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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 steps will be 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.

Accessing the Connect Care Provider Portal for External Study Monitoring

First Time Set-Up

- Change temporary AHS Network ID password.
- Log in to MyLearningLink (M3L) using NEW password (temporary password will not work)
- Complete MANDATORY M3L Training

1. Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours
2. Epic - ECL200 Introduction to Connect Care Provider Portal
3. Epic - ECL205 Finding Patients Through Managed Access

Log into MyApps:

- User name: GENERIC vendor login
- Password: associated with GENERIC login
- RSA PIN = 12 digit combination of the 4 digit number provided + 8 digit OTP

If login asks for second RSA code:

- User name: GENERIC vendor login
- Password: associated with GENERIC login
- RSA PIN = 12 digit combination of the 4 digit number provided + NEW 8 digit OTP

Log into Connect Care Provider Portal (from MyApps)

Username: AHS Network ID
Password: AHS password
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).

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**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.

**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***

![Image of login page]

Each 12 digit combination will only be successful **ONCE**, if prompted to enter a second RSA, use a **NEW** combination.

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.