



CareConnect

my.CareConnect Enrolment Portal User Guide

How to Apply For CareConnect As An On-Behalf-Of User

Contents

1: Key Definitions & Access Rules

- 1A: Community-Based User Definition
- 1B: Authorizer & On-Behalf-Of-User Type Definitions
- 1C: Independent User Type Definition
- 1D: User Types & Professions Approved for CareConnect Access

2: Join An Existing Worksite

- 2A: Accept Invite to Join an Existing Worksite
- 2B: Login using the BC Services Card App
- 2C: Create Your HxBC Account
- 2D: Three Ways to Join an Existing Worksite
- 2E: OPTION 1: Join an Existing Worksite via Notification Centre
- 2F: OPTION 2: Join an Existing Worksite by Worksite ID
- 2G: OPTION 3: Join an Existing Worksite by address
- 2H: Complete Worksite Access Request Form
- 2I: Worksite Access Request Sent & Approved

3: Apply for CareConnect Access

- 3A: Open the Individual Application Access Module
- 3B: Request CareConnect Access
- 3C: Request Processed by the CareConnect Team

4: Manage your Account or Reset Your Password

- 4A: Open the Manage My Account / Preferences Module
- 4B: Lookup Your Username
- 4C: Reset Your Password
- 4D: Update My Information

CareConnect Enrolment: High-Level Overview

This guide covers **STEP 4** of the CareConnect registration process, which is **How to Apply for CareConnect Access as an On-Behalf-Of User** (e.g. MOA, or Nurse (e.g. LPN))



The steps involved may differ slightly depending on your profession/role. See the [Key Definitions & Access Rules](#) section to learn about the different roles and/or refer to the role-specific How To Guides below:

- If you are a Physician or Nurse Practitioner, see [How to Apply for CareConnect as an Authorizer](#)
- If you are a Pharmacist, RN or an unsupervised nurse (FNHA/LTC), [How to Apply CareConnect As An Independent User](#)

If your worksite has not already been created OR you have not been provided with a Worksite ID, see the [How to Register a Worksite as a Site Administrator](#) guide.

For instructions on joining an existing worksite, proceed to [Section 2](#).



1. Key Definitions & Access Rules



CareConnect

1A. Community-Based User Definition

- A Community-Based User is defined as an individual who accesses CareConnect to support or directly deliver patient care from a private practice or non-health authority setting
- As a reminder, all CareConnect users must be associated with a clinical worksite
 - This may involve registering a private practice clinic address, working remotely from a home office or delivering/coordinating mobile care from a community-based worksite
 - If you work at multiple places of service, you must register or join each unique worksite
 - Your access may be audited based on the worksite that you access patient records from
- Community-based user access may differ depending on your profession and role
 - Access to certain clinical data is governed through Ministry of Health Designation Orders
 - Certain professions may be restricted from accessing certain kinds of data (e.g. medications, labs etc.)
 - Support staff (e.g. MOAs) may require approval to access and view CareConnect on behalf a physician or nurse practitioner

1B. Authorizer & On-Behalf-Of User Type Definitions

Authorizer

- Authorizers have the ability to approve employees to work on-their-behalf
- Must complete the Privacy & Security Course and sign the Healthcare Practitioner CareConnect Access Agreement (Physician, Nurse Practitioners & Registered Nurses)

On Behalf-of-User

- User must be granted permission by an Authorizer prior to being granted access to CareConnect
- Sponsored On-Behalf-Of User can see the same information as the Authorizer
- Must complete the P&S Course, but does not need to sign the HPCAA



Physician (Dr. Jones) designates their MOA to work 'On-Behalf-Of'



MOA (Jane) can view CareConnect as if they were Dr. Jones

1C. Independent User Type Definitions

Independent

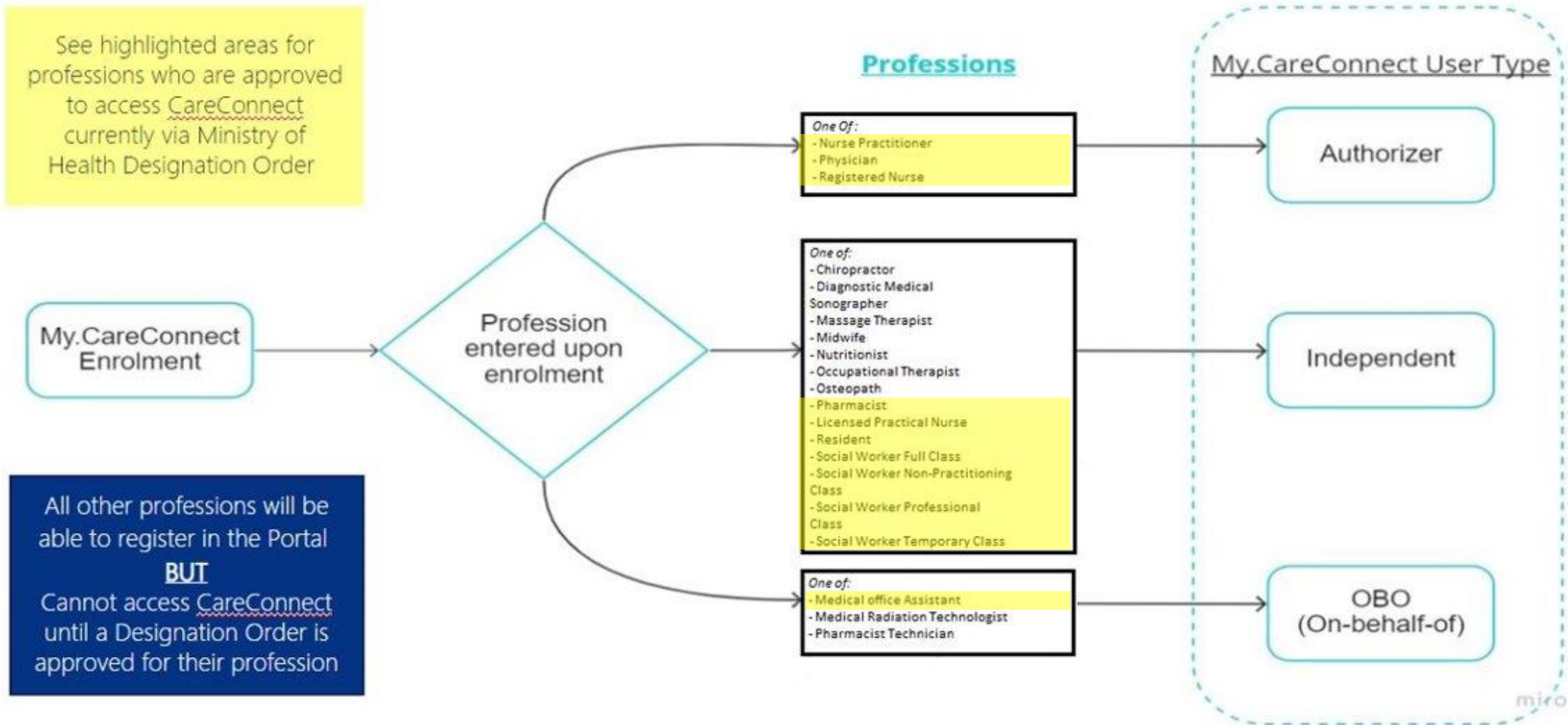
- Users that can request access to CareConnect without an Authorizer
- Independent users cannot approve access to CareConnect like Authorizers
- Still required to complete P&S Course & requirements (i.e. HPCAA if applicable)

