



CareConnect

my.CareConnect Enrolment Portal User Guide

How to Invite & Manage Users as a Group / Worksite Administrator

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1: Key Definitions & Access Rules



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1A. Worksite Definition

- A Worksite is defined as the place of service in which the user will be supporting or directly delivering patient care.
- All CareConnect users must be associated with a clinical worksite
 - This includes private practice clinics, working remotely from a home office or delivering/coordinating mobile care from a community-based worksite.
- Practitioners who deliver care from multiple places of service must register to access CareConnect from each unique worksite
 - Users who have health-authority access **MUST ALSO** register to access CareConnect from a community-based worksite separately.
 - Your access may be audited based on the worksite that you access patient records from.

1B. Group / Site Administrator Definition

Group / Site Administrator

- This is the person who registers the worksite, typically the lead physician or MOA
- Multiple people can be a Group / Site Administrator; this role can be re-designated
- Responsible for worksite and/or user administration (assign/revoke access; invite users to join worksite via email; approve requests to join a worksite)
- Coordinates the completion of Worksite P&S declaration (P&S must be completed by an individual with signing authority)



1. Site Administrator begins enrolment by validating identity using BC Services Card



2. Logs into the my.CareConnect Enrolment Portal and registers the worksite



3. Site Administrator can invite team members to join worksite via my.CareConnect enrolment portal (email invitation can be sent via portal) or providing Site ID

1C. Functions available to the Group / Site Administrator

(click links for detailed instructions)

Function	CareConnect USER TYPES <i>with</i> my.CareConnect Group/Site Administrator Privilege
	Group/Site Administrator
How to Register a Worksite	X
How to Register an Individual User for CareConnect Access	X
How to Invite a User to Your Worksite	X
How to Activate / Deactivate Users	X
How to Add / Remove Group / Site Administrator	X
How to Authorize an On-Behalf-of-User	
How to Request Sponsorship as an On-Behalf-Of User	
How to Sign and Print the HPCAA	
How to Update Worksite Information	X
How to Update User Information	X
Not in my.CareConnect Enrolment Portal currently	
How to Complete Site-Level P&S Declaration (if signing authority)	X
How to Complete Learning Hub Privacy Security Course	X

1D. Worksite Types Eligible for CareConnect Access

CareConnect is currently available to the following community-based worksites:

- Community Based Private Practice
- First Nations Health Authority Facility
- Community Pharmacy
- Private Long Term Care Facilities

The PHSA CareConnect team is continuously working with the Ministry of Health to extend eligibility to more community-based worksites across the province.

If you don't see your worksite on the list above, please email private.careconnect@phsa.ca to see if your site qualifies for access.

NOTE: Other worksite location types may begin the registration process BUT will not be eligible for individual CareConnect user access until a Designation Order has been approved for their profession.

Please select the Worksite Location Type

Select Worksite Type

Select Worksite Type

- Community Based Private Practice
- Home Office
- First Nations Health Authority Facility
- Health Authority Clinic
- Community Pharmacy
- Long Term Care Facility (non-Health Authority)
- No Clinical Apps (Services Card Registration only)
- Other



