



Connect Care External Monitors – Access Instructions *Tip Sheet*

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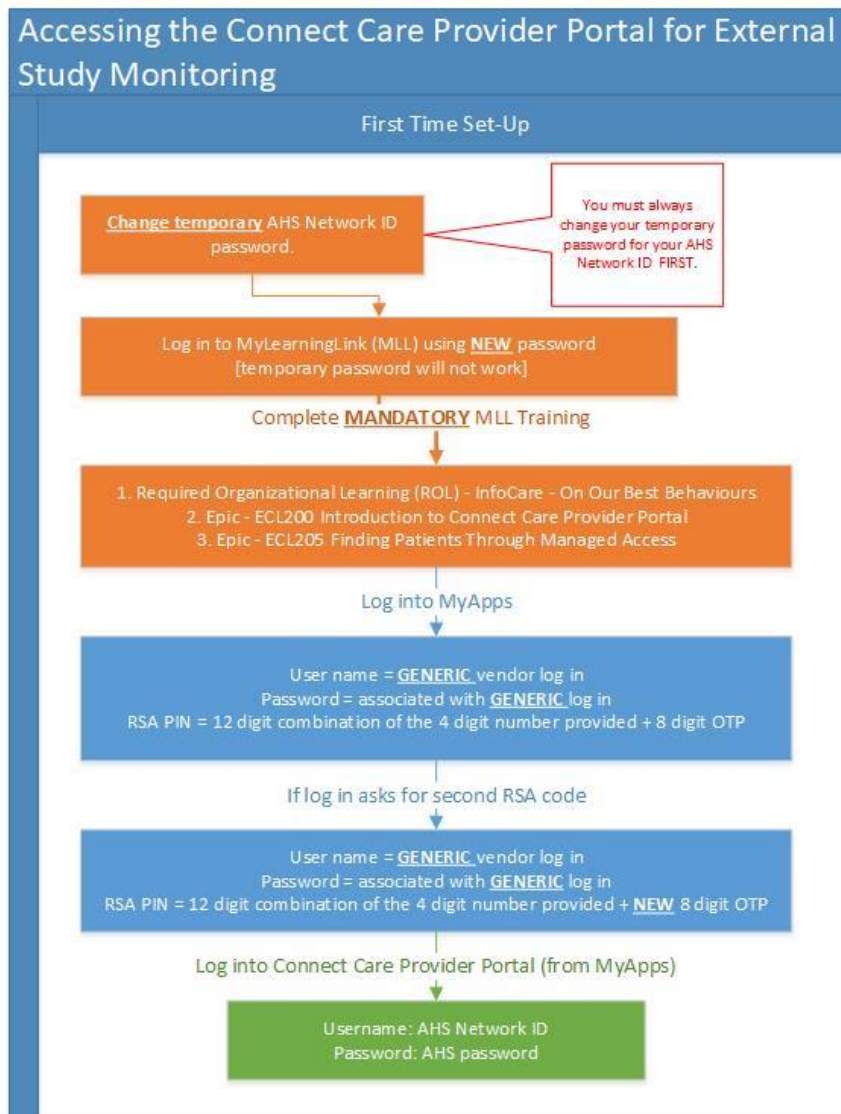
Overview of Process to Access the Connect Care Provider Portal

The following diagram shows the 3 components that must be completed in order to get access to the Provider Portal.

Details on each of these step will provided below.

1. Change your temporary AHS Network ID password (always the first step)
2. Complete your mandatory eLearnings (at least 48hs prior to accessing the portal - returning monitors will not have to redo training)
3. Log into the Connect Care Provider Portal from MyApps.

You have been **sent 2 separate emails**. One will have your AHS Network ID + temporary password and the other has a generic vendor login/password + RSA codes.