EXAMPLES OF INDEPENDENT PROFESSIONS



- **Pharmacist**
- **Licensed Practical Nurse**
- **Social Worker (All Classes)**
- **Resident**
- **Registered Psychiatric Nurse**

1D. User Types & Professions Approved for CareConnect Access





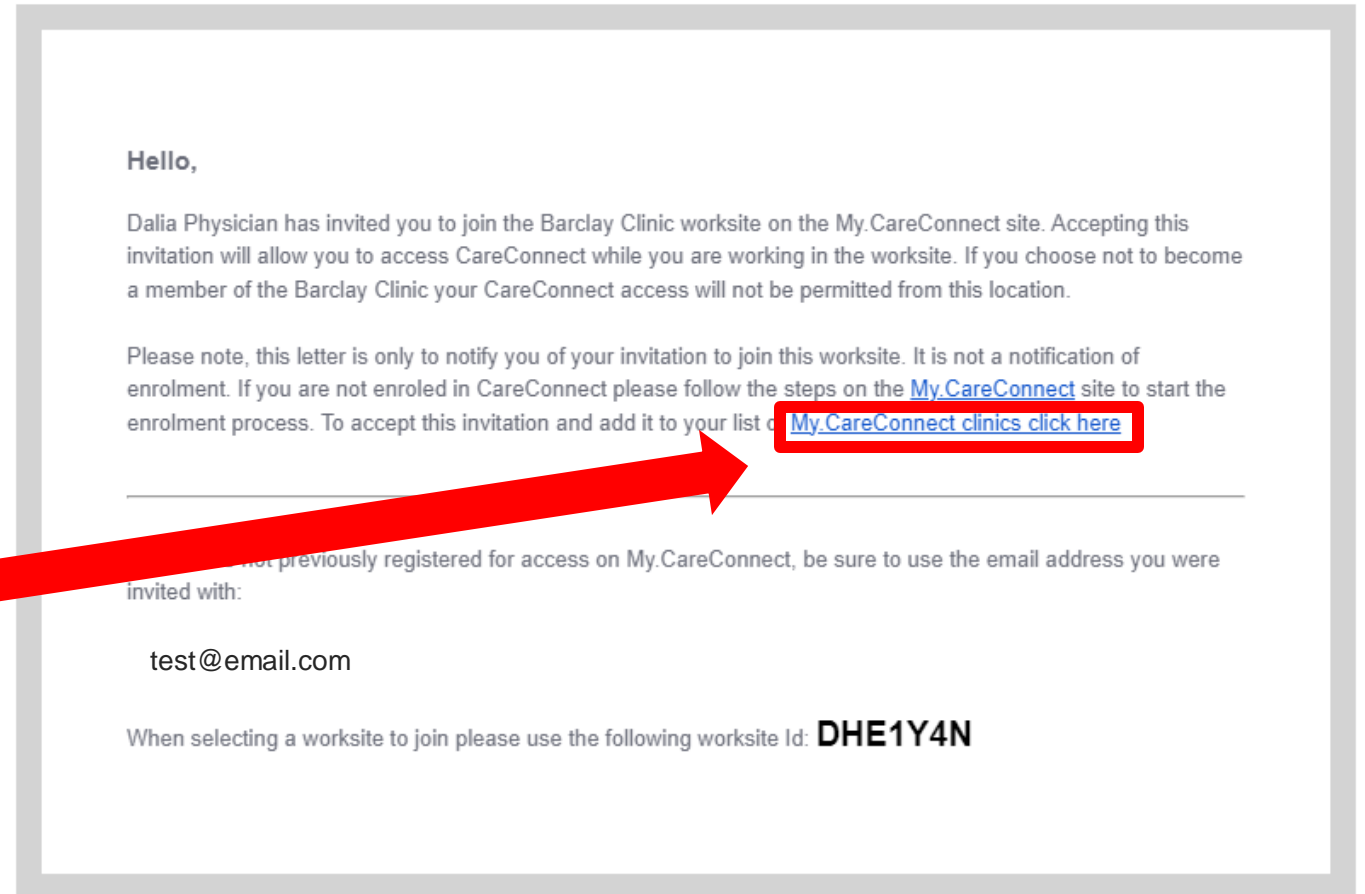
2: Join An Existing Worksite



CareConnect


2A. Accept Invite to Join an Existing Worksite

- In order to register as a user, you must join a worksite that has been created (See [How to Register a Worksite as a Site Administrator](#) for instructions on how to set one up if needed).
- If your Site Administrator has already registered your worksite, you will likely receive an email invitation or worksite ID. To accept, **click on the link**.
- If you did not receive an invite, you can still log-in and search for your worksite by going to my.careconnect.ca and click on Enrol or Manage Your Account.



2B. Login Using the BC Services Card App

Log in to: Health Provider ADFS

This service will receive your: given names, surname 

Set up the BC Services Card app

The app is your digital ID on your mobile device. It's government's trusted way to securely access services online.

Get set up

OR

Already set up?

Continue with:



BC Services Card app

- If you have already validated your identity, click **BC Services Card app** and proceed to the next step.
- **NOTE:** If this is the first time you are using the BC Services Card to authenticate, click on the **Get Set Up** button and refer to [How To Validate your Identity using the BC Services Card App Guide](#) for detailed instructions.

2C. Create Your HxBC Account

If this is your first time logging in to the my.CareConnect enrolment portal, please complete the fields outlined on the registration form (**NOTE:** If you have an HxBC account, proceed to **STEP 2D**):

1. **Name:** User can enter a Preferred First and Last Name.

NOTE: The greyed out First and Last Names are linked to the user's BC Services Card and cannot be changed by the user.

2. **Profession:** User selects their profession from the dropdown and enters their corresponding IDs based on their profession.

NOTE: If you choose Yes to being a medical resident, you may need an Authorizer to approve your access.

3. **Contact Information:** The user enters their email address and phone number(s).

NOTE: A unique email address is required and cannot be shared with another user. If you received an invite to join a worksite, please enter the same email here.

Account Registration

In order to access CareConnect, you will need to create an HxBC account, or register an existing Health Authority account. Please follow the steps below to setup your account.

Contact Information

We will use this contact information to notify you in the event of an issue with your account. You may update this information from the main page if it changes.

First Name
PHSAPOC Dalia

Middle Name

Last Name
EIGHTEEN

Preferred First Name

Preferred Last Name

Please Select your Profession
Physician

MSP Billing#
1234567

Are you currently medical resident?
 Yes No

CPS ID#
(e.g. A0000 or 00000)

