

Please review and take action on the below instructions as they pertain to the **Alberta Netcare registration process** for your upcoming AHS/Covenant Health and Community placements.

### Student Placement Category

AHS/Covenant Health Pharmacy	Community Pharmacy
<ul style="list-style-type: none"> <li>You <b>do not</b> have to initiate registration. Alberta Netcare registration is performed by the manager of the Pharmacy Department, or a designated AHS Alberta Netcare Requester. *</li> <li>If you have received a remote access token from a previous placement, keep it safe for future community use. Tokens are not used in the AHS/Covenant Health sites as they are already on the Alberta Health Services secure network.</li> </ul>	<ul style="list-style-type: none"> <li><b>Pharmacy students <u>are responsible</u></b> for registering for Alberta Netcare access at a community (non- AHS) Pharmacy or Primary Care Network (PCN) site.</li> <li><b>4 weeks prior to placement start date</b>, please complete and send an eForm to your preceptor. The Alberta Netcare Access Administrator (AA) at your placement site will use the information provided to submit your registration for Alberta Netcare Portal (ANP).</li> <li>*Registration is required at each community facility where you require ANP access.</li> <li><b>Continue to the next page for registration instructions.</b></li> </ul>

\*ANP access is granted ONLY for the duration of the student placement for the registered course rotation.

**NOTE**

For Privacy and Security information, please visit the [Alberta Netcare Learning Centre](#).

### Contacts

**eHealth Services Provider Support Team**

For questions about registration or eForm assistance

Toll free: 1-855-643-8649

Email: [eHealthProviderSupport@gov.ab.ca](mailto:eHealthProviderSupport@gov.ab.ca)

Hours: 8:15a.m. - 4:30p.m. Monday – Friday

**Provincial Help Desk**

For login assistance or password reset while at a community pharmacy

Toll free: 1-877-931-1638

Hours: 24/7

**AHS IT Support**

For password reset while at a hospital placement

Toll free: 1-877-311-4300

Hours: 24/7

## How to complete the Alberta Netcare User Registration eForm

The instructions on the next few pages outline selections to be made on a **Create** form for first time users of Alberta Netcare. For students who already have a ANP account, please choose the **Amend** form and see the alternate steps outlined below.

- 1 **Access the Alberta Netcare User Registration eForm.** Using the link below for each placement will ensure you are completing the most up-to-date version.

[albertanetcare.ca/1187.htm](http://albertanetcare.ca/1187.htm)

- 2 **Open the User Registration eForm and complete the form in its entirety on your computer.**

### Netcare User Registration Form (URF)

The Netcare User Registration eForm is meant for community custodians and Netcare Access Administrators to manage Netcare access for staff members at their location (create, modify or delete). Complete and submit a [User Registration eForm](#).

- The **eForm** will open in a new window with only two fields initially displayed. The remaining fields will populate as you make selections.
- You will need the latest version of Adobe Reader.
- **IMPORTANT NOTE:** If the form does not load after selecting the link, or it displays the message “Please wait...,” right click over the **User Registration eForm** link and click **Save Target As** from the pop-up menu. **Save** this as a downloaded file to your desktop, then open the PDF from your desktop.

- 3 **Select Create and User Facility Type Community**

Protected A (when completed)

This form is used to manage Community and Alberta Health user access to Alberta Netcare. Individually identifying information collected on this form is subject to Alberta statutory and regulatory requirements. To access URF instructions please click on 'Read Instructions' button. The 'RESET' & 'PRINT' buttons are at the bottom of the form. All fields displayed are mandatory unless otherwise noted in the instructions or have an asterisk (\*) beside the field. Incomplete or ineligible forms will be rejected.

**Type of Request Section** Type of Request:  Create - no account/inactive access User Facility Type:  Community

\*  Amend - has an account/active access  Alberta Health

Delete - disable account/remove access

- **Type of Request** and **User Facility Type** are mandatory fields. Always choose **Community** as the facility type.
- Select **Create** if you do not have an ANP account or if your account is inactive.
- \* Select **Amend** if you already have an ANP account.
- **IMPORTANT NOTE:** The **Create** or **Amend** selection alters which sections populate. If you need to change your selection, click the **Reset** button at the bottom of the form.

#### 4 Enter your user information and the community facility address.

**Alberta Netcare User Information Section** - All fields displayed are mandatory unless otherwise noted in the instructions or directly on the form. Fields displayed with an asterisk (\*) are optional but should be filled-in if known. Please refer to the top button "Read Instructions".