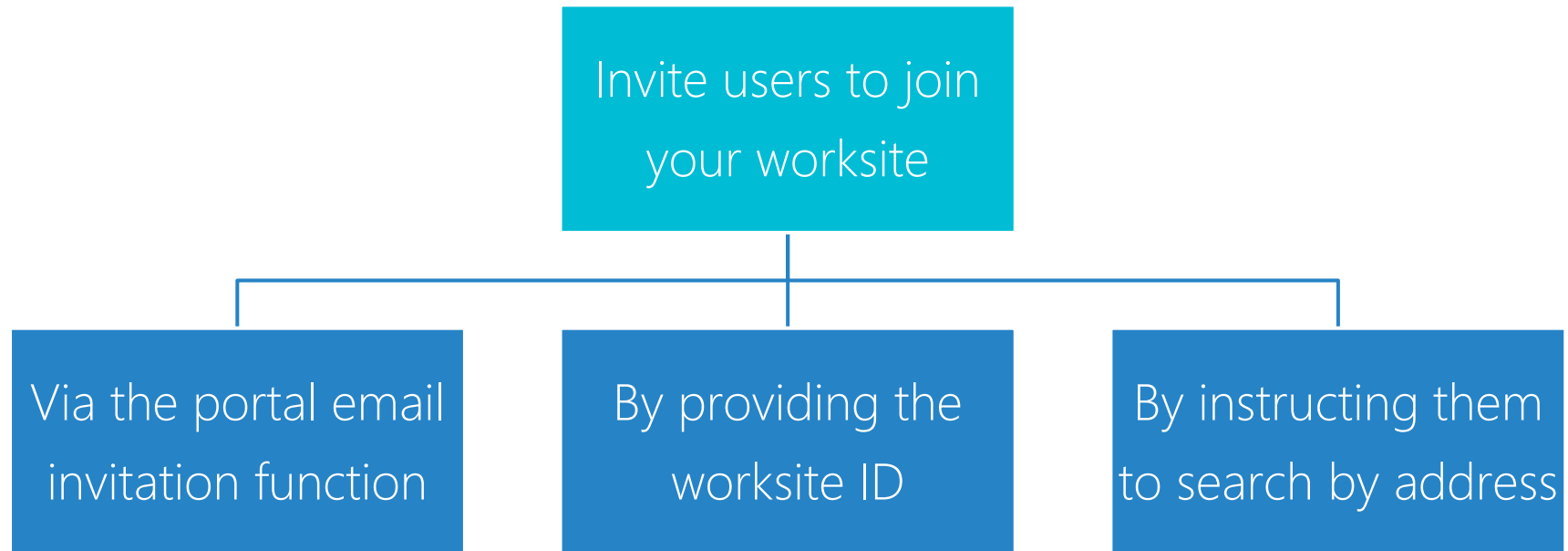
2: Invite Users to Join Your Worksite



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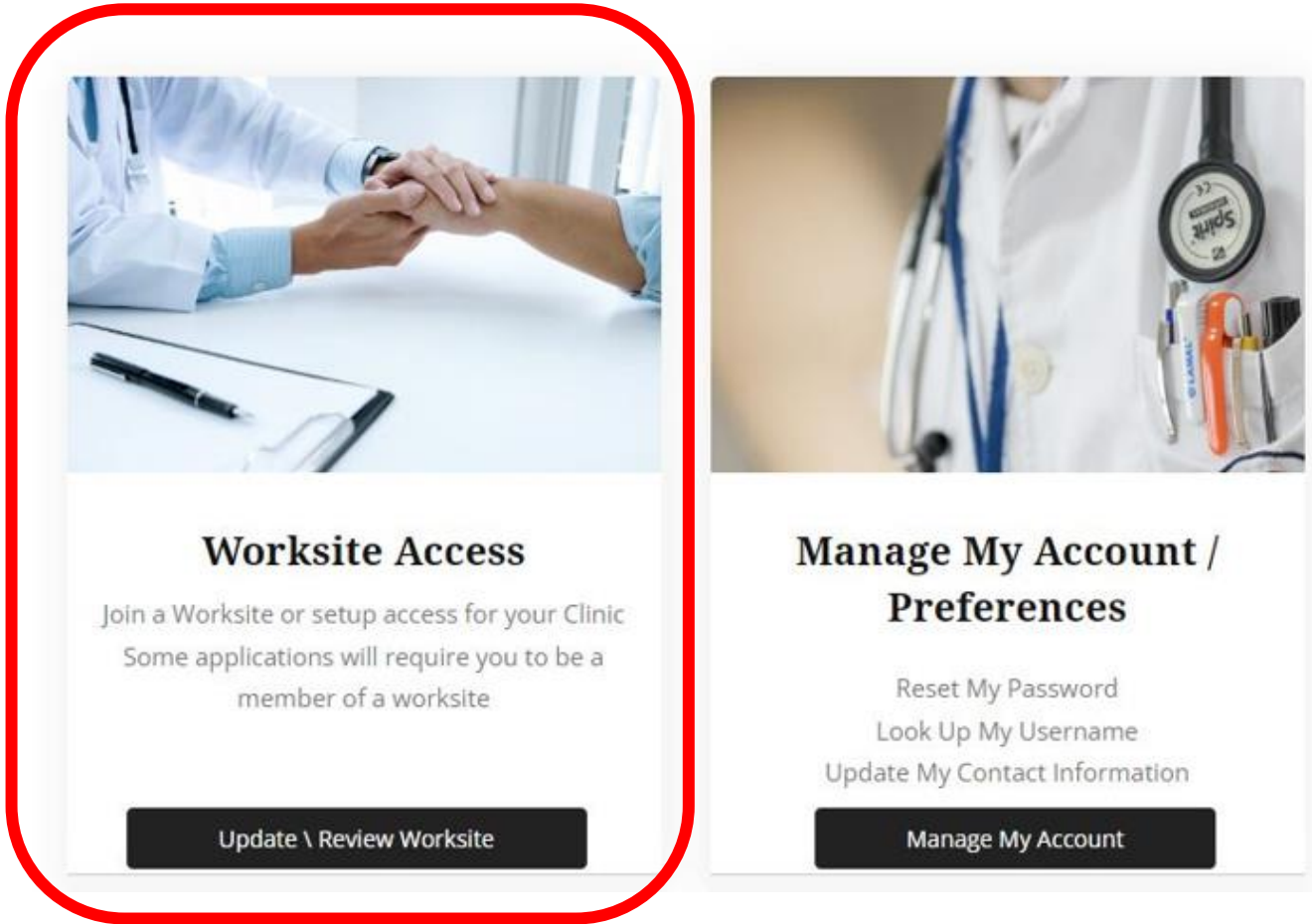
2A. Inviting users to join your worksite