Email Address

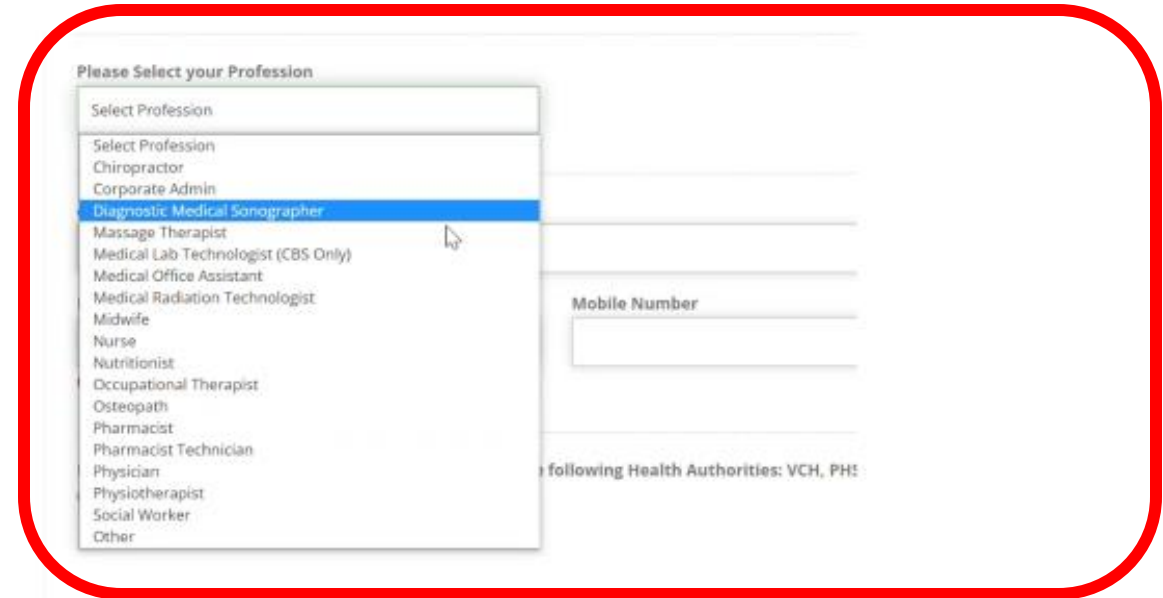
Phone Number

Mobile Number

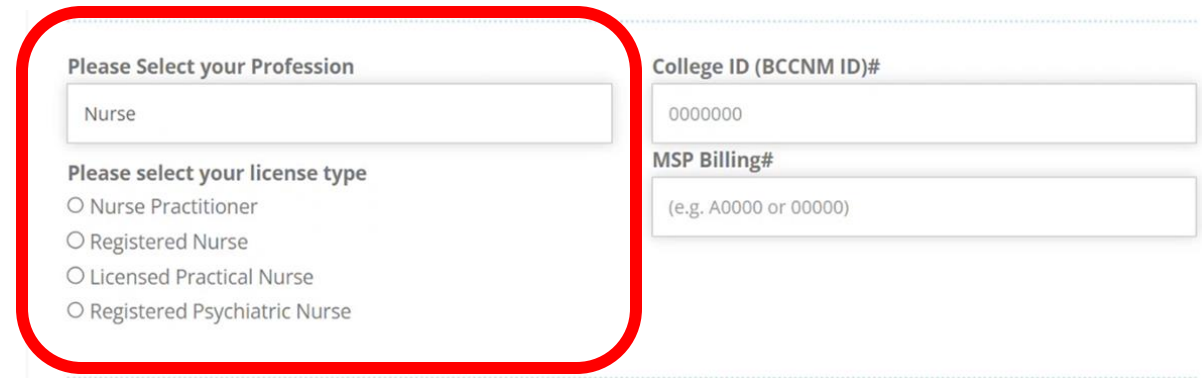
NOTE: This should be the best phone number to reach you at

2C. Create Your HxBC Account – cont'd

NOTE: If you are a Nurse Practitioner, Registered Nurse, or Licensed Practical Nurse please click the "Nurse," profession under "select your profession."



The screenshot shows a web form titled "Please Select your Profession". A dropdown menu is open, displaying a list of professions. "Diagnostic Medical Sonographer" is highlighted in blue. Other visible professions include: Select Profession, Chiropractor, Corporate Admin, Massage Therapist, Medical Lab Technologist (CBS Only), Medical Office Assistant, Medical Radiation Technologist, Midwife, Nurse, Nutritionist, Occupational Therapist, Osteopath, Pharmacist, Pharmacist Technician, Physician, Physiotherapist, Social Worker, and Other. To the right of the dropdown, there are input fields for "Mobile Number" and a note: "following Health Authorities: VCH, PHE".



The screenshot shows the "Please Select your Profession" form with "Nurse" selected in the dropdown. Below the dropdown, there are radio buttons for license types: "Nurse Practitioner", "Registered Nurse", "Licensed Practical Nurse", and "Registered Psychiatric Nurse". To the right of these fields, there are two more input fields: "College ID (BCCNM ID)#" with the value "0000000" and "MSP Billing#" with the value "(e.g. A0000 or 00000)".

2C. Create Your HxBC Account – cont'd

Do you currently have a Network Account with one of the following Health Authorities: VCH, PHSA or PHC?
 Yes No

Setup Account

Please provide an username and password you would like to use for this account. We recommend selecting a username based on your name. For Example: john.smith

Username

Password

Confirm Password

Health Authority Network Account: If you answer Yes to having a Health Authority account, you may be required to register for CareConnect access through a different process.

Set Up Account: In this section, enter a unique username and complex password.

Hello PHSAPOC Dalia EIGHTEEN,

You just Registered for a Self Service Portal Account.

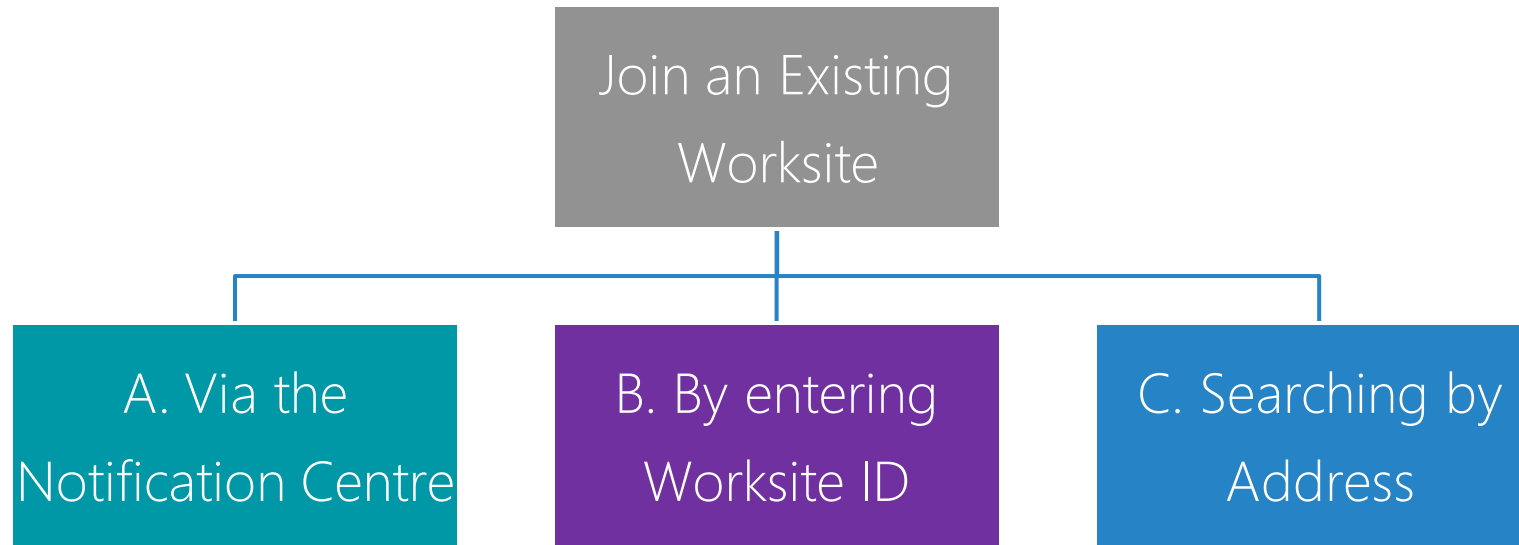
Your new Username is: HXBC \ dalia18

If you didn't request this registration, please contact CareConnect@phsa.ca

Once you click **Register**, you will receive an email confirming the creation of your account.