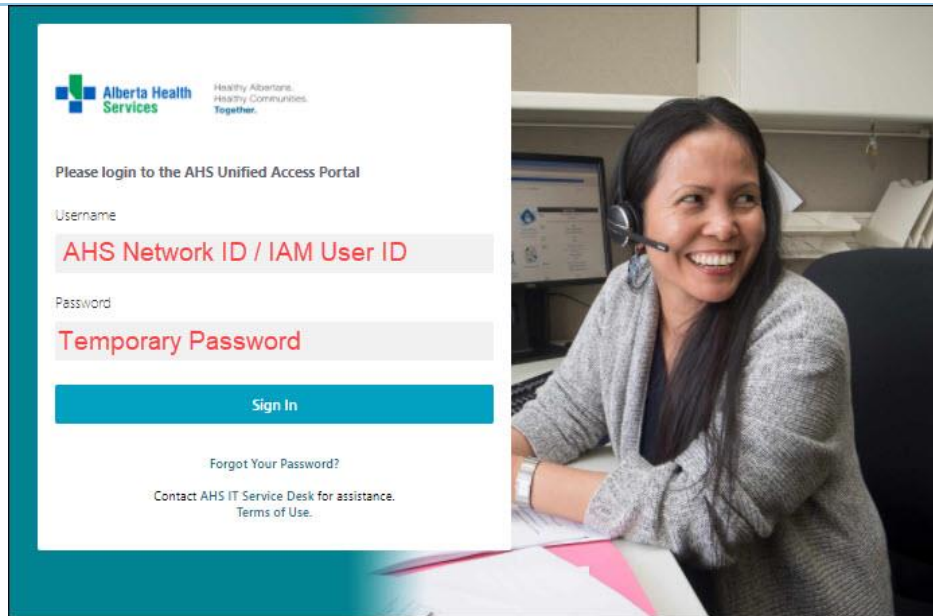
Step 1: Change AHS Network ID temporary password

Visit [AHS Insite](#).

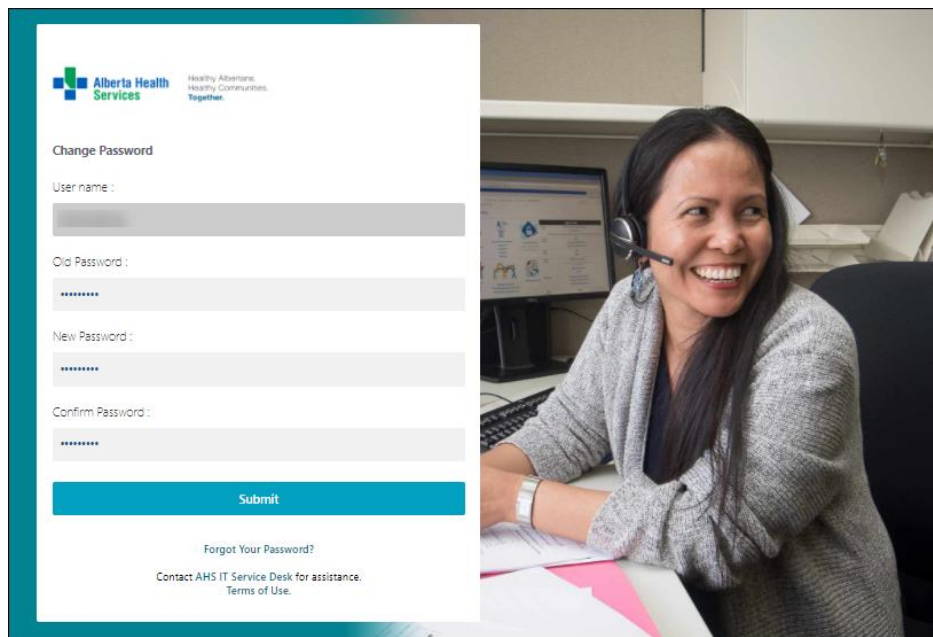
- You will be prompted to enter in your username and password → this was provided in a separate email
- *****This is your AHS Network ID and temporary password*****



Troubleshoot → sometimes an extra “space” can be copied over; try typing out the temporary password. If the temporary password for your AHS Network ID is still not working, contact the AHS IT help desk at 1-877-311-4300 for a password reset.



