



CareConnect

my.CareConnect Enrolment Portal User Guide

How to Register a New Worksite as a Site Administrator

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CareConnect Enrolment: High-Level Overview

This guide covers STEP 2 of the CareConnect registration process, which is to **Registering your New Worksite as a Group / Site Administrator**.



- If you have not already set up the BC Services Card app, refer to: **STEP 1: BC Services Card App Set Up & Identity Validation** in the [How To Validate your Identity using the BC Services Card App Guide](#).
- If your worksite is already registered and you have received a worksite ID, please follow the instructions on **Joining an Existing Worksite** in your role-specific guide.



1: Key Definitions & Access Rules



CareConnect

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 Privacy & Security declaration (this 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 Portal and registers the worksite



3. Group / Site Administrators can invite team members to join a worksite via email (sent via the my.CareConnect portal) or by providing the Worksite ID

1C. 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

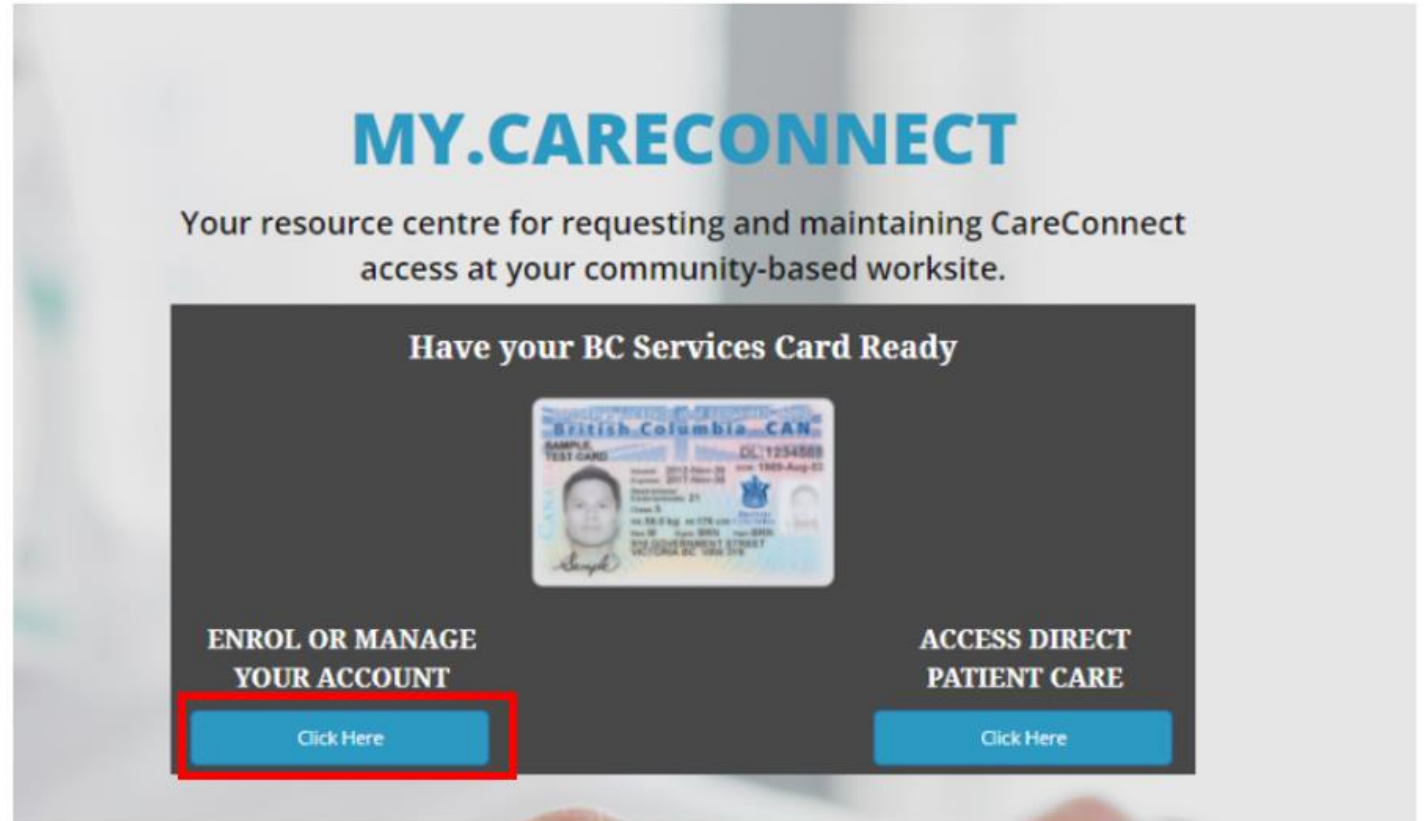


2: Register a Worksite




2A. Navigate to the my.CareConnect.ca Enrolment Portal

1. In any web browser, navigate to <https://my.careconnect.ca>
2. Under Enrol or Manage Your Account, select **Click Here**



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 set up the app, 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

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.*

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

Are you currently medical resident?

Yes No

MSP Billing#

1234567

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

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.