2D. Three Ways to Join an Existing Worksite

There are several ways you can join a worksite:



NOTE: If your worksite has not been created yet, refer to [How to Register a Worksite as a Group / Site Administrator](#).

2E. OPTION 1: Join an Existing Worksite via Notification Centre

After you submit your HxBC account registration form, return to the **Main Menu**.

- In the red banner, click **Manage Requests**.
- In the Notification Centre, click **Accept** to join a worksite.

You Have Request(s) Requiring Your Attention
Please click below to review and action.

Manage Requests

Notification Centre

The following is all requests in the system.

Requests Requiring your action

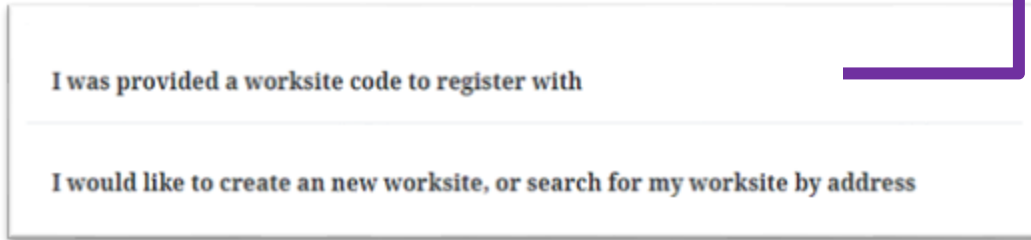
Submit Date ▲	Description		
12/14/2022	Test User has invited you to Worksite Victoria Clinic. Would you like to accept?	Accept	Reject

Showing 1 to 1 of 1 entries

Previous 1 Next

2F. OPTION 2: Join an existing worksite by Worksite ID

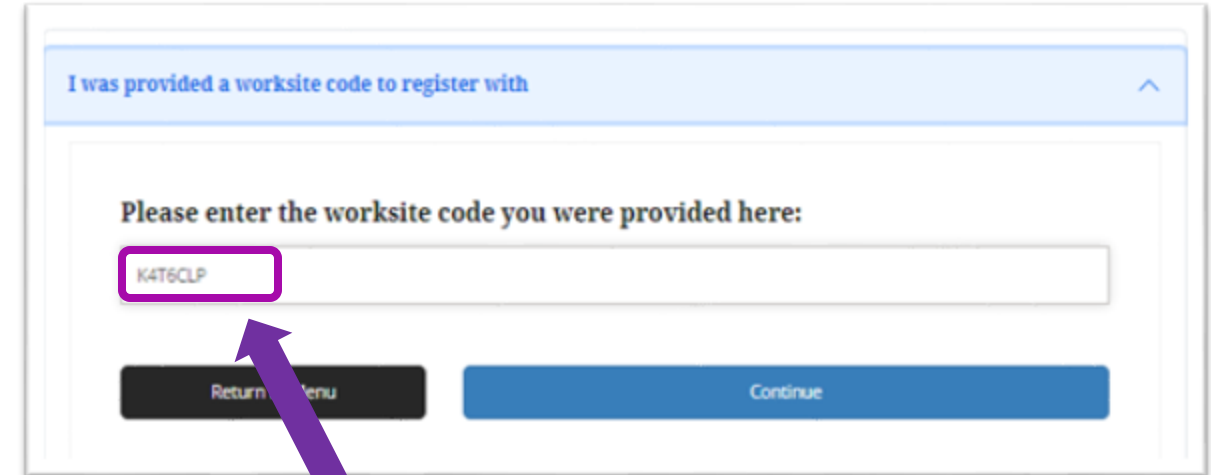
- Click on the I was provided a worksite code to register with option and enter the provided Worksite ID.



I was provided a worksite code to register with

I would like to create a new worksite, or search for my worksite by address

1. Join an existing worksite by Worksite ID



I was provided a worksite code to register with

Please enter the worksite code you were provided here:

K4T6CLP

Return to menu Continue

- If you had previously registered your own Worksite, you would have received an email, which contains the Worksite ID.
- Alternatively, you may have received an invitation to join a clinic by your Group / Site Administrator, which will also include the Worksite ID.



Hello PHSAPO Dalia EIGHTEEN,

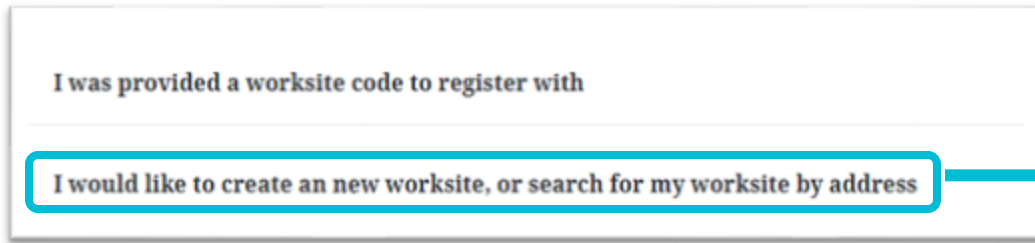
You just registered your worksite for access to CareConnect.

Your new Worksite is: Kingsgate Mall Clinic
Your Worksite Id is K4T6CLP

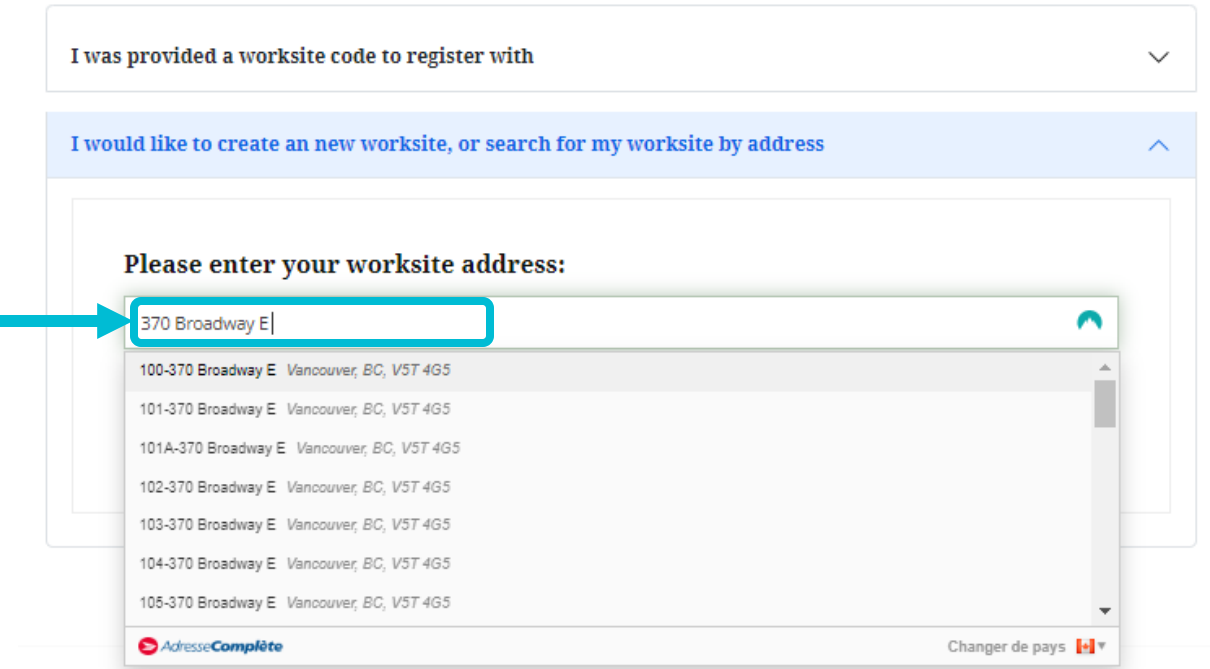
If you didn't make this change, please contact CareConnect@phsa.ca

2G. OPTION 3: Join an Existing Worksite by Address

- If you do not know your worksite ID, click on the I would like to create a new worksite, or search for my worksite by address option



- As you type your address in the search bar, Canada Post validated addresses will appear.
- Select the specific address and unit for your worksite and press **Continue**.

