# Alberta Netcare Registration Instructions for Pharmacy Students

## Access request procedures for students attending Community, LTC and PCN placements

Pharmacy students are responsible for initiating the request for Netcare access for ALL community pharmacy placements including Primary Care Networks (PCN’s) and long term care facilities. Students are required to complete the [Alberta Netcare User Registration eForm](#) (URF) and send directly to the site preceptor and/or site Access Administrator (AA) at least 4 weeks in advance of placement.

**Student Instructions to register for Alberta Netcare Access:**

1. **Access the eForm** at least 4 weeks in advance of your placement start date. This eForm is used to _create_ (have never had Netcare before), _amend_ (have had access before) or _delete_ (to remove a facility) Netcare entitlements, as well as request a name change.

2. **Download a copy of the eForm to your desktop for completion** - In the comments field, ensure you list your placement start and end date. In the Profession field, enter: Pharmacy Student/Intern, **Standard Access Selection: Clinical 2 with Optional Access: PIN Dispense.** Please ensure all fields have been completed.

3. **Call your community pharmacy site** to gather the specific community pharmacy site details to complete your eForm: (Custodial WDFA#). Also obtain your site access administrator (AA) name and email address to forward your completed form to.

4. **Email your completed eForm** to the site AA.

5. **Call the eHealth Support Contact Centre after 5 business days** to see if your eForm has been received: 1-855-643-8649. If the eForm has not been received, follow-up with the site AA immediately to ensure that they have received, signed and faxed the eForm to the eHealth Support team.

6. **Account activation** - Once the account is provisioned for access at the pharmacy, the site AA will receive an email notification from the eHealth Support team, including your Netcare User ID (Your password will stay the same as used previously. If brand new account there is direction to contact the Provincial Help Desk for password reset/login assistance). Your remote access token will be shipped to the business address provided on your form (if applicable).

7. **Confirm that access has been provisioned**
   
   Log into your Netcare account; you will need your token to do this. If you have more than one approved facility on your profile, you will be prompted to select the facility you are working from a drop down list. If you see your placement site on the list, your access has been provisioned for use at that pharmacy site. (Select the facility you are working at and click ok) If you do not see the facility selection pop up box, please follow instructions below:
   
   - Once logged into your Alberta Netcare account, Click on the ‘My Details’ icon in the top left hand corner (looks like a gear icon, right beside the home (house) icon)
   - Scroll down to the ‘Facilities’ section. Once you see your pharmacy placement site name listed then you are approved to access Alberta Netcare for that pharmacy site.

8. **On the last day of the placement** the student must give the site AA a completed eForm to delete access at that specific site. (Type of Request: Delete)
**Access request procedures for students attending Institutional placements**

It is the responsibility of site access administrators for AHS/Covenant Health placement sites to requisition Netcare access for all incoming Pharmacy students. The site access administrator will be required to complete the registration process at least 4 weeks to placement commencement to allow time for processing. **No action from the student is required.**

Alberta Netcare access will be issued ONLY for the duration of the student placement for the registered course rotation. For Privacy and Security information, please visit the [Alberta Netcare Learning Centre](#).

If you’ve received a remote access token from a previous non-AHS/Covenant Health placement, please keep your token in a safe place for future community use. Tokens are not used in the AHS/Covenant Health practice setting.

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**General Information & Contact Information**

**User Credentials**

Credentials issued to students will remain intact for the duration of the students’ degree program but Alberta Netcare access will be issued ONLY for the duration of the student placement for the registered course rotation. Students must ensure confidentiality of this sensitive information. For Privacy and Security information, please visit the [Alberta Netcare Learning Centre](#).

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<thead>
<tr>
<th>eHealth Support Services Team</th>
<th>Alberta Netcare Provincial Service Desk</th>
<th>AHS Remote Access Team</th>
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<tbody>
<tr>
<td>To register for Alberta Netcare, or request training for yourself or your student, contact the eHealth Support Services Team:</td>
<td>If you're having technical difficulties or need a password reset:</td>
<td>If your Remote Access Hard Token is lost or stolen, please contact the AHS Remote Access Team immediately at:</td>
</tr>
<tr>
<td>Email: <a href="mailto:ehealthsupport@cgi.com">ehealthsupport@cgi.com</a></td>
<td>Phone: 780-412-6778</td>
<td>Email:</td>
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