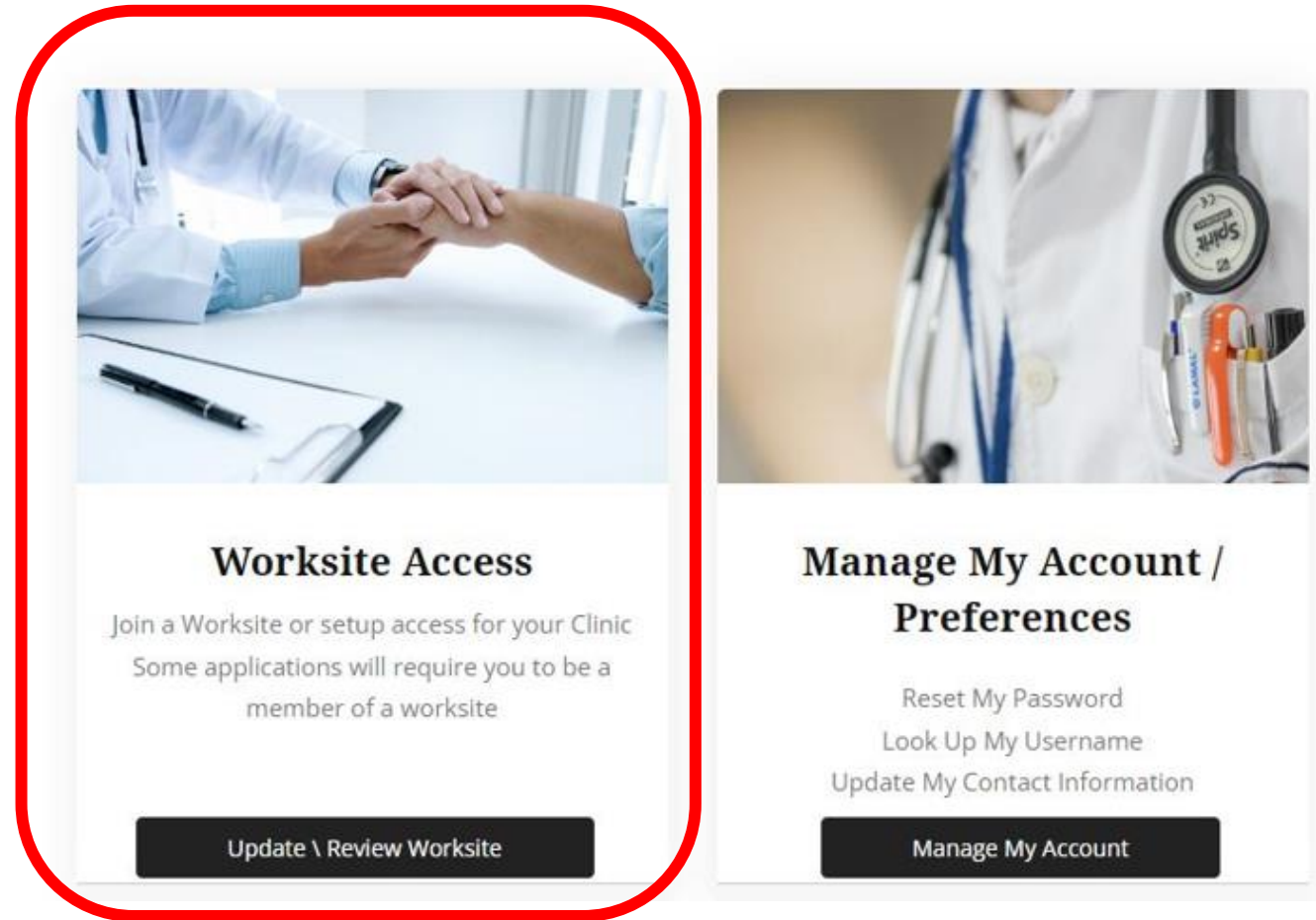
Your new Username is: HXBC \ dalia18

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

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

2D. Select the Worksite Access Module

After logging in to the my.CareConnect Enrolment portal, select the **Worksite Access** module to begin the registration process.



The screenshot displays two menu cards. The left card, titled "Worksite Access", features a photo of two people shaking hands over a desk. Below the photo, the text reads: "Join a Worksite or setup access for your Clinic" and "Some applications will require you to be a member of a worksite". A black button at the bottom says "Update \ Review Worksite". The right card, titled "Manage My Account / Preferences", features a photo of a doctor's chest with a stethoscope and a pen. Below the photo, the text lists: "Reset My Password", "Look Up My Username", and "Update My Contact Information". A black button at the bottom says "Manage My Account".

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

Manage My Account / Preferences
Reset My Password
Look Up My Username
Update My Contact Information
Manage My Account

2E. Search for an Existing Address

- Click on I would like to create a new worksite, or search for my worksite by address.
- As you type, Canada Post validated addresses will appear in the search bar.
- Select the specific **address and unit** for your worksite*
- Since your worksite does not exist, it will prompt you to create a new one and enter your worksite details
- Click **OK** to submit

*worksite address is a required field

I was provided a worksite code to register with

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

Please enter your worksite address:

370 Broadway E|

100-370 Broadway E Vancouver, BC, V5T 4G5

101-370 Broadway E Vancouver, BC, V5T 4G5

101A-370 Broadway E Vancouver, BC, V5T 4G5

102-370 Broadway E Vancouver, BC, V5T 4G5

103-370 Broadway E Vancouver, BC, V5T 4G5

104-370 Broadway E Vancouver, BC, V5T 4G5

105-370 Broadway E Vancouver, BC, V5T 4G5

Adresse Complète

Changer de pays

2F. Enter Your Worksite Contact Details

Worksite Name
Name of your Worksite

Worksite Phone Number
Contact Number for the Worksite

Phone Extension
0000000

Worksite eMail Address
Email address for your Worksite (not personal)

Enter your worksite contact details as per the guidelines below:

- **Worksite Name***: Typically, the common name of your worksite (legal entity can be added in brackets)
- **Worksite Phone Number***: Your worksite's phone number and relevant phone extension
- **Worksite E-mail Address***: Your general worksite email address

*Required Fields

2G. Select Your Worksite Location Type

Select the most relevant worksite type for your clinic/organization

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)

Community Based Private Practice

Select the option that best describes your worksite

Please select the Worksite Location Type

Community Based Private Practice

Please select the option that best describes your worksite

Physician Led Nurse Practitioner Led Registered Nurse Led Other

Home Office

Select the option that best describes your worksite

Please select the Worksite Location Type

Home Office

Please select the option that best describes your worksite

MoH Worksite (RTVS) Remote Access (Home Office) Other

NOTE: Only Physicians and Nurse Practitioners are currently approved for remote home office access.