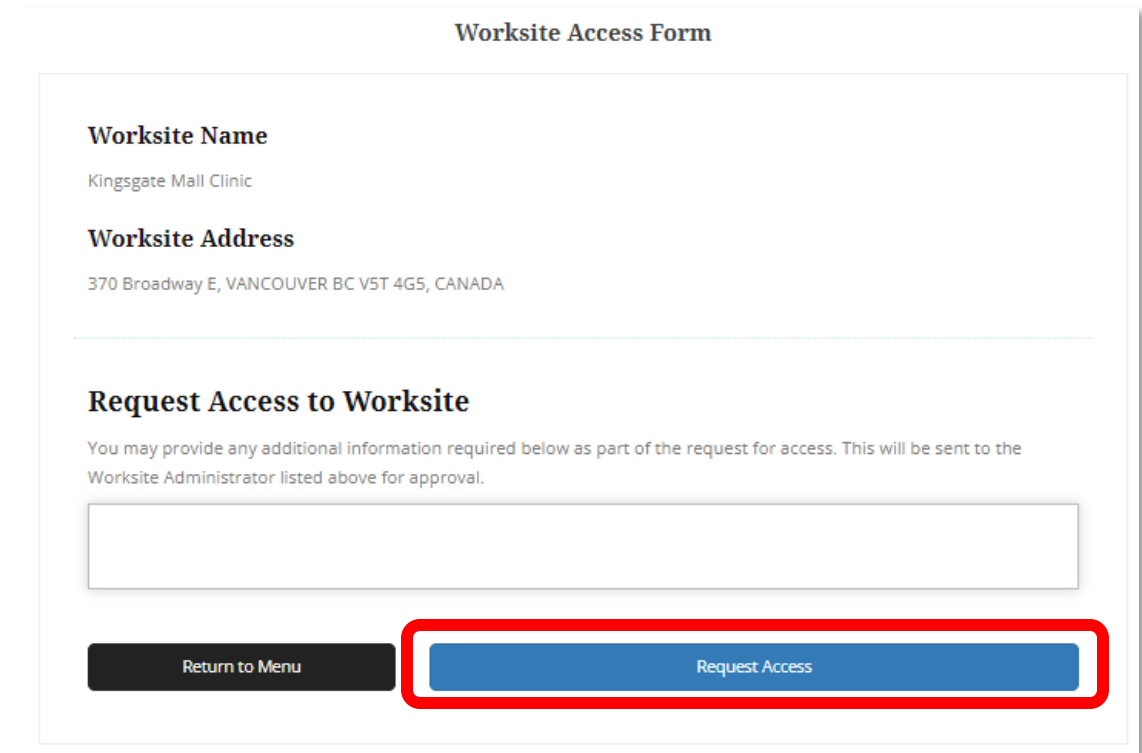


A screenshot of the address search interface. At the top, there is a dropdown menu with "I was provided a worksite code to register with" selected. Below it, the option "I would like to create a new worksite, or search for my worksite by address" is selected and highlighted in blue. The main section is titled "Please enter your worksite address:". Below this title is a search bar containing the text "370 Broadway E". A dropdown list of suggestions is visible below the search bar, listing addresses such as "100-370 Broadway E Vancouver, BC, V5T 4G5" through "105-370 Broadway E Vancouver, BC, V5T 4G5". At the bottom of the interface, there is a logo for "Adresse Complète" and a link "Changer de pays" with a Canadian flag icon.

NOTE: If your worksite does not appear after this search and you do not have a worksite ID code, refer to the instructions for [How to Register a Worksite as a Group / Site Administrator](#) or email private.careconnect@phsa.ca for assistance.

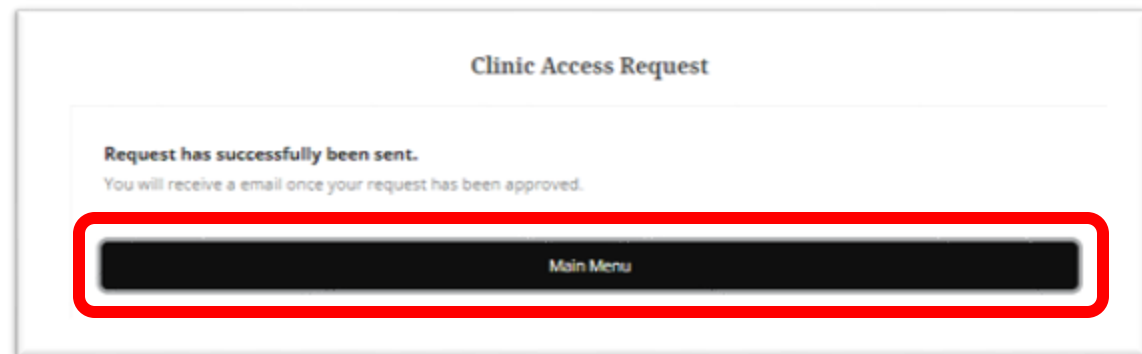
2H. Complete Worksite Access Request Form

- If there is a match with an existing Worksite, you will see the "Worksite Access Form" which identifies the worksite by its name and address.
- Comments entered in the **Request Access to Worksite** field will be sent to the clinic's Site Administrator.
- After you click the **Request Access** button, your request will be sent to the Site Administrator.
- You will receive a confirmation message stating that your request has successfully been sent.



The screenshot shows a web form titled "Worksite Access Form". It contains the following fields and buttons:

- Worksite Name:** Kingsgate Mall Clinic
- Worksite Address:** 370 Broadway E, VANCOUVER BC V5T 4G5, CANADA
- Request Access to Worksite:** A text input field for providing additional information. Below the field is a note: "You may provide any additional information required below as part of the request for access. This will be sent to the Worksite Administrator listed above for approval."
- Buttons:** "Return to Menu" (black) and "Request Access" (blue, highlighted with a red border).



The screenshot shows a confirmation message titled "Clinic Access Request". It contains the following text and button:

- Request has successfully been sent.**
- You will receive a email once your request has been approved.**
- Buttons:** "Main Menu" (black, highlighted with a red border).

21. Worksite Access Request Sent & Approved

- The Group / Site Administrator will receive your access request, along with the details that you provided on the Worksite Access Request form.
- You will be notified via your provided email address once you have been approved for access.

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

CareConnect Enrolment: Next Steps

The next step is to [complete your Privacy & Security Requirements.](#)

STEP 1
Validate your identity and log-in using the BC Services Card app

STEP 2
Register or Join a Worksite

STEP 3
Complete the Privacy and Security Requirements

STEP 4
Apply for CareConnect Access

Prior to requesting access to CareConnect, you will be required to completed:

- Privacy and Security Training for Community Care Providers - this is mandatory for all users.
- HPCAA (Health Practitioner CareConnect Access Agreement) - At this time only Physicians, Nurse Practitioners, RN's, LPN's, RPN's, Social Workers and Pharmacists are required to complete this agreement.

A horizontal banner with a dark teal background. It features several white and light blue medical icons: a first aid kit, a caduceus, an eye, a stethoscope, a heart, a pill, and a microscope. The icons are arranged in a slightly overlapping, artistic manner.

