

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

AHS/Covenant Health Pharmacy Student Placements

- ✓ *For your AHS/Covenant Health placements, Netcare registration is performed by the manager of the Pharmacy Department or a designated AHS Netcare Requester.*

***You do not have to take action for these sites - Netcare registration is completed for you.**

- ✓ *Alberta Netcare access is granted 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 have received a remote access token from a previous placement, please keep your token in a safe place 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.*

If you have questions, contact eHealth Support Services by phone or email: 1-855-643-8649 or ehealthsupport@cgi.com

Community Pharmacy Student Placements

- ✓ ***Pharmacy students are responsible for registering*** for Netcare access at a community (non-AHS) Pharmacy or Primary Care Network (PCN) site.
- ✓ ***4 – 6 weeks prior to the placement start date***, please follow the instructions below to complete and send an eForm to your preceptor. The Netcare Access Administrator (AA) at your placement site will use the information provided to submit your registration for Netcare. Registration is required **at each** community facility that you require Alberta Netcare access for.

NOTE:

The instructions attached on the next few pages outlines selections to be made on a “Create” form for first time users of Netcare. For all students who may already have a Netcare account, please choose the “amend form” and see alternate steps outlined below.

How to complete the Netcare User Registration eForm

1 Access the Alberta Netcare User Registration eForm by going to: <http://www.albertanetcare.ca/1187.htm>

- Using this link to access the eForm for each placement will ensure you are completing the most up-to-date version of this form

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

Netcare User Registration Form (URF)

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](#)

Watch this [short video](#) on how to complete the URF.

- The **eForm** will open in a new window with only two fields initially displayed. The remaining fields will populate as you make selections on the form
- You will need the latest version of Adobe Reader to launch the eForm. Internet Explorer (IE) is the preferred browser

IMPORTANT NOTE: If the form does not load after selecting the link or it displays the message “Please wait...” then 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. Open the PDF from your desktop and complete the form.

3 Select ‘Create’ and User Facility Type ‘Community’

[Read Instructions](#)

Alberta Netcare User Registration (URF)

Version 6.3

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 a Netcare account or if your account is inactive
- ★ Select “Amend” if you already have a Netcare account.

IMPORTANT NOTE: The “create” or “amend” selection changes the way the form opens below. If you need to change your selection, first select the “reset” button at the bottom of the form

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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 W DFA #:

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

- Please populate all fields in this section, except the Custodial W DFA. Please note in your communication to your preceptor that this mandatory field needs to be completed by the Netcare AA
- **All pharmacy students** are required to select '2' from the pharmacy drop down field. No further selections for additional optional access is required

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 ☒ Hard Token

Hard Token Business Justification:

Shipping Address - complete if different from Work/Business Address:

City: Province: Postal Code:

- '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 email address. If hard token is required, choose hard token. Business justification will be "workplace prohibits personal mobile devices". 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**

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7 Obtain 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. Please note in your communication to your preceptor that this mandatory field needs to be completed

TIP

To save a copy of the **completed** eForm, select 'save' or 'Print to PDF' and save as a file on your computer. Then, send it to the Netcare AA to complete, sign and submit by fax.

- 8 **Send the eForm to the Netcare AA** at least **4-6 weeks in advance** of placement start date. The Netcare AA will complete mandatory fields you've noted, sign this form, and submit by fax to the eHealth Netcare Support Services team. If the eForm is not complete, it will be rejected and further delay your access.
- 9 After five business days, you can **check with the Netcare AA to ensure the form has been submitted** and not rejected. You can also call the **eHealth Netcare Support Services team** to see if your eForm has been received. If the eForm has not been received, please follow-up with the Netcare AA as soon as possible.
- 10 **Once your Netcare account is provisioned for access at the pharmacy, the Netcare AA will receive an email notification from the eHealth Netcare Support Services team.** The AA will update you appropriately on how to login with your username.
 - Your Netcare 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.

For **login assistance** or a **password reset** when at your community pharmacy please call:
Provincial Help Desk at 1-877-931-1638

- 11 **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 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 Alberta Netcare 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, call **eHealth Netcare Support Services**
- ❖ **At the end of the practicum**, if you will no longer be working at the pharmacy, discuss with the Netcare Access Administrator (AA) whether you will need to complete another User Registration eForm with 'Request Type: Delete' to remove the community site from your Netcare account.

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

Questions about Netcare registration or eForm assistance please call:
eHealth Netcare Support Services at 1-855-643-8649 or email eHealthSupport@cqi.com