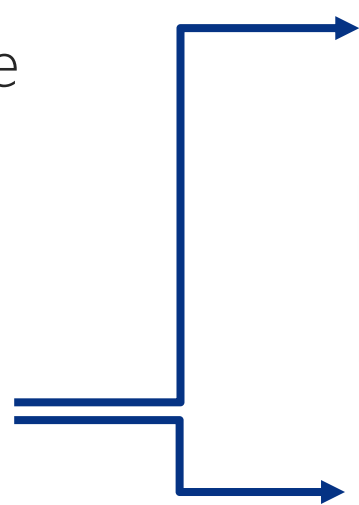
2G. Select Your Worksite Location Type – cont'd

Select the most relevant worksite type for your clinic/organization

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)



First Nations Health Authority Facility
Select the option that best describes your worksite

Please select the Worksite Location Type

First Nations Health Authority Facility

Please select the option that best describes your worksite

Physician Led Nurse Practitioner Led Registered Nurse Led MOA Led Other

Health Authority Clinic
NOTE: Health Authority Clinics will still not be able to request access through the enrolment portal

Please select the Worksite Location Type

Health Authority Clinic

Please select Health Authority your worksite belongs to

VCHA PHSA IHA VIHA NHA FHA

2G. Select Your Worksite Location Type – cont'd

Select the most relevant worksite type for your clinic/organization

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)

Community Pharmacy

NOTE: If "No" is selected, the user will still be able to continue on with their application

Please select the Worksite Location Type

Community Pharmacy

Is this a licensed community Pharmacy? Yes No

Long Term Care Facility (non-Health Authority)

Please select the Worksite Location Type

Long Term Care Facility (non-Health Authority)

2G. Select Your Worksite Location Type – cont'd

Select the most relevant worksite type for your clinic/organization

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)

No Clinical Apps (Services Card Registration only)

NOTE: If selected, the user will not be able to continue on with CareConnect enrolment steps

Please select the Worksite Location Type

No Clinical Apps (Services Card Registration only)

Other

Please select the Worksite Location Type

Other

Please Describe your worksite.

****Note**** We are currently only enrolling the above listed worksite types. If you chose to continue the creation of your worksite the Support team will reach out to you with additional information.

2H. Select EMR Vendor

Please select the EMR/ Information System used in your worksite

Select EMR Type

Select EMR Type

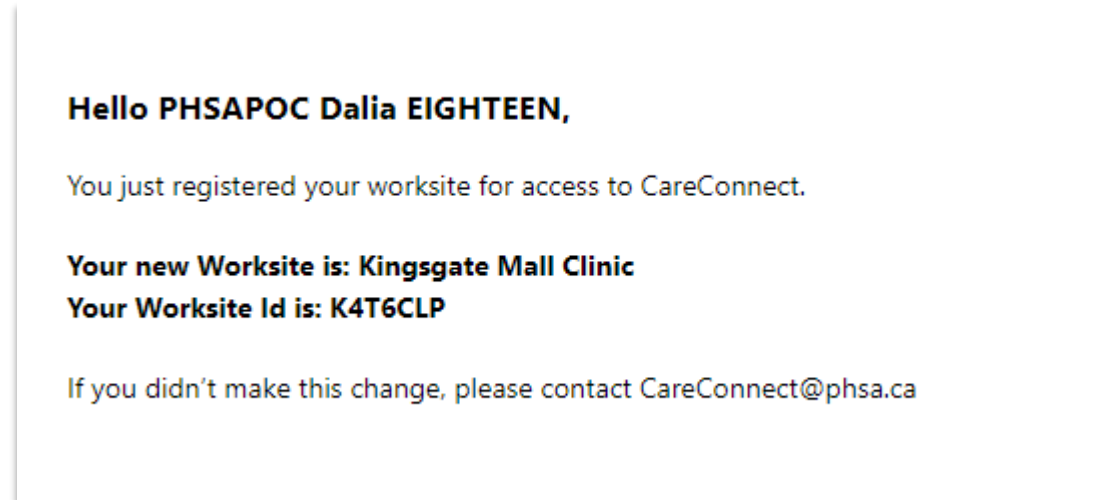
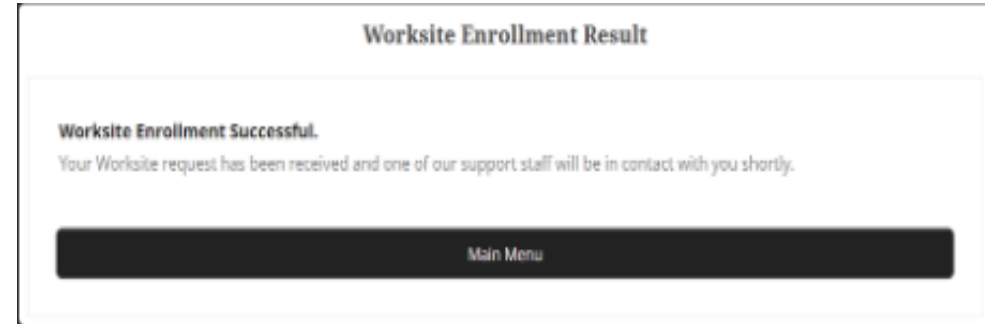
- Accuro
- Arya
- AVA EMR
- Collaborative Health Record (CHR)
- HWNG
- iClinic
- Jane
- Juno
- Kroll
- MedAccess
- MOIS
- Mustimuhw c EMR
- Myle
- Nexxys
- OSCAR
- OSCAR Pro
- Osler
- Plexia
- Point Click

NOTE:

Not all EMRs on the drop down list are available for Rapid Access. Please refer to [EMR Rapid Access Vendor List](#)

