



# CareConnect

my.CareConnect Enrolment Portal User Guide

## How to Complete CareConnect Privacy & Security Requirements

# Contents

## 1. Complete the Learning Hub Privacy & Security Course

- **PAGE 1A:** CareConnect Enrolment: High-Level Overview
- **PAGE 1B:** CareConnect Access Request: Learning Hub link
- **PAGE 1C:** Learning Hub Course Registration
- **PAGE 1D:** Learning Hub Registration & Log-In
- **PAGE 1E:** Start Learning Course
- **PAGE 1F:** Review Learning Hub Course Content
- **PAGE 1G:** Learning Hub Course Completion

## 2. Complete the Healthcare Practitioner CareConnect Access Agreement (HPCAA)

- **PAGE 2A:** Open the HPCAA Module
- **PAGE 2B:** Complete HPCAA Requirement
- **PAGE 2C:** Verify Registration Steps and Receive Welcome Package

## 3. Privacy & Security Troubleshooting

- **PAGE 3A:** Certificate of Completion not Received
- **PAGE 3B:** Wrong Profile Linked to Course
- **PAGE 3C:** Add new profile to Learning Hub
- **PAGE 3D:** Learning Hub Registration & Log-In



# 1: Complete the Learning Hub Privacy & Security Course



CareConnect

## 2A. CareConnect Enrolment: High-Level Overview

The final step of the CareConnect registration process is to complete the Privacy & Security Course and additional requirements. All users must complete the [Learning Hub P&S course](#), but certain professions may be asked to complete additional requirements.



- If you are an Authorizer or On-Behalf-Of-User, please see [How to Manage CareConnect Access for On-Behalf-Of Users](#) for detailed instructions
- If you are a Group / Site Administrator who would like to manage or invite users to your worksite, please see [How to Invite & Manage Users as a Group / Site Administrator](#)

# 1B. CareConnect Access Request: Learning Hub link

- After submitting your access request, you will receive an email from the CareConnect team indicating that your request has been received and is in queue for processing.
- As a requirement for accessing CareConnect, you must complete the [eHealth Viewer \(CareConnect\) - Privacy and Security Training for Community Care Provider](#) course (~10-15 mins long) as indicated in the email.
- **NOTE:** The Privacy and Security course is mandatory prior to being granted CareConnect access, so we recommend completing this course as soon as possible to avoid delays.

## CareConnect Access Request

**Hello PHSAPOC Dalia EIGHTEEN,**

Your request for access to CareConnect has been received. The expected turn-around time for processing your request is 1-2 business days, after privacy and security training is completed.

The CareConnect Private Practice Privacy and Security course can be found at <https://learninghub.phsa.ca/Courses/24887/ehealth-viewer-careconnect-privacy-security-training-for-community-care-providers>

*This process may take longer if the submitted form is incomplete or requires additional information. Processing times may also vary depending on the volume of requests received.*

If you didn't make this request, please contact [CareConnect@phsa.ca](mailto:CareConnect@phsa.ca)

Thank you for your request, you will be notified by email when your access has been granted.

[The CareConnect Team](#)

# 1C. Learning Hub Course Registration

- You will be directed to Learning Hub, PHSA's eLearning platform.
- Click on **Register**.

The screenshot shows the LearningHub interface. At the top, there is a navigation bar with 'Home', 'LearningHub CCRS Integrated', 'Search', 'Help', 'Login', and 'Sign up'. A search bar contains the text 'eHealth Viewer (CareConnect) – Privacy & Security Training for Community Care Providers' and a 'Search Courses' button. Below the search bar, a yellow warning box states: 'This search is limited to only those courses that are available to the General Public and will not populate with the full course catalog. Please login or sign up for a LearningHub account to search the full course catalog.' On the left side, there is a sidebar with a 'Register' button highlighted by a red box, and links for 'Course Overview' and 'Contact Info'. The main content area displays the course title 'eHealth Viewer (CareConnect) – Privacy & Security Training for Community Care Providers' with icons for 'eLearning Course', '15 minutes', and 'Computer Application Training'. Below this, a description states: 'This course is designed for Community Care Providers and their medical office staff. Available material covers training on the following topics:' followed by a bullet point: 'Privacy and Security requirements for accessing CareConnect from a community clinic/worksite.' At the bottom left, the Provincial Health Services Authority logo is visible with the tagline 'Province-wide solutions. Better health.'

# 1D. Learning Hub Registration & Log-In

- **OPTION A:** If you already have an account, enter your username and password.
- **OPTION B:** If you do not have a Learning Hub account, click on **Sign up for an account**.
- Complete the form and click **Create account** to submit.