- You will be prompted to change your password

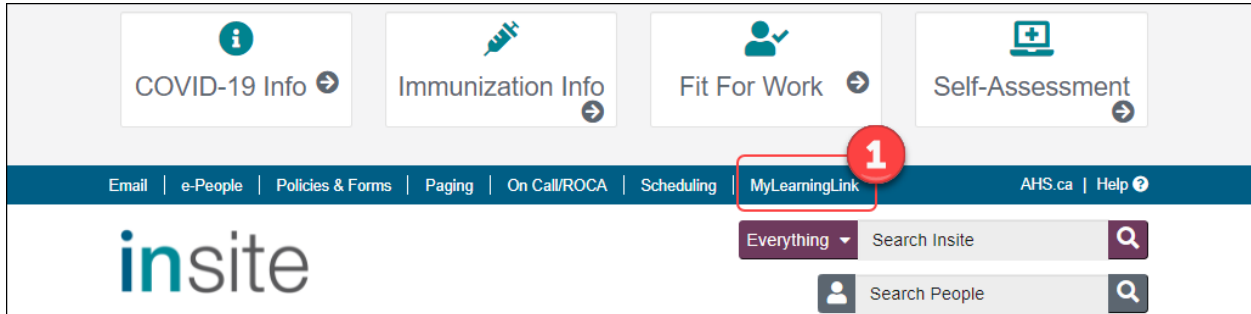


- This username/password combination will be used for MyLearningLink and the Connect Care Provider Portal

Step 2: Complete MyLearningLink courses

Accessing MyLearningLink

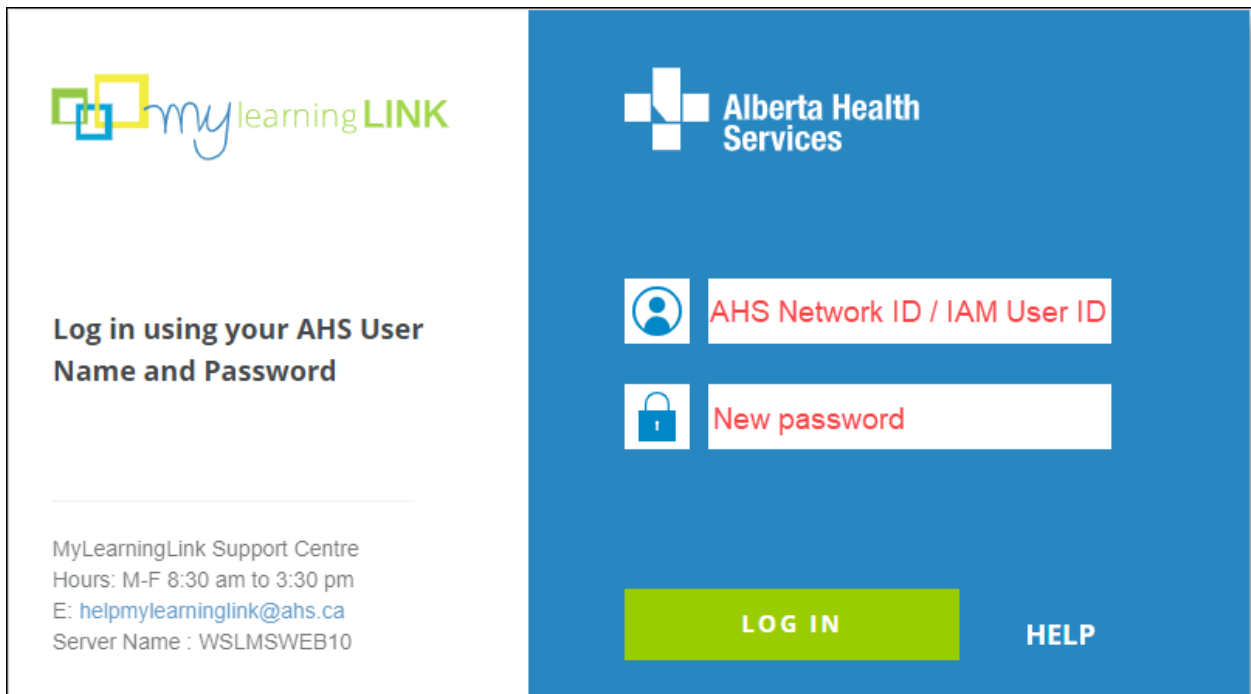
1. Go to [Insite](#) and click on the MyLearningLink quick access link on the top menu bar.