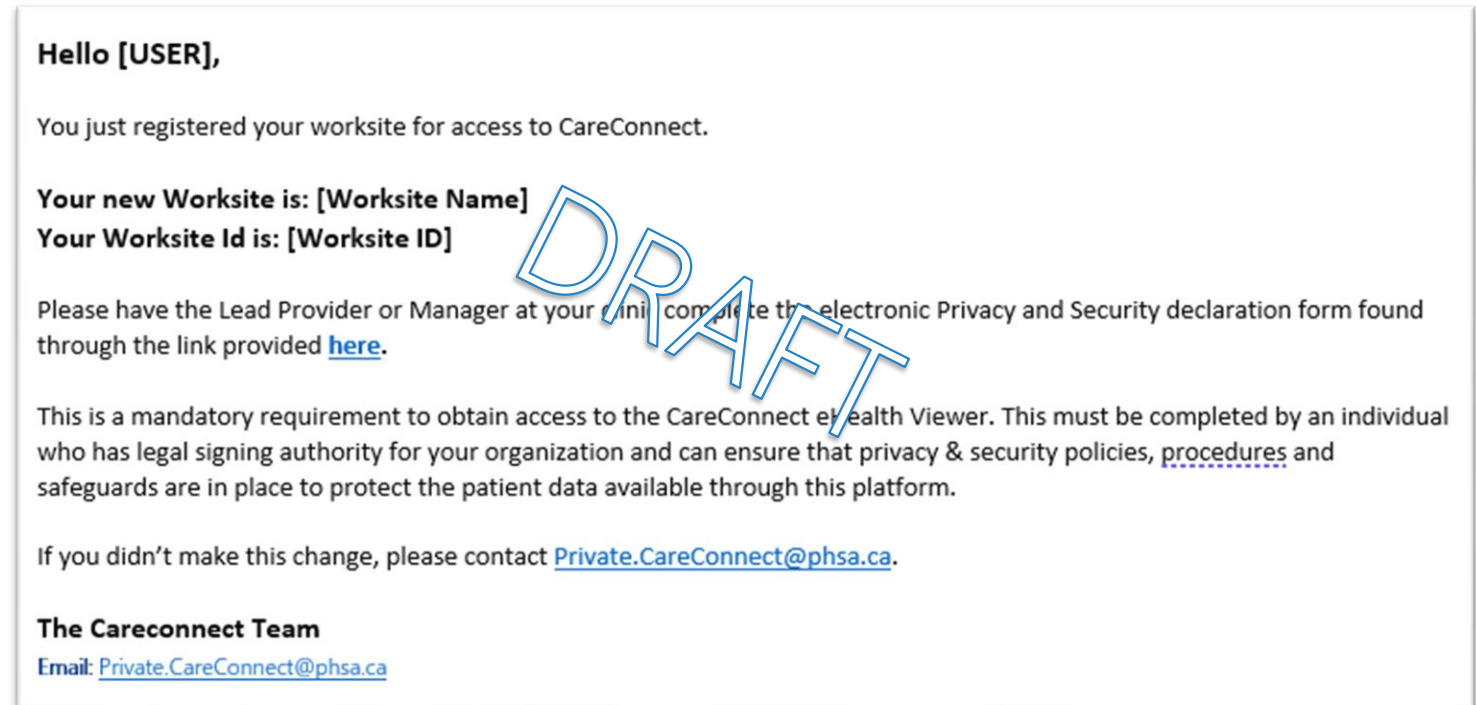
2I: Application Form Submitted

- You will receive a **Worksite Enrollment Successful** notification after the form has been successfully submitted.
- A confirmation email will be sent to the Worksite Administrator.



2J. Complete Privacy & Security Declaration Form Requirement

- After the worksite access request has been submitted, you will receive an email from the CareConnect team with a link to an electronic [Worksite Privacy & Security Declaration](#).
- This form must be completed by an individual with signing authority for your organization (i.e. Clinical Lead or Office Manager).
- The CareConnect Team will receive a notification once this declaration has been completed. Once your worksite has been approved, you may proceed with user enrolment requirements.



NOTE: You may begin inviting team members to join your worksite (see **Section 3**) prior to the completion of this form, but users will not be authorized to access CareConnect until this step is complete.

CareConnect Enrolment Steps: Next Steps

Once your worksite is approved, you may apply for CareConnect by referring to the role-specific guide below:

- If you are a Physician, Nurse Practitioner or Registered Nurse, see [How to Apply for CareConnect as an Authorizer](#)
- If you are an MOA, see [How to Apply for CareConnect as an On-Behalf-Of User](#)
- If you are a Pharmacist, Resident, LPN, RPN or Social Worker, [How to Apply CareConnect As An Independent User](#)