LearningHub

LearningHub

Login to LearningHub

✉ test@email.com [Forgot login email?](#)

🔒 ..... [Forgot password?](#)

**LOG IN**

[I'm having trouble logging into my account](#)

**Sign up for an account**

[Disclaimer](#) · [Privacy](#) · [Terms of Use](#) · © PHSA 2022

LearningHub

Create your LearningHub Account

If you have an existing account and require changes to your account type or login email, please [visit our helpsite](#) or [contact LearningHub support](#).

Creating multiple accounts will scatter and lose your learning history.  
Do not continue if you have any existing accounts.

Name \*

Email address \*   
Please use a health organization or school email address if possible

Confirm Email \*

Password \*  ✓

Verify password

**CREATE ACCOUNT**

[Already have an account?](#)

# 1E. Start Learning Hub Course

- Once you register, return to the course and click **Start Course**.

The screenshot shows a course page with a sidebar on the left and a main content area on the right. The sidebar contains a prominent orange 'Start Course' button, which is highlighted with a red rectangle. Below this button are links for 'Course Overview', 'My Grades', and 'Contact Info'. At the bottom of the sidebar is the logo for the Provincial Health Services Authority, featuring a map of Ontario and the text 'Provincial Health Services Authority Province-wide solutions. Better health.'

## eHealth Viewer (CareConnect) – Privacy & Security Training for Community Care Providers

eLearning Course   15 minutes   Computer Application Training

This course is designed for Community Care Providers and their medical office staff. Available material covers training on the following topics:

- Privacy and Security requirements for accessing CareConnect from a community clinic/worksite.

<b>Target Audience</b>	Community Care Providers and their medical office staff.
<b>Course Length</b>	15 minutes
<b>Course Code</b>	24887

# 1F. Review Learning Hub Course Content

- Click on the [Privacy & Security Training for Community Care Providers](#) link to open up the course
- Review the content

## Topic 1 - Privacy & Security Training

Required training for new end users prior to accessing CareConnect from a community clinic/worksite.

 [Privacy and Security Training for Community Care Providers](#)



The banner features a group of diverse healthcare professionals in the background. A dark blue horizontal bar across the middle contains the title "Privacy & Security Training for Community Care Providers" in white text. Below this bar is a grey horizontal bar. The bottom section of the banner is white and contains the "imits" logo in blue, followed by the text "Information Management / Information Technology Services" and the slogan "One person. One record. Better health." in blue. On the right side, it says "Provincial eHealth Services January 2021". At the bottom right, there are logos for "Proud to Serve:" including Provincial Health Services Authority, Vancouver Coastal Health, BRITISH COLUMBIA, and Providence Health Care.

# 1G. Learning Hub Course Completion

- Once you have reviewed the course content, return to the course and click the checkbox beside the PDF to acknowledge that you have reviewed the content.



## Topic 1 - Privacy & Security Training

Required training for new end users prior to accessing CareConnect from a community clinic/worksite.

 [Privacy and Security Training for Community Care Providers](#)



- **NOTE:** *If you do not check this box after reviewing the content, the CareConnect team will not receive a confirmation of completion. Once checked, Learning Hub will automatically send a notification to confirm that this requirement has **been completed**.* Additionally, after the course has been completed, please make sure to tick the box that shows up at the end of the course - checking this box (see screenshot below) prompts the system to send us a confirmation that the course has been completed