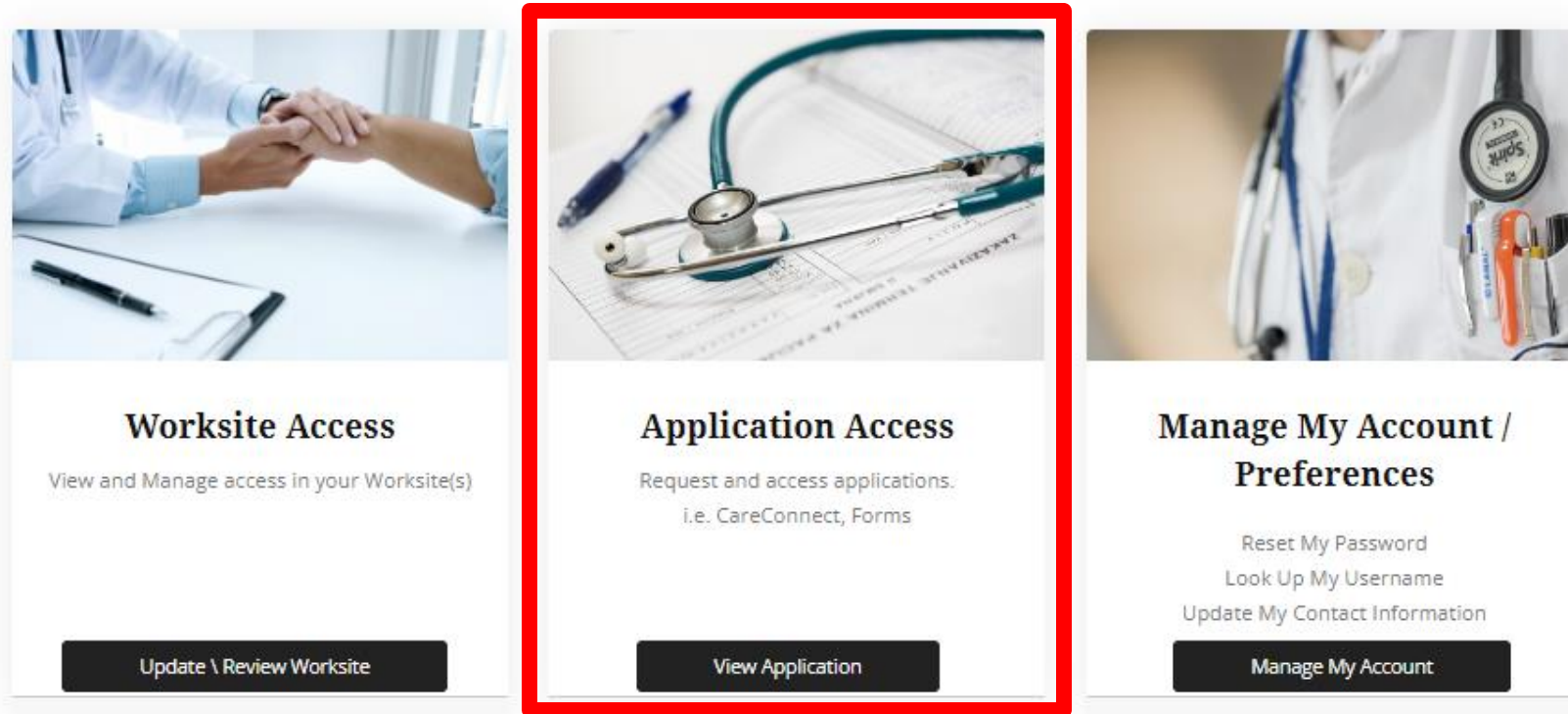
3: Apply for CareConnect Access



CareConnect

3A. Open the Individual Application Access Module

In the CareConnect portal, users with a verified worksite will see the new **Application Access** module. Under this module, click the **View Application** button.

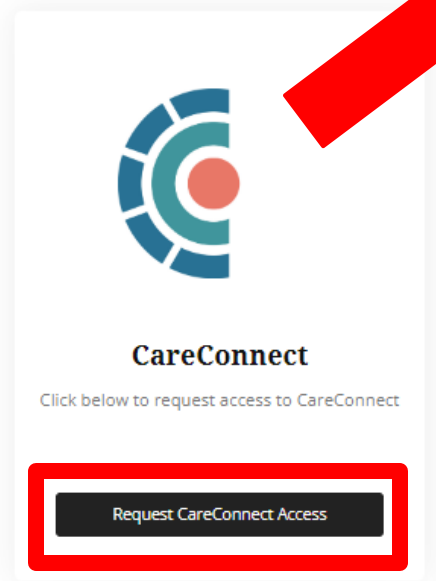


The screenshot displays three distinct modules in a row. The first module, 'Worksite Access', features a photo of two people shaking hands and a button labeled 'Update \ Review Worksite'. The second module, 'Application Access', is highlighted with a red border, showing a photo of a stethoscope on a clipboard and a button labeled 'View Application'. The third module, 'Manage My Account / Preferences', includes a photo of a doctor's coat and a button labeled 'Manage My Account'.

Module Name	Description	Action Button
Worksite Access	View and Manage access in your Worksite(s)	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

3B. Request CareConnect Access

- Click on **Request CareConnect Access** to open the **CareConnect Enrolment Form**. It will be pre-populated with your worksite and account information.
- Select your **Authorizer** from the list
- Fill out the form and ensure that you answer the highlighted questions.
- Once you click on the **Submit** button, you should receive a notification indicating that "Your CareConnect request has been submitted and is pending approval."



CareConnect Enrolment Form

Registered Clinic(s)
Barclay Clinic Add Clinic

You are currently not Sponsored, Please select a Sponsor
Dalia Physician

Last Name: Nurse
First Name: Greg
Job: LpNurse
College ID:

The information provided on this form is correct
 I require CareConnect access to support my job duties, and will only access CareConnect in support of direct clinical care. I understand and acknowledge that this request does not include access for purposes of secondary use such as research, quality improvement or quality assurance purposes.
 In line with the Ministry of Health policy, a review of every user's access is required annually. As part of this annual review, please expect to be contacted to review and confirm if access is still required

I require access to CareConnect to adequately perform my job duties
Select

I require access to CareConnect to provide / support direct patient care
Select

Return to Menu Submit

3C. Request Processed by the CareConnect Team

- 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.
- Please expect to be contacted for any outstanding information that is required as part of the enrolment steps.
- If you require any additional assistance, please contact private.careconnect@phsa.ca.