There are several ways you can invite users to join your worksite



2B. OPTION A: Invite Users to Join via the Worksite Access Module

After logging in to the my.CareConnect Enrolment portal, select **Update / Review Worksite** under the 'Worksite Access' module to begin the registration process.



The screenshot displays two menu items side-by-side. The left item, 'Worksite Access', is highlighted with a red rounded rectangle. It features an image of two hands shaking over a desk, followed by the title 'Worksite Access', a sub-description 'Join a Worksite or setup access for your Clinic. Some applications will require you to be a member of a worksite', and a black button labeled 'Update \ Review Worksite'. The right item, 'Manage My Account / Preferences', features an image of a doctor's chest with a stethoscope and a button labeled 'Manage My Account'. Below the 'Worksite Access' button, there are faint icons of a person, a water drop, and a network diagram.

2B. OPTION A: Invite Users to Join via the Worksite Access Module cont.

- Click on the **Invite members** tab
- Enter the email of the team member that you would like to invite and press **Invite User**
- The email will show under **Invites Awaiting Response** when sent

NOTE: Please advise your team member to use the email address that the invite is sent to when registering their HxBC Account

The screenshot displays the Worksite Access Module interface. At the top, a blue header contains the text: "I CAN'T BELIEVE IT'S NOT BUTTER", "227 EIGHTH AVE, NEW WESTMINSTER BC V3L 1Y1, CANADA", "Worksite Phone: (604) 518-1795", and "Worksite Email: sehoward.16@gmail.com". Below this, the "Worksite Id: K6MR8QY" is shown. A navigation bar includes tabs for "Active Members", "Inactive Members", "Worksite Help", "Edit Worksite", "Invite Members" (highlighted with a red box), "Sponsorships", and "My Sponsors". Below the navigation bar, the "Add Member To Worksite" section is highlighted with a red box. It features an "Email Address" input field containing "stephanie.howard@phsa.ca", a confirmation message "Invite sent to: stephanie.howard@phsa.ca", and an "Invite User" button. Below this, the "Invites Awaiting Response" section is also highlighted with a red box, showing a table with the following data:

Email Address Used	Invited On	Number of eMails sent
stephanie.howard@phsa.ca	10/17/2022 9:07:38 PM	1

2B. OPTION A: Invite Users to Join via the Worksite Access Module cont.

The Group / Site Administrator will receive an email advising them that a request to join their worksite is pending.

*They simply have to **press the link** to accept the Invitation.*

Hello,

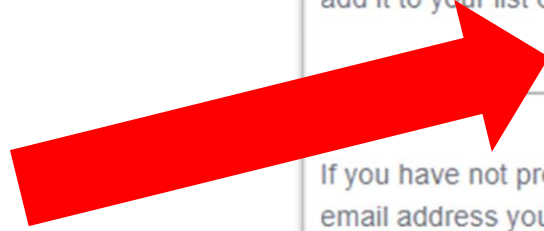
Dalia Physician has invited you to join the Barclay Clinic worksite on the My.CareConnect site. Accepting this invitation will allow you to access CareConnect while you are working in the worksite. If you choose not to become a member of the Barclay Clinic your CareConnect access will not be permitted from this location.