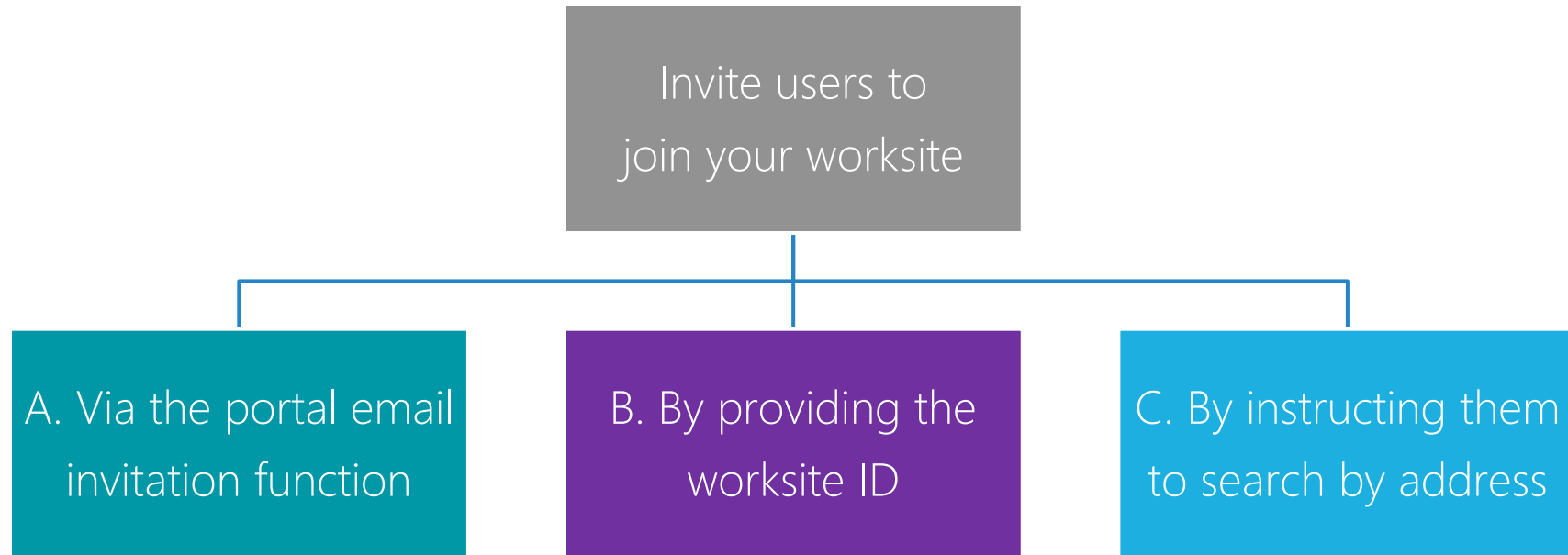


3: Invite Users to Join Your Worksite



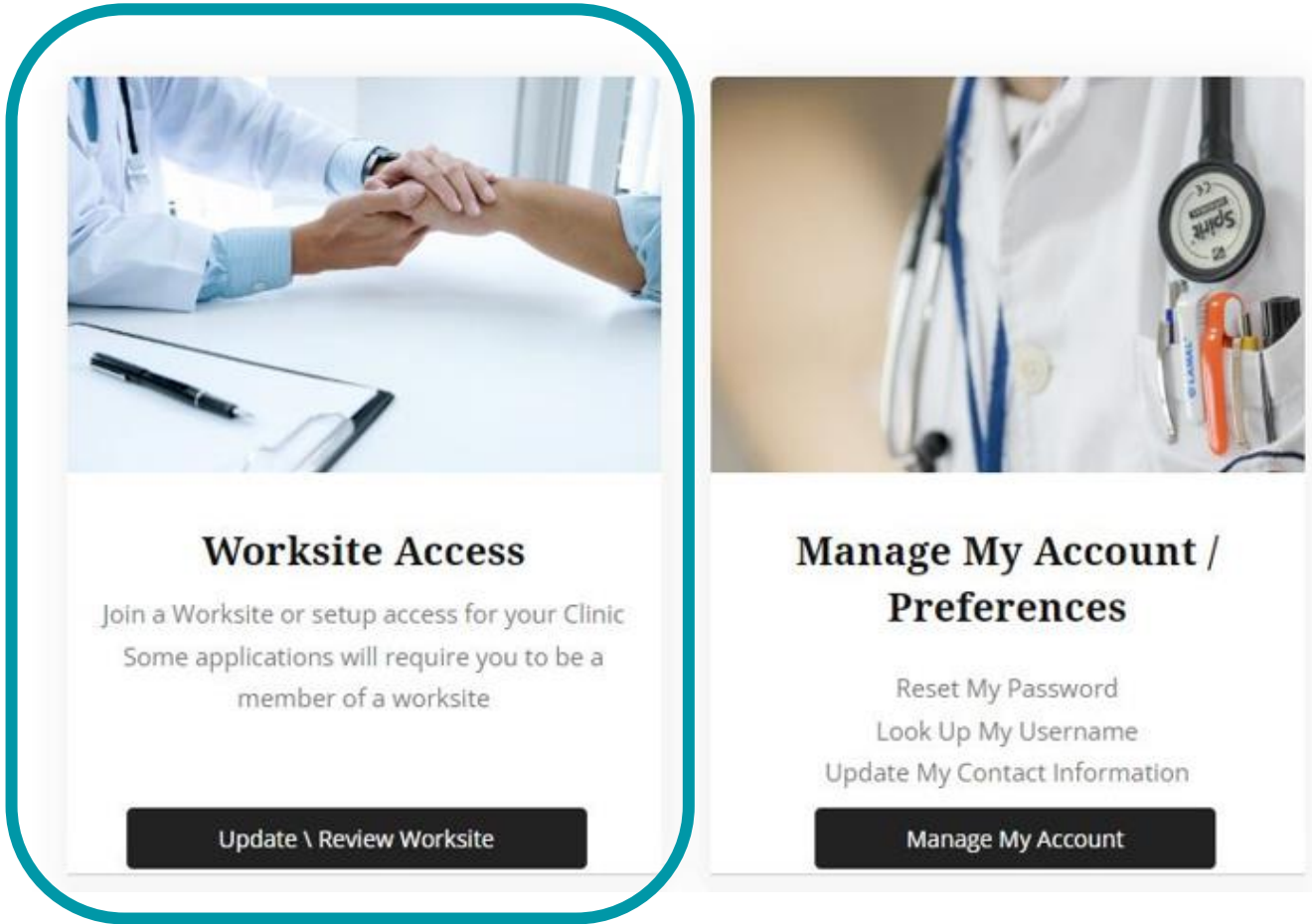
3A. Inviting Users to Join Your Worksite

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



3B. 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 teal rounded rectangle. It features an image of two hands shaking over a desk with a pen and clipboard. Below the image, the text reads: 'Worksite Access', 'Join a Worksite or setup access for your Clinic', and 'Some applications will require you to be a member of a worksite'. A black button at the bottom contains the text 'Update \ Review Worksite'. The right item, 'Manage My Account / Preferences', features an image of a doctor's white coat with a stethoscope and a pen in a pocket. Below the image, the text reads: 'Manage My Account / Preferences', 'Reset My Password', 'Look Up My Username', and 'Update My Contact Information'. A black button at the bottom contains the text 'Manage My Account'.