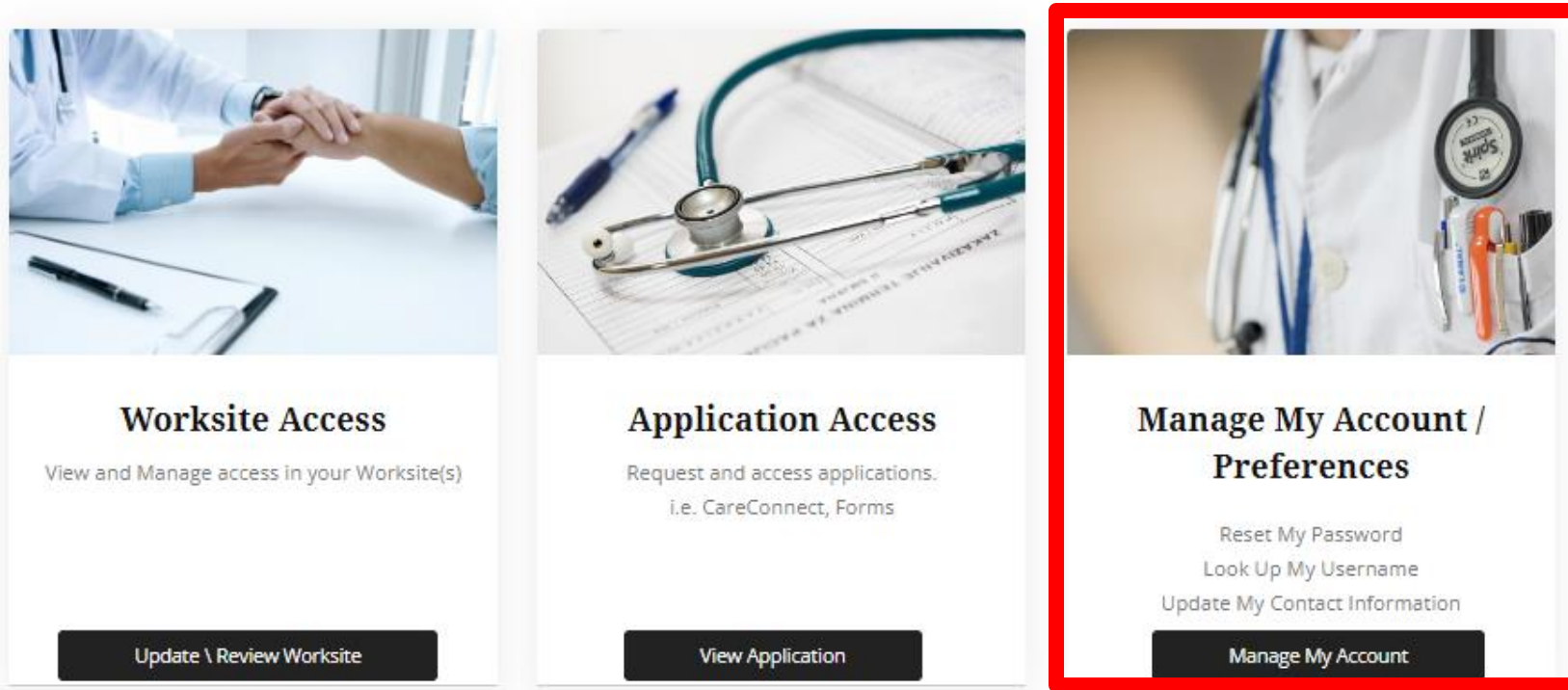
4: Manage your Account or Reset Your Password



CareConnect

4A. Open the Manage My Account / Preferences Module

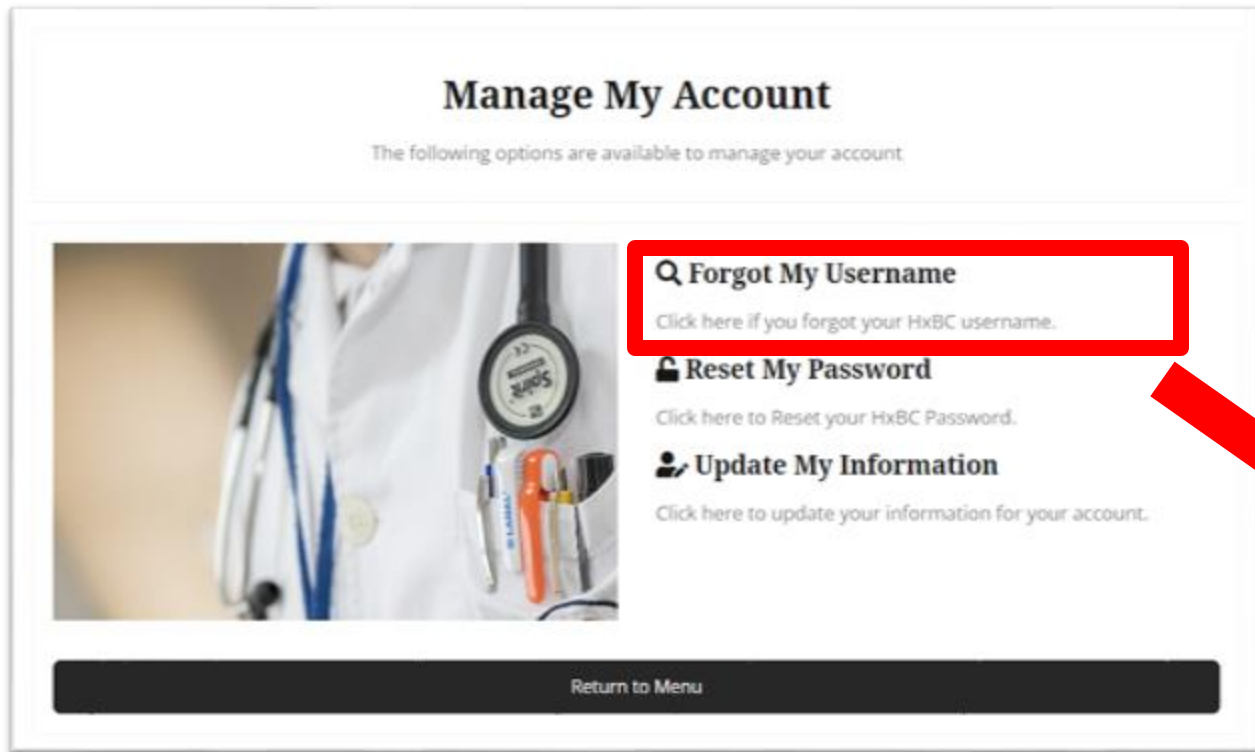
In the CareConnect portal, users can update their information by clicking on **Manage My Account** in the **Manage My Account / Preferences** module.



The image displays three cards from the CareConnect portal, each with a medical-themed image at the top and a title below. The third card, titled "Manage My Account / Preferences", is highlighted with a red border. Below the title on this card are three links: "Reset My Password", "Look Up My Username", and "Update My Contact Information". At the bottom of the card is a black button labeled "Manage My Account".

Module Title	Description	Action Button
Worksite Access	View and Manage access in your Worksite(s)	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