Please note, this letter is only to notify you of your invitation to join this worksite. It is not a notification of enrolment. If you are not enrolled in CareConnect please follow the steps on the [My.CareConnect](#) site to start the enrolment process. To accept this invitation and add it to your list of [My.CareConnect clinics click here](#)

If you have not previously registered for access on My.CareConnect, be sure to use the email address you were invited with:

test.@email.com

When selecting a worksite to join please use the following worksite Id: **DHE1Y4N**



2C. OPTION B: Provide User with the Worksite ID

- Alternatively, you can provide your team member with the **Worksite ID**. It is found in the email you received upon worksite creation or in the portal as per the screenshot below.

Email

DoNotReply@email.hx.bc.ca

to me ▾

Hello PHSAPOC Gregory NINETEEN,

You just registered your worksite for access to CareConnect.

Your new Worksite is: Bailey Pharmacy

Your Worksite Id is: 7XPVX1Y

If you didn't make this change, please contact CareConnect@phsa.ca

Portal Display

BARCLAY CLINIC
101-1234 BARCLAY ST, VANCOUVER BC V6E 1H4, CANADA
Worksite Phone: (778) 888-9999 Worksite: [REDACTED]
Worksite Id: DHE1Y4N

Worksite ID

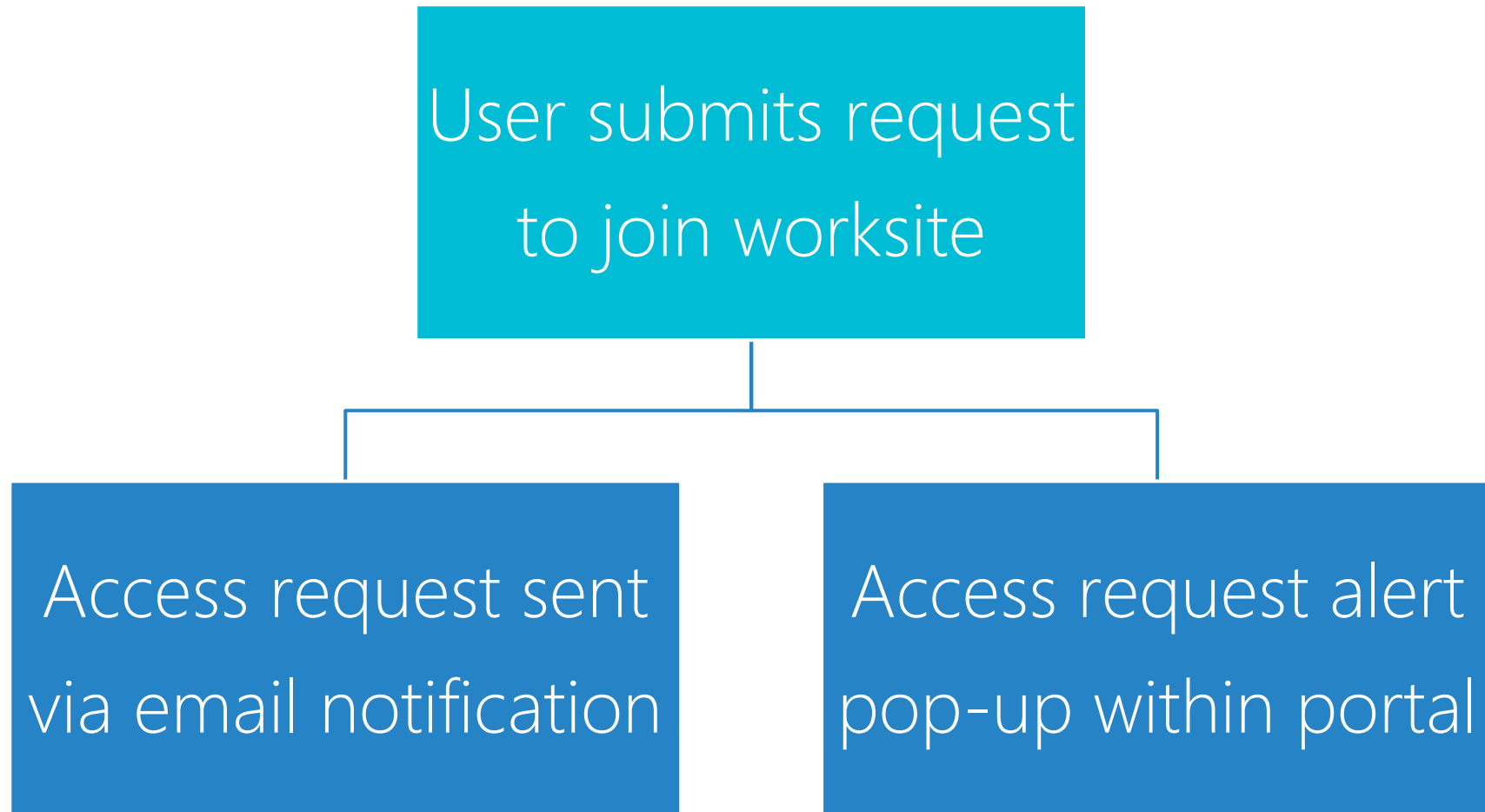


3: Approving users to join your worksite



3A. Approving Users to join your worksite

There are several ways you can invite users to join your worksite



3B. OPTION A: Approving Access by Email Link

- As the group / worksite administrator, you will receive an email notifying you that a request to join your worksite has been submitted.
- Simply click on the link to approve the request.

Access Request for Worksite: Kingsgate Mall Clinic

Hello Dalia Eighteen,

PHSAPOC Gregory NINETEEN, test_myCC@Phsa.ca would like to join Kingsgate Mall Clinic.

If you would like to approve their ability to access CareConnect from the Kingsgate Mall Clinic, please click on the link below, or login to [My.CareConnect](#) to approve their request.

[Click Here to approve PHSAPOC Gregory NINETEEN's request to join Kingsgate Mall Clinic](#)