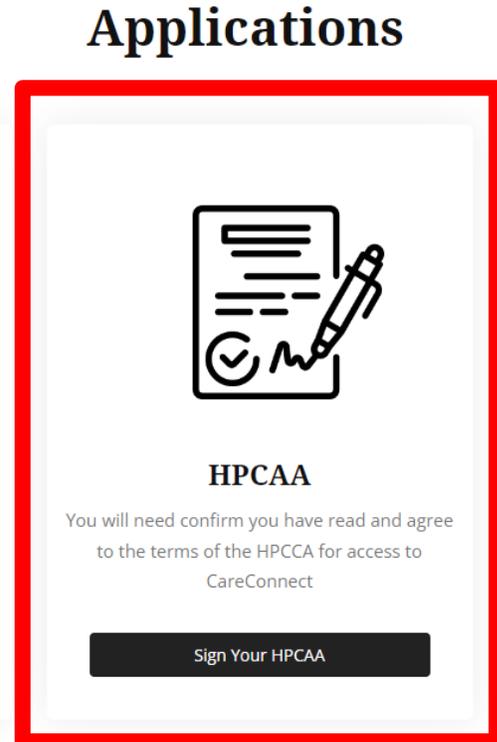
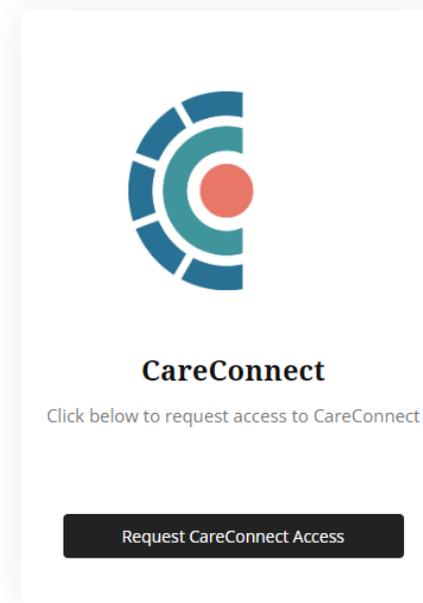
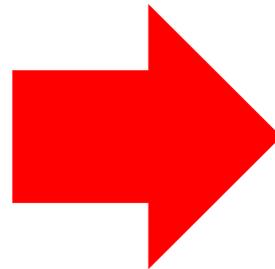
## 2: Complete the Healthcare Practitioner CareConnect Access Agreement (HPCAA)



## 2A. Open the HPCAA Module

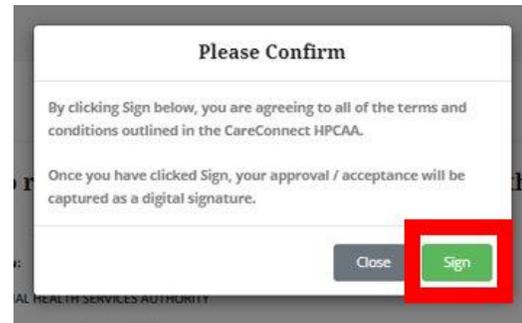
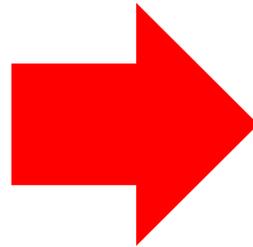
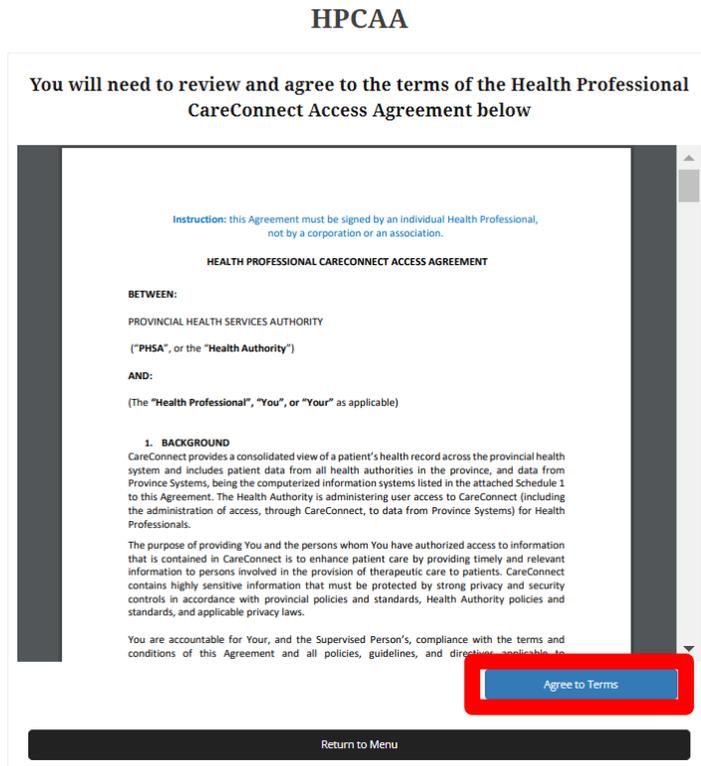
**NOTE:** All Independent and Authorizers are required to review and sign the HPCAA Form before they are granted access to CareConnect.

- From the CareConnect portal, click on the **Application Access** module to open up the **Applications** window.
- Click on the **Sign Your HPCAA** button to open the HPCAA document.



