEUPA / EUPA. Once the SEUPA/EUPA is complete, the retraining flags will be removed entirely in 1-2 days.

For more information, please review the [AHS Epic \(Connect Care\) 180-day inactive account disabling FAQs](#).

Viewing your Progress

The Grades tab under My Information displays all the courses a learner is registered for or active in, course status, grade, and date for completed or attempted courses.

1. Under My Information, click on Grades.
2. To view your progress by year, click on the year (current or past).

My Information

Learner Information **Grades** Transcript Roles

YEAR: 2022 2021 2020 2019 2018

Courses 2022

Outlook	Course Name	Status	Grade	Completed Date	Withdraw	Credit Hours Available
	Epic - MD103 Finding Patient Information	Active	N/A			N/A
	Epic - AMB001 Office Visit Demonstration	Pass	94	01/19/2022		0.12
	Epic - CLNAMB001 Overview of Hyperspace in an Outpatient Setting	Pass	N/A	01/19/2022		0.2
	Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Pass	100	01/10/2022		0.25
	Epic - AMH Ambulatory Mental Health Therapist ILT	Attended	N/A	01/19/2022		7.75
	Epic - AMH Ambulatory Mental Health Therapist SEUPA	Fail	78	01/19/2022		N/A

Seupa Reminder: Successful and unsuccessful SEUPA attempts will appear in the Grades tab.

My Information

Learner Information **Grades** Transcript Roles

YEAR: 2022 2021 2020 2019 2018

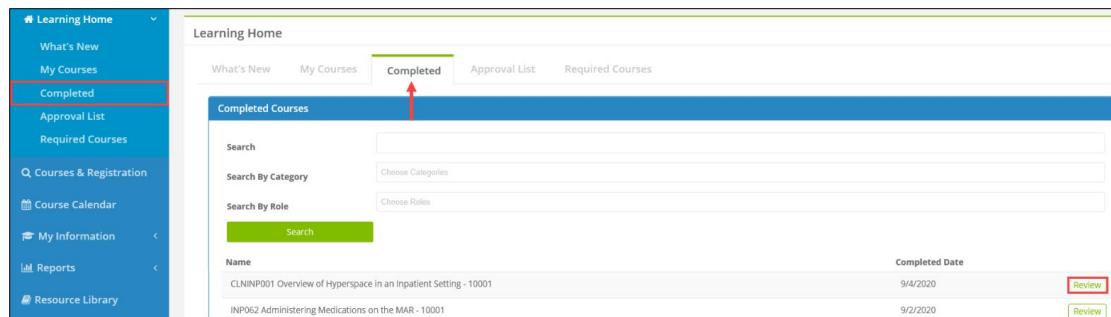
Courses 2022

Outlook	Course Name	Status	Grade	Completed Date	Withdraw	Credit Hours Available
	Epic - MD103 Finding Patient Information	Active	N/A			N/A
	Epic - AMB001 Office Visit Demonstration	Pass	94	01/19/2022		0.12
	Epic - CLNAMB001 Overview of Hyperspace in an Outpatient Setting	Pass	N/A	01/19/2022		0.2
	Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Pass	100	01/10/2022		0.25
	Epic - AMH Ambulatory Mental Health Therapist ILT	Attended	N/A	01/19/2022		7.75
	Epic - AMH Ambulatory Mental Health Therapist SEUPA	Fail	78	01/19/2022		N/A

For a printable view of this page, click on the [Transcript](#) tab under My Information.

Reviewing Completed eLearning Courses


To review content from completed eLearning courses, click on the Completed tab under Learning Home. Click the Review button beside the course title you want to review, and the course will launch in another window.

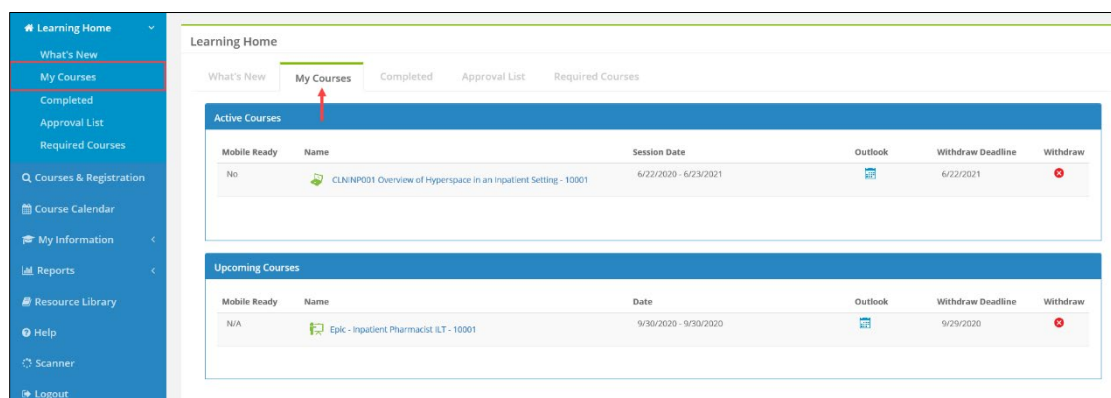


- Use the Search feature to search for a particular course in the Completed Tab. You can search for courses using the course title, the course category, or by role.
- Reviewing previously, completed eLearning courses will not change the original date the course was completed or your grade.

Withdrawing From Courses

Learners can only withdraw from courses before the withdrawal deadline. Once you are registered for a course, the withdraw deadline will display under the My Courses tab.