3B. OPTION A: Invite Users to Join via the Worksite Access Module - cont.'d

- 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. **Only invite one user at a time.**

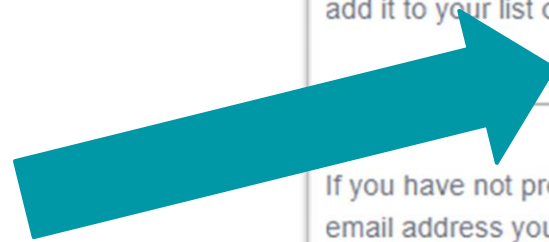
The screenshot displays the Worksite Access Module interface. At the top, a dark blue header contains the text: "I CAN'T BELIEVE IT'S NOT BUTTER", "227 EIGHTH AVE, NEW WESTMINSTER BC V3L 1Y1, CANADA", "Worksite Phone: (604) 518-1795", and "Worksite Email: sehoward.16@gmail.com". Below this, the "Worksite Id: K6MR8QY" is displayed. 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 features an "Email Address" input field containing "stephanie.howard@phsa.ca" and a blue "Invite User" button. Below this, the "Invites Awaiting Response" section contains 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

3B. OPTION A: Invite Users to Join via the Worksite Access Module - cont.'d

The 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**

3C. 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

3D. OPTION C: Search for an Existing Worksite by Address

- To search by worksite address, click on **I would like to create a new worksite, or search for my worksite by address**.
- As you type, Canada Post validated addresses will appear in the search bar.
- You should select the **specific address and unit** for your worksite
- Click **Continue** to submit

The screenshot displays a web interface for worksite registration. At the top, there is a dropdown menu with two options: "I was provided a worksite code to register with" and "I would like to create an new worksite, or search for my worksite by address". The second option is selected and highlighted with a blue border. Below this, a section titled "Please enter your worksite address:" contains a search input field. The input field has "370 Broadway E|" entered. A dropdown menu is open below the input field, showing a list of suggested addresses: "100-370 Broadway E Vancouver, BC, V5T 4G5", "101-370 Broadway E Vancouver, BC, V5T 4G5", "101A-370 Broadway E Vancouver, BC, V5T 4G5", "102-370 Broadway E Vancouver, BC, V5T 4G5", "103-370 Broadway E Vancouver, BC, V5T 4G5", "104-370 Broadway E Vancouver, BC, V5T 4G5", and "105-370 Broadway E Vancouver, BC, V5T 4G5". The "Adresse Complète" logo is visible at the bottom left of the dropdown, and "Changer de pays" with a Canadian flag icon is at the bottom right.