If you need help with this request please contact CareConnect@phsa.ca

3C. OPTION B: Approve Access via In-Portal Notifications

- You will also receive an alert/notification when you log into the portal.
- Click on **Manage Requests** in the popup and select **Accept** or **Reject**.

Welcome Wade Bales

You Have Request(s) Requiring Your Attention

Please click below to review and action.

[Manage Requests](#)

Worksite Access

A worksite which you are a manager of has one or more people requesting access

[Update \ Review Worksite](#)

Application Access

Request and access applications. i.e. CareConnect, Forms

[View Application](#)

Manage My Account / Preferences

Reset My Password
Look Up My Username
Update My Contact Information

[Manage My Account](#)

STEPH'S WORKSITE

66-3039 156 ST, SURREY BC V3Z 6T5, CANADA

Worksite Phone: (444) 444-4444 X 123456 Worksite Email: stephanie.cownden@phsa.ca

Worksite Id: EL2E4CC

[Active Members](#) [Inactive Members](#) [Worksite Help](#) [Edit Worksite](#) [Invite Members](#) [Sponsorships](#) [My Sponsors](#)

WorkSite Apps

Users Requesting Access

PHSAPOC Elsy EIGHT

[Accept Request](#)

[Reject Request](#)



3: Promote a User to Group / Site Administrator



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4A. Manage Active Members under Worksite Access

- Under Worksite Access, click [Update / Review Worksite](#)
- Go to [Active Members](#)
- Go to [Manage Users](#)
- Click [Promote To Admin](#)
- Click [Confirm](#) to accept



Worksite Access

Join a Worksite or setup access for your Clinic
Some applications will require you to be a member of a worksite

[Update / Review Worksite](#)

WILLINGDON
1795 WILLINGDON AVE, BURNABY BC V5C 6E3, CANADA

Worksite Phone: (777) 777-7777 Worksite Email: stephanie.cownden@phsa.ca

Worksite Id: 4PA4ZQC

[Active Members](#) [Inactive Members](#) [Worksite Help](#) [Edit Worksite](#) [Invite Members](#) [Sponsorships](#) [My Sponsors](#)

WorkSite Apps

Authorizers

Gregory SIX
Nurse Practitioner

[Manage User](#)

[Promote To Admin](#) [Set Member Inactive](#)

Confirmation

Please confirm you would like to **PROMOTE Gregory SIX** to a **Group/Site Administrator**.