2. Click the **MyLearningLink Login** button.

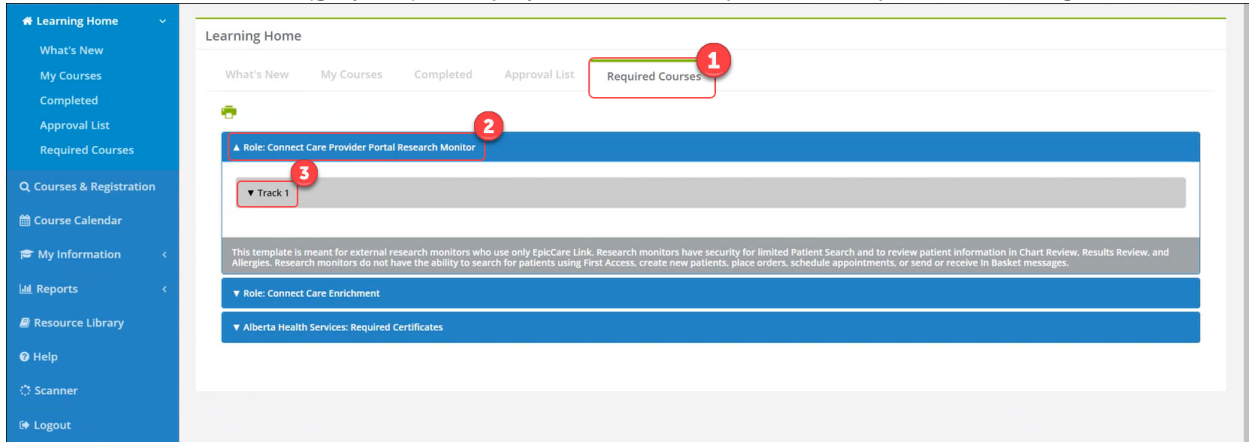


3. Enter your AHS Network ID and new password (the one that you just changed).



Registering for eLearning Courses

1. Under **Learning Home**, click **Required Courses**.
2. Under the **Required Courses** tab you will see your **Connect Care Provider Portal Research Monitor Role**.
 - Click on the title name (blue bar).
3. Click on **Track 1** (grey bar) to display the courses required to complete the training for that role.



4. Click the **Register** button to the right of the course name.
 - A pop-up window will open and display the course description and session details. Click the Register button to the right of the session details.
 - In the pop-up window that follows, click OK to finalize the registration.
5. Once registered, the action button will change from **Register** to **Start**.
6. Click the **Start** button. The eLearning course will open in another window
7. When you have completed the course, the date you completed the course will appear in the course completion column and a green checkmark will replace the action button to show successful completion.

The screenshot shows a table of eLearning courses. The table has four columns: 'Course Name', 'Status', 'Course Completion', and 'Action'. The 'Status' column has three rows: 'Not Registered', 'Registered', and 'Complete'. The 'Course Completion' column has three rows: '11/20/2020', '11/20/2020', and '11/20/2020'. The 'Action' column has three rows: 'Register', 'Start', and a green checkmark. The 'Register' and 'Start' buttons are highlighted with red boxes. The 'Status' and 'Course Completion' columns are also highlighted with red boxes.