1. Under Learning Home, click on My Courses.
2. Click the withdraw button  next to the session.

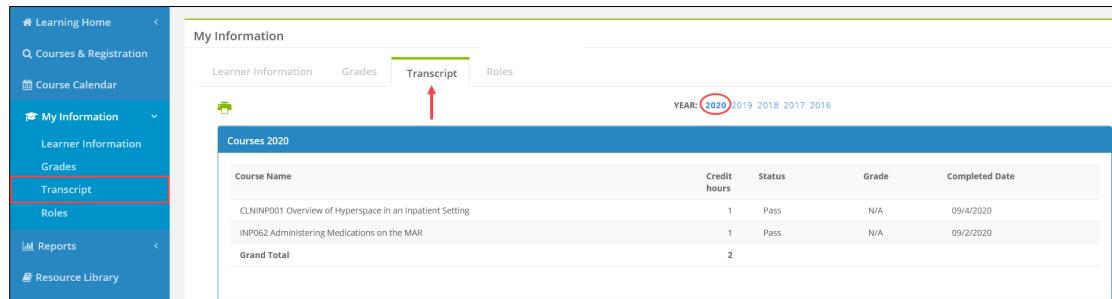


3. In the pop-up window that follows, click OK to confirm the withdrawal.

Important: Registration, withdrawal, and re-scheduling for Connect Care instructor-led training are primarily done by managers. If you need to withdraw from a scheduled ILT session, we recommend you speak to your manager before withdrawing.


Printing Your Transcripts

1. Under My Information, click on the Transcript tab.
2. To view your training history by year, click on the year (current or past).



The screenshot shows the 'My Information' page with the 'Transcript' tab selected. The 'YEAR' dropdown is set to 2020. The table below shows the courses completed in 2020.

Course Name	Credit hours	Status	Grade	Completed Date
CLNINP001 Overview of Hyperspace in an Inpatient Setting	1	Pass	N/A	09/4/2020
INPD62 Administering Medications on the MAR	1	Pass	N/A	09/2/2020
Grand Total	2			

3. This page is equipped with a print option. To print this page, click on the Quick Print icon  on the top left-hand side of the page.

Note: The print icon is not available on mobile devices.

Frequently Asked Questions

My role is incorrect. Can MyLearningLink change it?

MyLearningLink is unable to make changes to Connect Care Roles. This information is received daily from the Identity and Access Management (IAM) system. The courses listed under the Required Courses tab (except for Alberta Health Services Employees: Required Organizational Learning (these courses are for AHS staff only) are based on your assigned Connect Care role(s). For questions about your Connect Care role(s) and required courses or if your role is incorrect, discuss with your manager. If concerns persist, please have your manager contact Connect.CareLearning@ahs.ca.

If you are a physician and believe your assigned Connect Care role(s) is incorrect, please contact your local Medical Affairs office.

Why is my role different from my Job Title?

Connect Care role-based training uses customized content designed for specific roles and the workflows people in those roles will follow. The role(s) you see beside your name in MyLearningLink does not reflect your actual job title but the role-based training you require for Connect Care. For questions about your Connect Care role and courses or if your role is incorrect, discuss it with your manager. If concerns persist, please have your manager contact Connect.CareLearning@ahs.ca.

Note: Roles update several times a day in MyLearningLink.

Who registered me for a classroom course?

Registration, withdrawal, and re-scheduling for Connect Care instructor-led training are primarily done by managers or session coordinators. You can see who registered you into training by viewing the Enrolled by: field in the registration confirmation email. This is an automated message from MyLearningLink sent when you or your manager registers you into training.

From: DoNotReply MyLearningLink
Sent: Monday, July 26, 2021 10:10 AM
To: Jane Doe <jane.doe@albertahealthservices.ca>
Subject: Registration Confirmation - Epic - AMH Ambulatory Mental Health Therapist ILT

Congratulations! You are now enrolled in the following AHS learning opportunity:

Course Name: Epic - AMH Ambulatory Mental Health Therapist ILT - 10300
Enrolled by: Jane Doe Manager
Start Date/Time: 08/24/2021 08:00
End Date/Time: 08/24/2021 16:15
Location: Calgary
Location Details: South Calgary Health Centre (31 Sunpark Plaza SE) - Room 3402

To view full session details, log in to [MyLearningLink](#) using your AHS username and password.

If you have questions about Connect Care training, discuss them with your manager or contact Connect.CareLearning@ahs.ca.

Why am I unable to register for my EUPA?

End User Proficiency Assessment or EUPA(s) are required (with limited exception) upon completion of assigned role-based training. These will be completed during the instructor-led training class.

If you are unable to register for a EUPA, inform the instructor and check the following:

1. Under the Required Courses tab in MyLearningLink, ensure you have the correct role and EUPA for the course. If the role is incorrect and the EUPA does not appear, contact Connect.CareLearning@ahs.ca immediately.
2. On Our Best Behavior (OOBB) is a prerequisite that must be completed before registering for the EUPA. Please ensure you have this training completed.
 - a) If you have not completed OOBB, please arrange a time with the instructor to complete this training before the end of the training session.
 - b) If your completion record is incorrect, please submit a new request to helpmylearninglink@ahs.ca with "OOBB Move to Pass" in the subject line.

Can MyLearningLink give me access to Connect Care / EPIC system

MyLearningLink does not provide access to Connect Care and other applications such as:

- EPIC
- Epic Playground Environments SUP, EXAM, and PLY
- MyApps
- Citrix

If you require access, please contact Connect.CareLearning@ahs.ca.