This will allow Gregory SIX to make changes to your worksite, grant / invite other people to this worksite and view additional details about this worksite.

[Close](#) [Confirm](#)

4A. Promote User to Group / Site Administrator

- Go to [Active Members](#)
- Go to [Manage Users](#)
- Click [Promote To Admin](#)
- Click [Confirm](#) to accept

The screenshot displays a web application interface with a navigation bar at the top containing the following items: **Active Members** (highlighted with a red box), Inactive Members, Worksite Help, Edit Worksite, Invite Members, Sponsorships, and My Sponsors. Below the navigation bar is a section labeled "WorkSite Apps" containing two main panels: "Authorizers" and "On-behalf-Of Users".

In the "Authorizers" panel, a user profile for Gregory SIX (NursePract) is shown. A "Manage User" button is highlighted with a red box. Below this, a "Promote To Admin" button (highlighted with a red box) and a "Set Member Inactive" button are visible. A large red arrow points from the "Promote To Admin" button to a "Confirmation" dialog box.

The "Confirmation" dialog box contains the following text: "Please confirm you would like to **PROMOTE** Gregory SIX to a **Group/Site Administrator**. This will allow Gregory SIX to make changes to your worksite, grant / invite other people to this worksite and view additional details about this worksite." At the bottom of the dialog, there are "Close" and "Confirm" buttons, with the "Confirm" button highlighted by a red box.

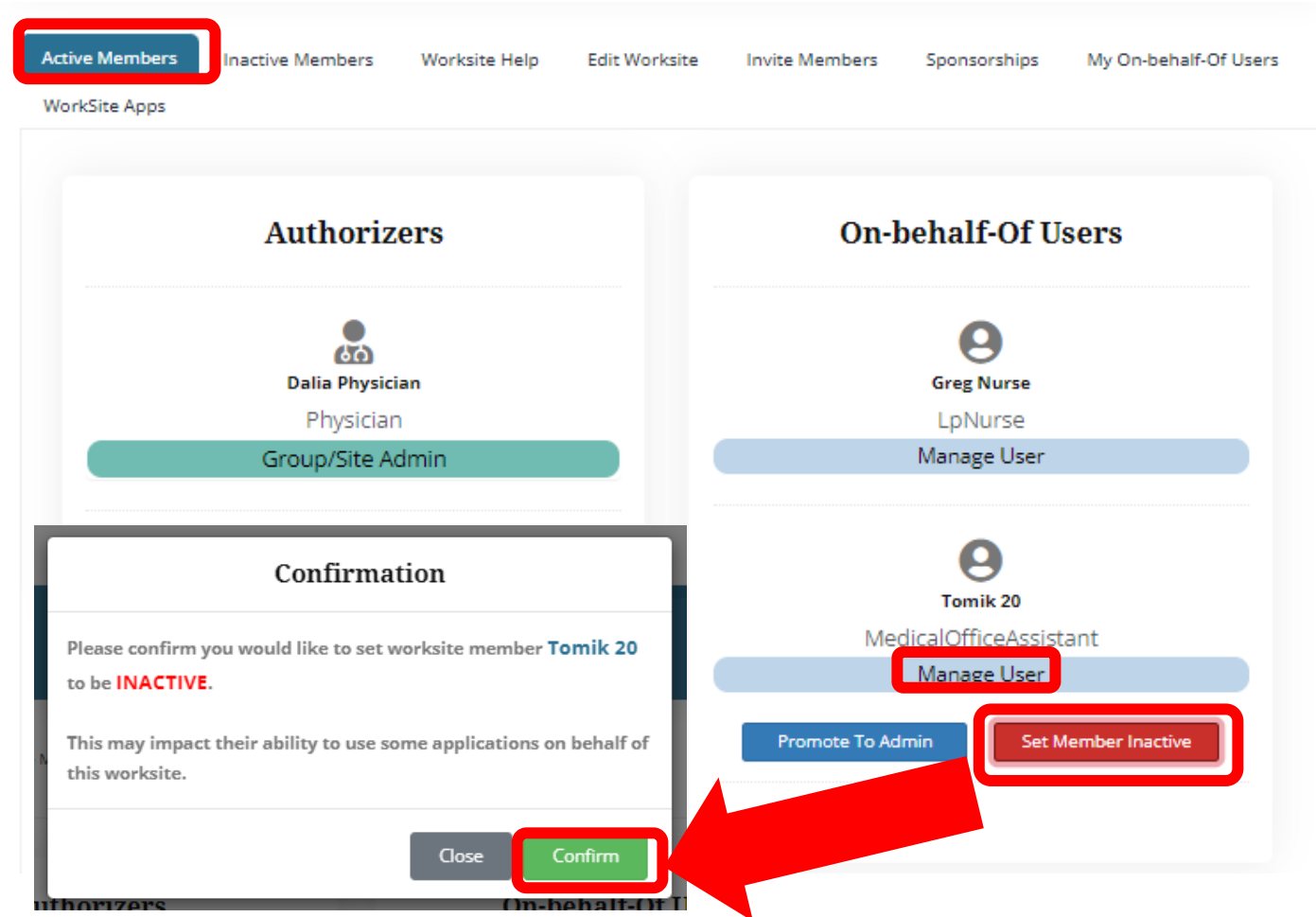
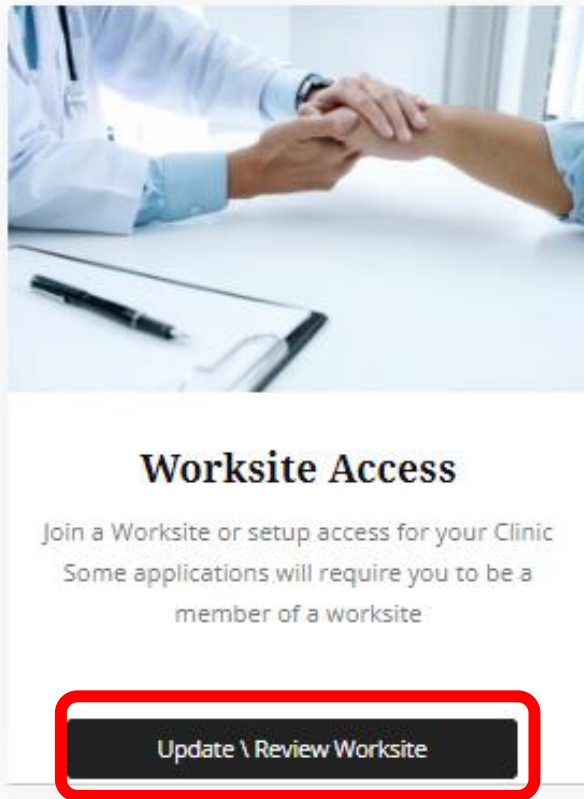