Last Name: **Lung** Legal First Name: **Sally** \*Middle Name/Initial:

Day of Birth: **1** Month of Birth: **Jan** Professional ID (i.e. College License ID): **Enter ACP#**

Position/Profession: **Pharmacy Student**

Work/ Business Address: **Address of Community Pharmacy**

City: **City of Community Pharmacy** Province: **AB** Postal Code: **R3L 2C5**

Telephone/Mobile Phone: **587-111-2222** Fax\*: Email: **Enter UAlberta email address**

Verification Question: **Enter question for help desk to identify you** Verification Answer: **Answer to your question**

All fields are mandatory unless marked with an asterisk (\*).

#### 5 Identify the facility information and your access role.

**Alberta Netcare Access Section** - CUSTODIANS are responsible for all access and actions by their affiliates. Access MUST adhere to Health Information Act principles of least amount of information and a need to know. Refer to [Netcare Permission Matrix](#).

**Facility Information**  Add Facility  Multiple Facilities Health Zone: **Edmonton** Custodial WDA #:

Custodial Facility Name: **Name of Community Pharmacy**

**Standard Access Selection** Admin  Clinical  Pharmacy **2**

Add Access to Pharmacy Batch - Only for Community Pharmacies using File Transfer Utility (FTU) to send dispense batch files.

**Optional Access** - Standard access has already been selected below. You must select the Optional Access. Please refer to the Netcare Permission Matrix to identify what optional access is available for the role selected.

PD View  PD Update  PD View Newborn  PD Update Newborn  PIN Prescribe  PIN Dispense  PIN View

#### 6 Indicate your requirement for remote access.

**Alberta Netcare Remote Access Section** - For Lost/Stolen hard tokens or devices soft tokens are on, please contact the Remote Access Team IMMEDIATELY at 1-844-542-7876.

Provision New Token  Replace Token  Change Token Type  Existing Token  Deactivate Token  Not Required

Soft Token Email (MANDATORY) **Test@test.ca** **Soft Token Prerequisites**

- **Soft Token** is defaulted when provisioning a new token. **All pharmacy students must check** with their preceptor if soft tokens are permitted for students. If soft tokens are permitted, choose soft token, and enter a personal email address. Once provisioned, the soft token will be emailed to you.
- If a soft token is not permitted, choose **Hard Token** and include a Business justification, such as "workplace prohibits personal mobile devices". The hard token is couriered directly to the pharmacy. If you are doing a placement at an AHS/Covenant Health facility, you will not require a token.
- **\*** When filling out an **Amend** form and you already have a token, please select **Existing Token** and enter the token serial number (this is a mandatory field). The token serial number is found on the back of your hard token or under **Token Information** in your soft token application.
- If you need assistance in setting up your token, contact the **Remote Access Team** directly at **1-844-542-7876**.

## 7 Obtain Alberta Netcare Access Administrator (AA) approval and save a copy of the eForm.

Netcare Access Administrator (Netcare AA) Approval - All fields are mandatory. You MUST be an authorized AA for the Facility the User is at.	
Last Name:	First Name:
Telephone/Mobile Phone:	External Email:
Date (DD/MM/YYYY):	Netcare AA Signature: _____

- The Netcare AA at the site will populate this section.

### TIP

To save a copy of the completed eForm, select **Save or Print to PDF** and save as a file on your computer.

## 8 Send the eForm to the Netcare AA at least **4 weeks in advance** of placement start date.

The Netcare AA will complete the mandatory fields, sign the form, and submit it by fax to the eHealth Services team or make the request online.

### Next Steps

- 1 Once your ANP account is provisioned for access at the pharmacy, the Netcare AA will receive an email notification with your credentials. The Netcare AA will provide you with these credentials and login instructions.

### NOTE

Your ANP User ID will remain the same for use at all facilities unless you have it changed. Your password will need to be reset if your account was disabled between practicums.

- 2 **Confirm that access has been provisioned.** Log into your ANP 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 at from a drop-down list. If you see your pharmacy site on the list, your access has been provisioned for use at that pharmacy (select the facility you are working at). If you do not see the facility selection pop up, please follow instructions below:
  - Once logged into your ANP account, Click on 'My Details' in the 'Common' folder
  - Scroll down to the 'Facilities' section to see if your community pharmacy's name is listed
  - If you do not have the facility on your account, the Netcare AA needs to request your access.
- 3 **At the end of the practicum,** if you will no longer be working at the pharmacy, discuss with the Netcare AA whether you will need to complete another User Registration eForm with **Request Type: Delete** to remove the community site from your ANP account.

This will only remove that specific pharmacy site from your ANP account, not delete your ANP account or any access at another pharmacy.