4B. Lookup Your Username



Manage My Account
The following options are available to manage your account

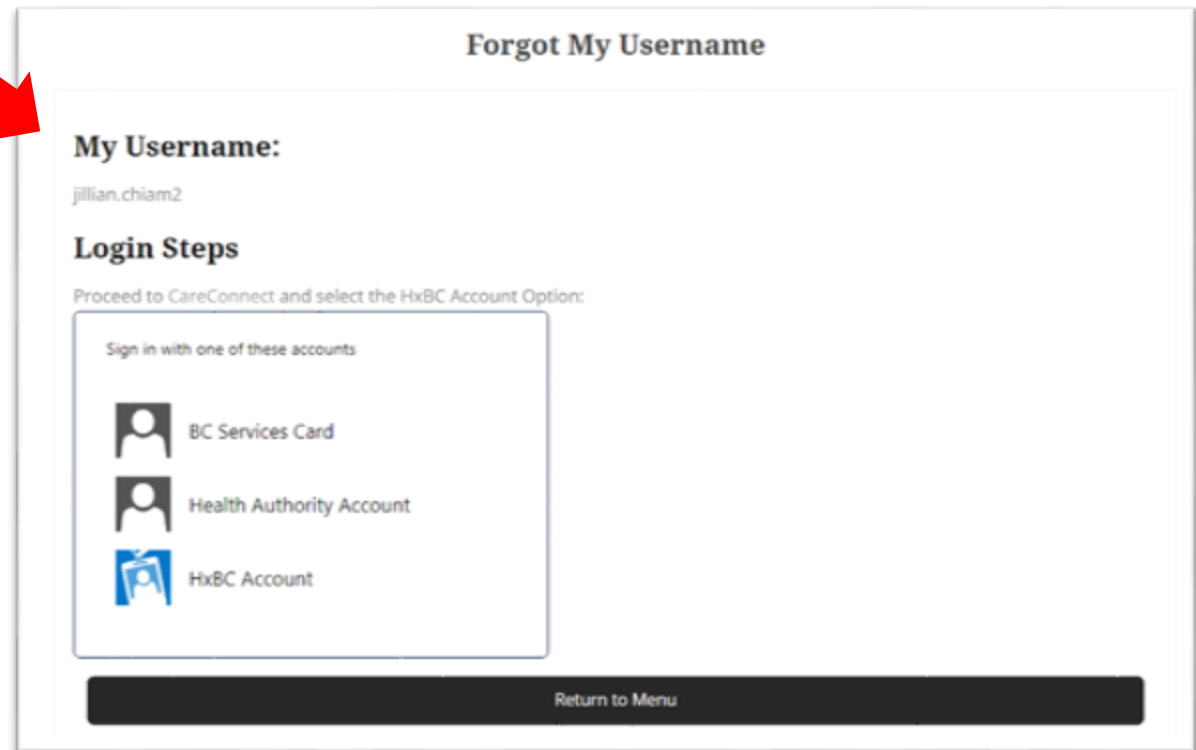
🔍 Forgot My Username
Click here if you forgot your HxBC username.

🔒 Reset My Password
Click here to Reset your HxBC Password.

👤 Update My Information
Click here to update your information for your account.

Return to Menu

If you have forgotten your username (created when you [registered your HxBC Account](#)), click on **Forgot my Username** to view this information.



Forgot My Username

My Username:
jillian.chiam2

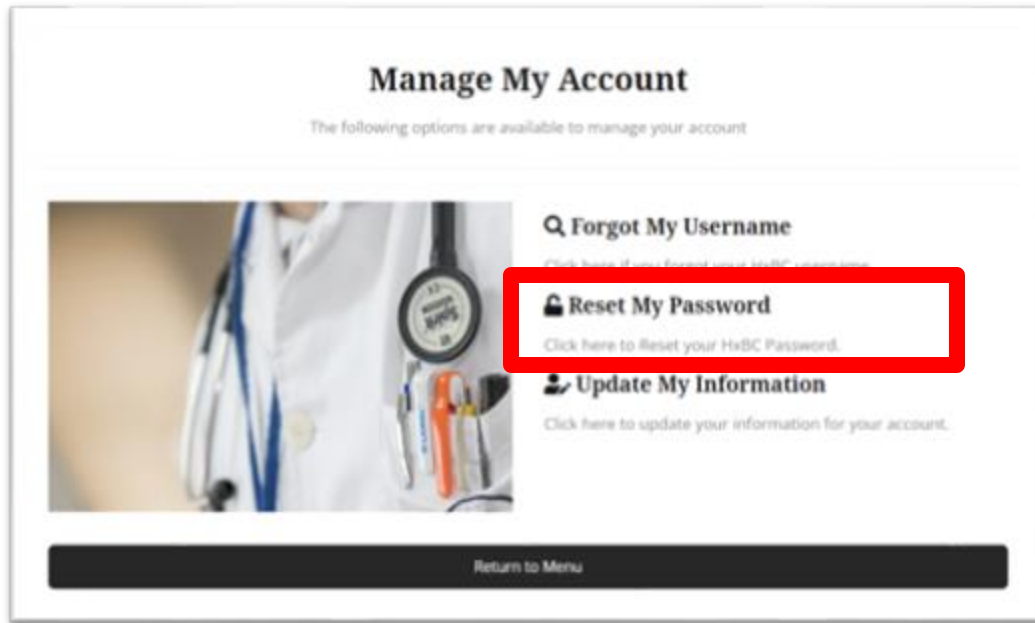
Login Steps
Proceed to CareConnect and select the HxBC Account Option:

Sign in with one of these accounts

- BC Services Card
- Health Authority Account
- HxBC Account

Return to Menu

4C. Reset Your Password



Click on the **Reset my Password** option and follow the prompts to enter a new password. We recommend that you select a complex password that is minimum 12 characters long and that you update it semi-regularly.

Reset My Password

User Name:

You will be resetting the password for **HXBC\testphsapoc44**

Password Requirements

Passwords must contain 12 or more characters, Should have upper and lowercase letters, and at least one number, or special character (e.g. !#\$%^&*). Your password must not contain patterns or sequences you've used before. Must not be a single work as it appears in the dictionary, and should not contain information easily connected to you (e.g., birthday, phone number, spouses's name, home address).

New Password

Select your new password.

New Password:

Confirm Password:

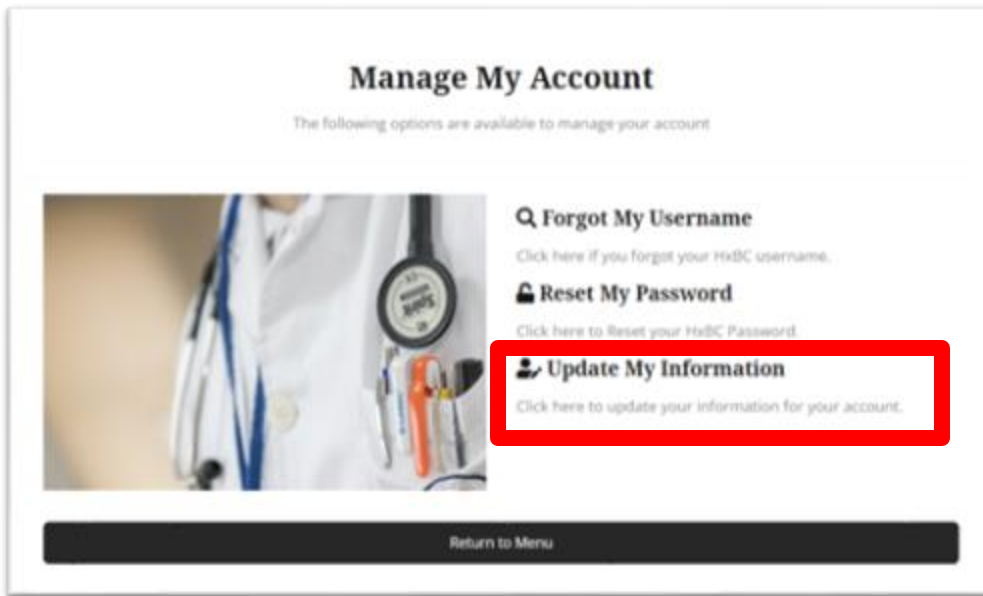
Return to Menu

Reset Password

NOTE: You do not need this password to access CareConnect but you may need it for other applications. To log in, you will authenticate your identity using the **BC Services Guide** app.

See the [How To Validate your Identity using the BC Services Card App Guide](#) for more information.

4D. Update My Information



- Click on the **Update My Information** option to edit your contact info.
- Edit the relevant fields and press **Update** to save.

Note: Contact private.careconnect@phsa.ca if you need to update your profession or ID.

Contact Information
In the event of an issue with your account the following information will be utilized to contact you. Please keep this information current.

Preferred First Name test	Preferred Last Name user
Email Address test@gmail.com	
Phone Number (778) 888-9999	Mobile Number (778) 234-5678

NOTE: This should be the best phone number to reach you at.

Selected Profession Physician	CPSID
	MSP Billing# 56789

Return to Menu Update



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



CareConnect