5: Set Worksite Member to Inactive



5A. Inactivate Member Under Worksite Access

- Under Worksite Access, click [Update / Review Worksite](#)
- Go to [Active Members](#)
- Go to [Manage Users](#)
- Click [Set Member Inactive](#)
- Click [Confirm](#) to accept





6: Update Worksite Information



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6A. Update Worksite Info Under Worksite Access

- Under Worksite Access, click [Update / Review Worksite](#)
- Go to [Edit Worksite](#)
- Update the modifiable fields: [Worksite name](#), [Worksite Phone Number](#), [Phone Extension](#), [Worksite Email Address](#)
- Click [Update Worksite](#) to accept
- If you would like to change the other details, email private.careconnect@phsa.ca for assistance.



Worksite Access

Join a Worksite or setup access for your Clinic
Some applications will require you to be a member of a worksite

[Update / Review Worksite](#)

Active Members Inactive Members Worksite Help [Edit Worksite](#) Invite Members Sponsorships My On-behalf-Of Users

WorkSite Apps

Worksite Information

Worksite Name
Barclay Clinic

Worksite Address
101-1234 Barclay St, VANCOUVER BC V6E 1H4, CANADA

Worksite Phone Number **Phone Extension**
(778) 888-9999 0000000

Worksite Email Address
matsumaa@pm.me

Selected EMR
MedAccess

Clinic Type
Physician Led, Community Based Private Practice

[Update Worksite](#)

6B. 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.

A decorative banner with a teal background featuring various medical icons such as a first aid kit, an eye, a stethoscope, a caduceus, a heart, a pill, and a microscope.

Questions? Check out our [FAQ page](#) or email private.careconnect@phsa.ca



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