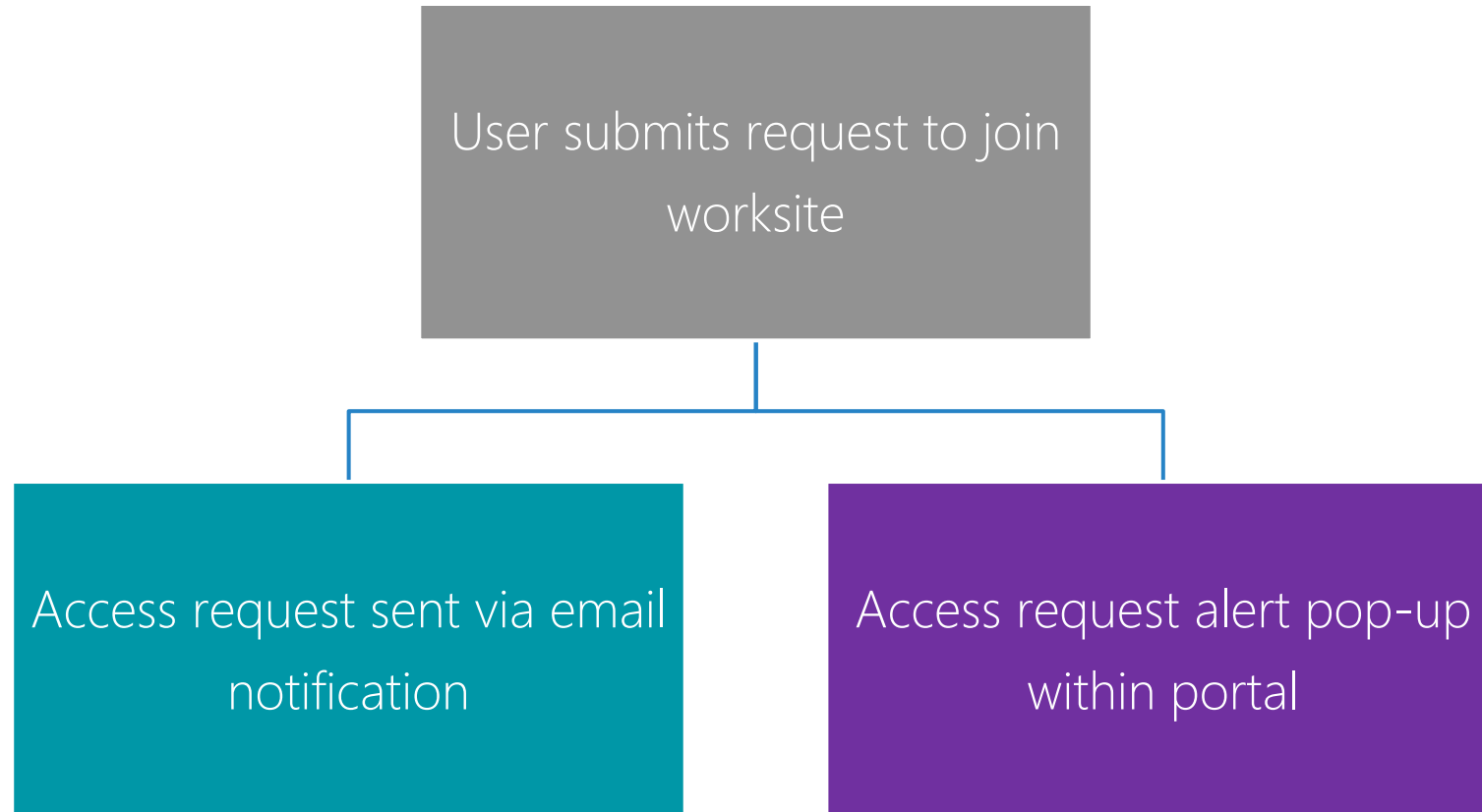


4: Approving Users to Join your Worksite



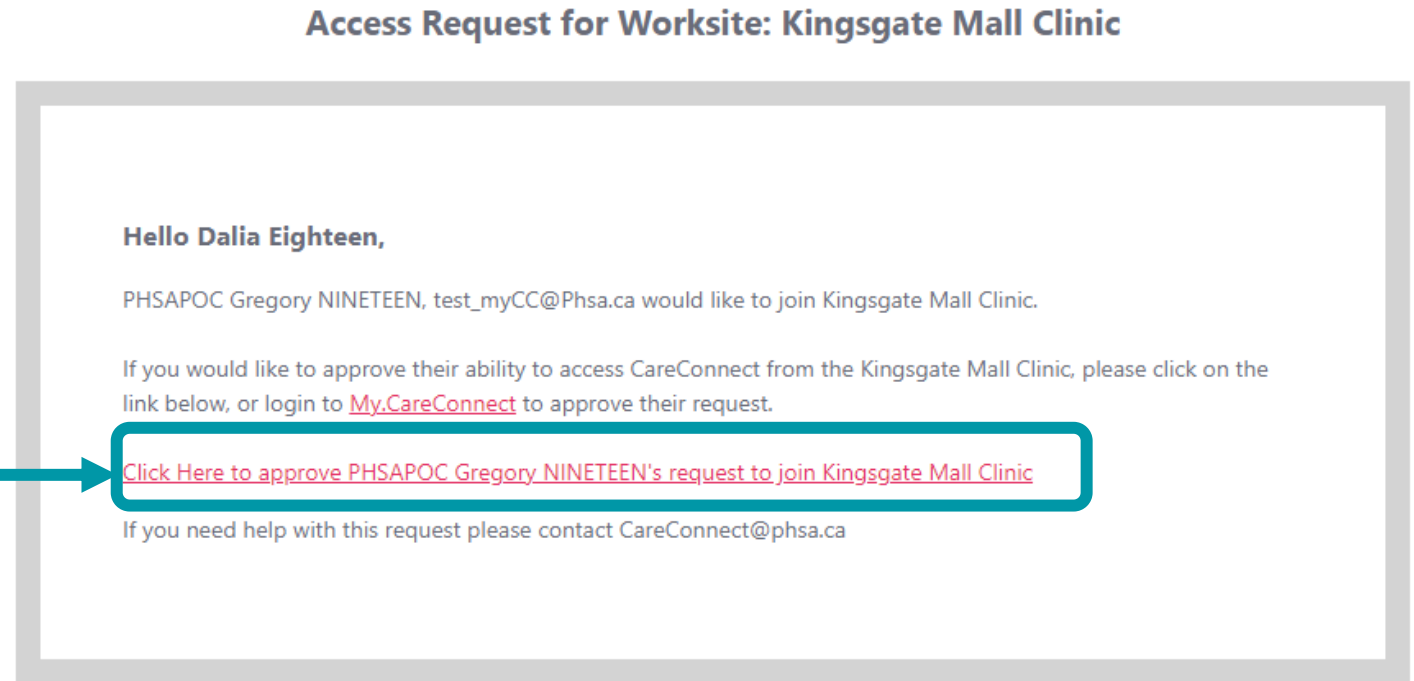
4A. Approving Users to Join your Worksite

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



4B. OPTION A: Approving Access by Email Link

- As the site 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.



4C. 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](#)



5: Promote a User to Site Administrator



CareConnect

5A. Manage Active Members in the Worksite Access Module

- 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
NursePract

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**

5B. Promote User to Site Administrator

- Go to Active Members
- Go to Manage Users
- Click Promote To Admin
- Click Confirm to accept

Please note: A worksite administrator cannot remove themselves from a worksite, only another worksite administrator can.

The screenshot displays a web application interface for managing users. At the top, a navigation bar includes 'Active Members' (highlighted with a red box), 'Inactive Members', 'Worksite Help', 'Edit Worksite', 'Invite Members', 'Sponsorships', and 'My Sponsors'. Below the navigation bar, the 'WorkSite Apps' section is visible. The main content area is divided into two panels: 'Authorizers' and 'On-behalf-Of Users'. In the 'Authorizers' panel, a user profile for Gregory SIX (Nurse Practitioner) is shown. A 'Manage User' button is highlighted with a red box. Below the profile, there are two buttons: 'Promote To Admin' (highlighted with a red box) and 'Set Member Inactive'. A red arrow points from the 'Promote To Admin' button to a 'Confirmation' dialog box. The 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 two buttons: 'Close' and 'Confirm' (highlighted with a red box).