# 2B. Complete HPCAA Requirement

- Once you have reviewed the HPCAA Agreement, click on the [Agree to Terms](#) button.
- You will be prompted to confirm and digitally sign the agreement by clicking on the [Sign](#) button.
- Once you have signed the HPCAA Agreement, the CareConnect team will process your request and contact you via your provided email with next steps and/or instructions on how you can access CareConnect.



**NOTE:** After clicking on the 'Sign' button, you can print or save the document for your records.

# 2C. Verify Registration Steps and Receive Welcome Package

- Once all your privacy & security requirements have been completed, the CareConnect deployment team will be notified
- You will receive a welcome package email once your requirements have been verified and your access has been authorized.
- You may now access the CareConnect eHealth Viewer to support direct patient care

Hi,

## Welcome to CareConnect, the Provincial eHealth Viewer!

Please take a few minutes to review the important information below to help get you started.

### How to log in to CareConnect:

1. Go to <https://health.careconnect.ca>
  - TIP: create a shortcut on your desktop or bookmark this link in your browser for easy access!
  - Note: This is a **different link** than the one used to create and manage your account ([my.careconnect.ca](https://my.careconnect.ca))
2. Sign in with your BC Services Card
  - Use the mobile card option.

Log in with BC Services Card or Mobile Card





# 3: Privacy & Security Course Troubleshooting



# 3A. Certificate of Completion Not Received

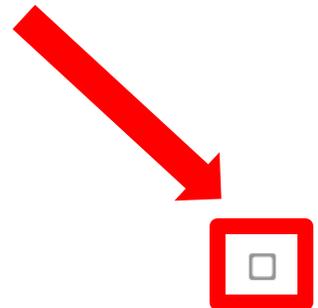
(1) I finished the online Learning Hub course, but I have not received a certificate of completion?

- Once you have completed the online course, it can take up to 15 mins to receive a completion certificate.
- As well, please make sure you completed the 'eHealth Viewer(CareConnect) – Privacy & Security Training for Community Care Providers' Course ID#24887
- Additionally, after the course has been completed, please make sure to tick the box that shows up at the end of the course - checking this box (see screenshot below) prompts the system to send us a confirmation that the course has been completed.

## Topic 1 - Privacy & Security Training

Required training for new end users prior to accessing CareConnect from a community clinic/worksite.

 Privacy and Security Training for Community Care Providers



## 3B. Wrong Profile Linked to P&S Course

(2) I registered for Learning Hub with my Health Authority account. It is not allowing me to complete the required Learning Hub course for Community Care Providers.

- The Learning Hub - “eHealth Viewer (CareConnect) – Privacy & Security Training for Community Care Providers” Course ID#24887” is available and mandatory for all community-based CareConnect users to complete.
- If you have registered for Learning Hub in the past with a Health Authority account, then you will need to “add a profile” on Learning Hub to be able to complete the course for Community Care providers.

## 3C. Add new profile to Learning Hub

(2) I registered for Learning Hub with my Health Authority account. It is not allowing me to complete the required Learning Hub course for Community Care Providers.

To add a new profile please follow these steps below:

1. Log back into Learning Hub
2. On the top right corner, click on the drop down menu and select **My Profile**
3. On the top right on the "profile" page, select **Add another health organization**



# 3C. Add new profile to Learning Hub cont.

4. Choose **General Public**
5. You can now use this profile to complete the course.
6. You should end up on the main page where you can select **Switch Profile** and choose the newly created profile from the drop down menu

What best describes your role in the organization?  
Choose an account type that best fits your position

<b>Health Organization Employee</b> All Employees working directly under a BC Health Authority, including nurses and Allied Health professionals	<b>Affiliate/Contractor</b> Employees under an organization in partnership/affiliated with a BC Health Authority. Includes contractors and those without a direct BC Health Authority Employee ID	<b>Medical Staff</b> Physician, dentist, midwife, and maxillofacial surgeon
<b>Student</b> Currently enrolled as a student in a health care related discipline	<b>Volunteer</b> Provide volunteer services in a health care setting	<b>General Public</b> Public users that do not work for any health organizations



LearningHub

Switch profile ▾ Help Log out





# 3D. CareConnect Enrolment: Next Steps



- If you have not already completed STEP 1, see the [How To Validate your Identity using the BC Services Card App Guide](#).
- If you have not already completed STEP 2, see the [How to Register a Worksite for CareConnect Access Guide](#)
- If you have not already completed STEP 3, see the [How to Register an Individual User for CareConnect Access Guide](#)
- If you have not already completed STEP 4, see the [How to Complete CareConnect Privacy & Security Requirements](#) guide for instructions.



Questions? Check out our [FAQ page](#)



CareConnect