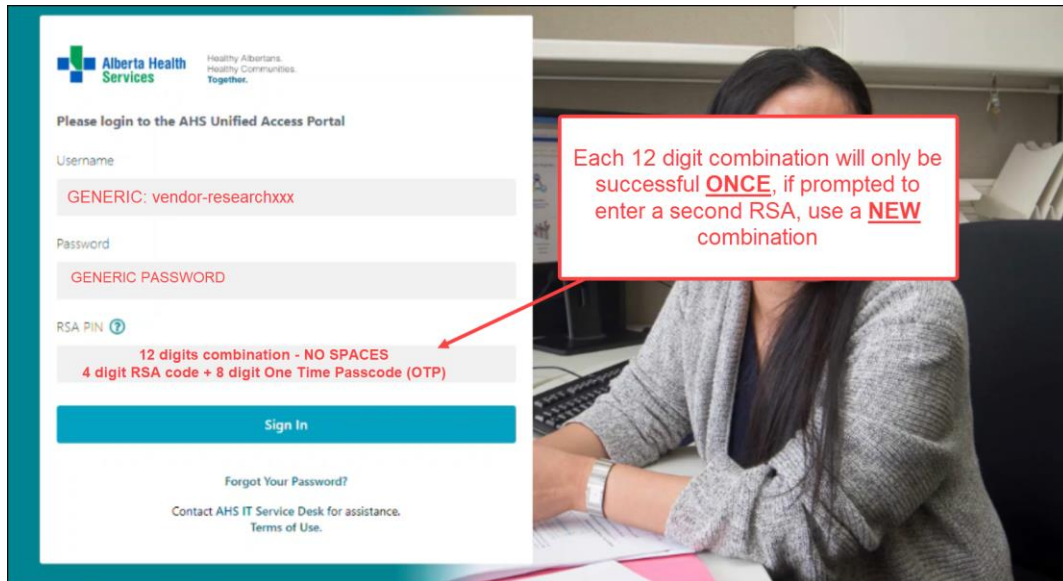
Course Name	Status	Course Completion	Action
Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Not Registered	11/20/2020	Register
Epic - ECL205 Finding Patients Through Managed Access	Registered	11/20/2020	Start
Epic - ECL200 Introduction to Connect Care Provider Portal	Complete	11/20/2020	✓



Troubleshoot → Use Microsoft Edge browser to complete the training otherwise the course completion may not register

Step 3: Log into the Connect Care Provider Portal using MyApps

1. Visit <https://myapps.albertahealthservices.ca/>
 - You will be prompted to enter a username/password/RSA pin.
 - **DO NOT COPY AND PASTE the RSA Pin codes; sometimes a space copies over**
 - *****Remember to disconnect from your company's VPN before trying to access AHS's*****



2. Successful login will open MyApps.
 - Occasionally, the system may ask for a new RSA pin; if this occurs, use a new combination → (same) 4 digits + (new) 8 digit OTP

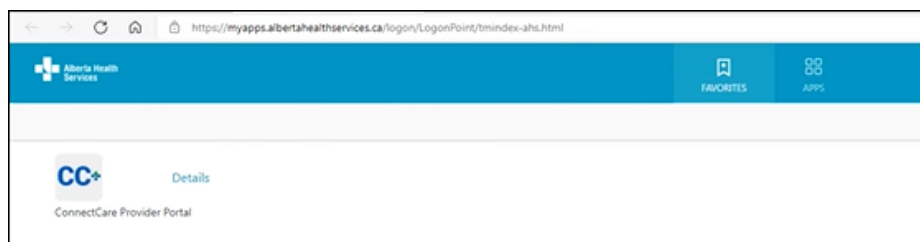
Troubleshoot

1. Sometimes an extra “space” can be copied over; type the RSA Pin combination rather than copying the code over.
2. Clear your browser’s cache (browsing history) → close browser → restart your computer



DO NOT contact IT help desk to reset your generic vendor-research login password. **DO NOT** request IT for OTP codes. If you cannot access the CC Provider Portal, contact the health system access staff member who provided the first set of codes, as well as your research coordinator and arrange an alternate method to complete your monitor visit (e.g. over the shoulder)

3. Click on the **Connect Care Provider Portal** icon.



4. Login to the Connect Care Provider Portal using your AHS network ID and new password.