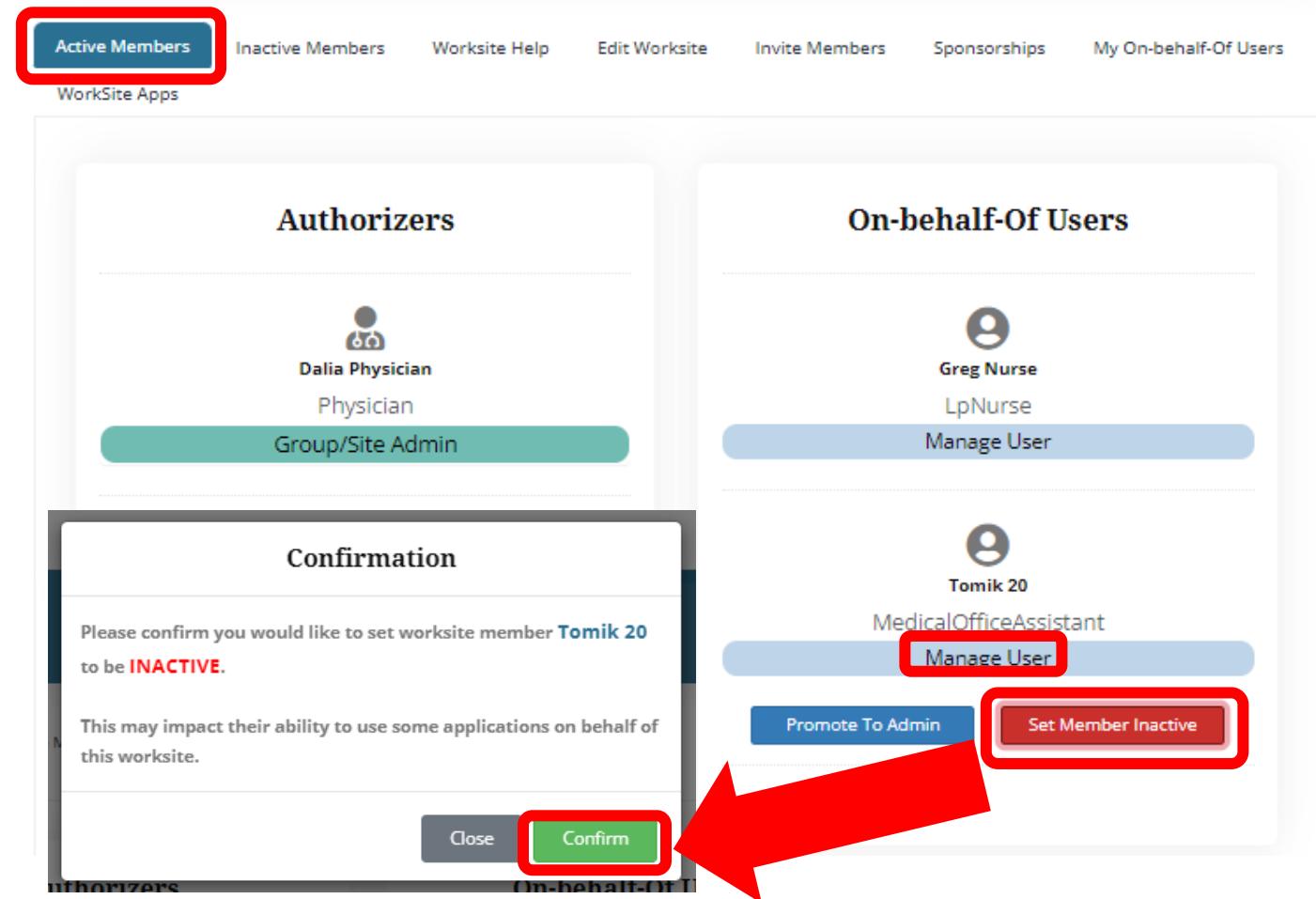
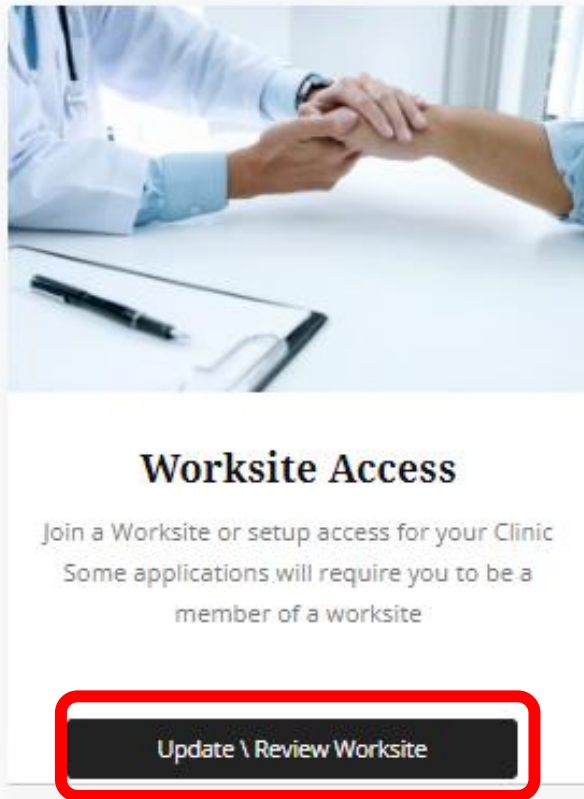
6: Change User to Inactive



CareConnect

6A. Deactivate Member in the Worksite Access Module

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





7: Update Worksite Information



CareConnect

7A. Update Worksite Info in the Worksite Access Module

- 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, EMR
- 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

CareConnect Enrolment: Next Steps



- If you have not already set up the BC Services Card app, see [STEP 1 - How To Validate your Identity using the BC Services Card App Guide](#).
- If your worksite is already registered and you have received a worksite ID, please follow the instructions on to **Joining an Existing Worksite** in your role-specific guide.

A horizontal banner with a dark teal background. It features several white and light blue medical icons: a first aid kit, a stethoscope, an eye, a caduceus, a heart, a pill, and a microscope. The text is centered in white.

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



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