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| **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**](http://www.albertanetcare.ca/1187.htm)(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**](http://www.albertanetcare.ca/1187.htm)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.1. **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 field: Pharmacy 2.** Please ensure all fields have been completed.
2. **Call your community pharmacy site or eHealth Support Services** to gather the specific community pharmacy site details to complete your eForm**: Custodial WDFA#** and **Custodial Facility Name**. Also obtain your site access administrator (AA) name and email address to forward your completed form to for signing.
3. **Email your completed eForm** to the site AA.
4. **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.
5. **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 (If you have a brand new account there is direction to contact the Provincial Help Desk for password reset/login assistance. If you’ve had Netcare previously, your password will stay the same). Your remote access token will be shipped to the business address provided on your form (if applicable).
6. **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.
* If you do not have the facility on your account, call eHealth Support Services.

8. **On the last day of the placement** the student must give the site AA a completed ‘delete’ eForm to delete access at that specific site. (Type of Request: Delete) |
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| **Access request procedures for students attending Institutional placements** |
| It is the responsibility of site Netcare Requestor for AHS/Covenant Health placement sites to request Netcare access for all incoming Pharmacy students. The site Netcare Requestor will be required to complete the registration process at least 4 weeks prior 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.](http://www.albertanetcare.ca/LearningCentre/Privacy-Security.htm)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. |
| **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](http://www.albertanetcare.ca/LearningCentre/Privacy-Security.htm) |
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| **eHealth Support Services Team****To register for Alberta Netcare, or request** **training for yourself or your student, contact the eHealth Support Services Team:****Toll Free: 1-855-643-8649****Email:** **ehealthsupport@cgi.com** | **Service** **Desks****If you're having technical difficulties or** **need a password** **reset contact the:****Alberta Netcare Provincial Help Desk for community sites only:Toll Free: 1-877-931-1638****Alberta Health Services Help Desk respective zone for all AHS sites.****Visit the Resources page on the** [**Learning Centre**](http://www.albertanetcare.ca/learningcentre/Contact.htm) **for more details.** | **AHS Remote Access Team****If your Remote Access Hard****Token is lost or stolen, please contact the AHS Remote Access****Team immediately at:****1-844-542-7876** |

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