



# CareConnect

my.CareConnect Enrolment Portal User Guide

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

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# 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

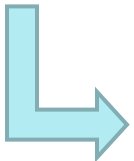
- Authorizers have the ability to approve employees to work on-their-behalf
- Must complete the Privacy & Security Course and sign the Healthcare Practitioner CareConnect Access Agreement (Physician, Nurse Practitioners & Registered Nurses)

## 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

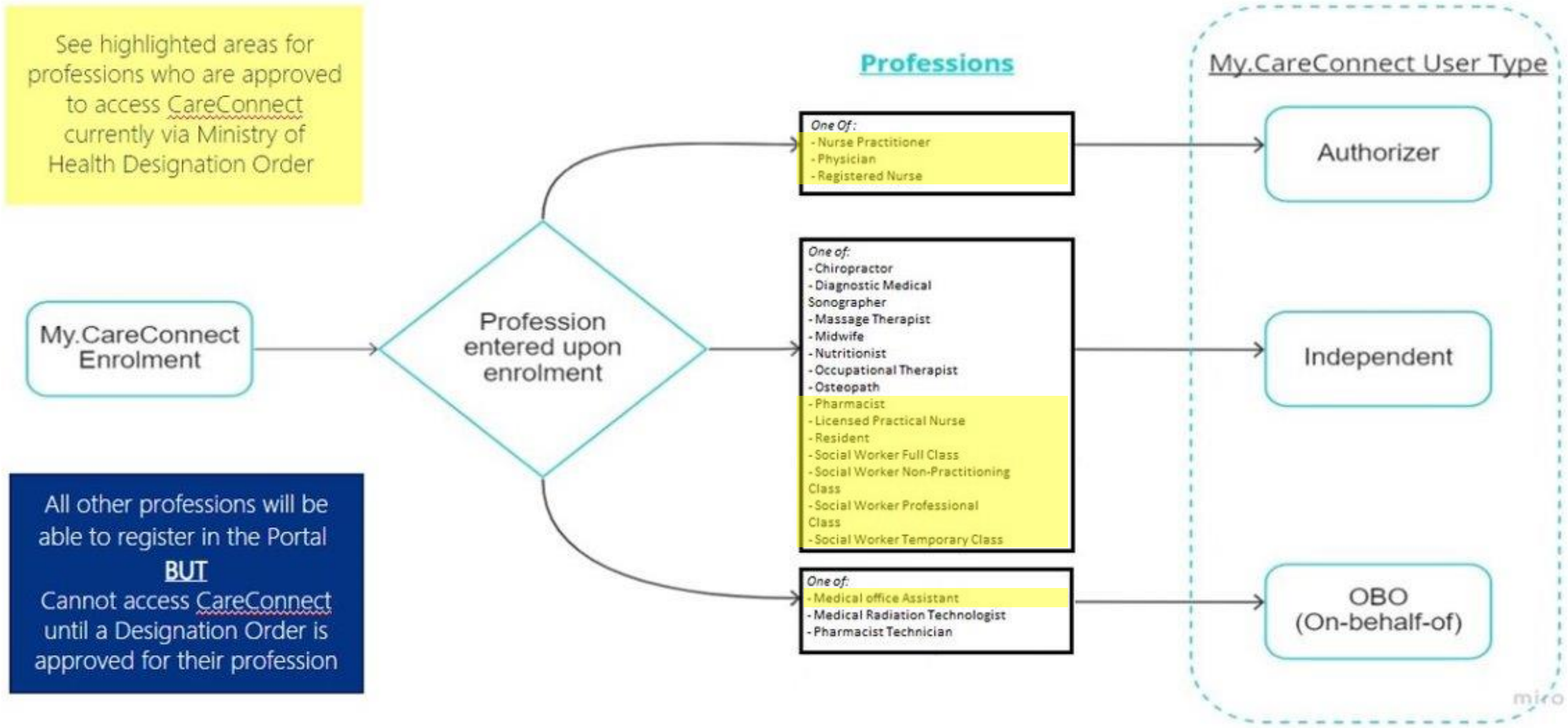
- Users that can request access to CareConnect without an Authorizer
- Independent users cannot approve access to CareConnect like Authorizers
- Still required to complete P&S Course & requirements (i.e. HPCAA if applicable)

### EXAMPLES OF INDEPENDENT PROFESSIONS



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

# 1D. User Types & Professions Approved for CareConnect Access







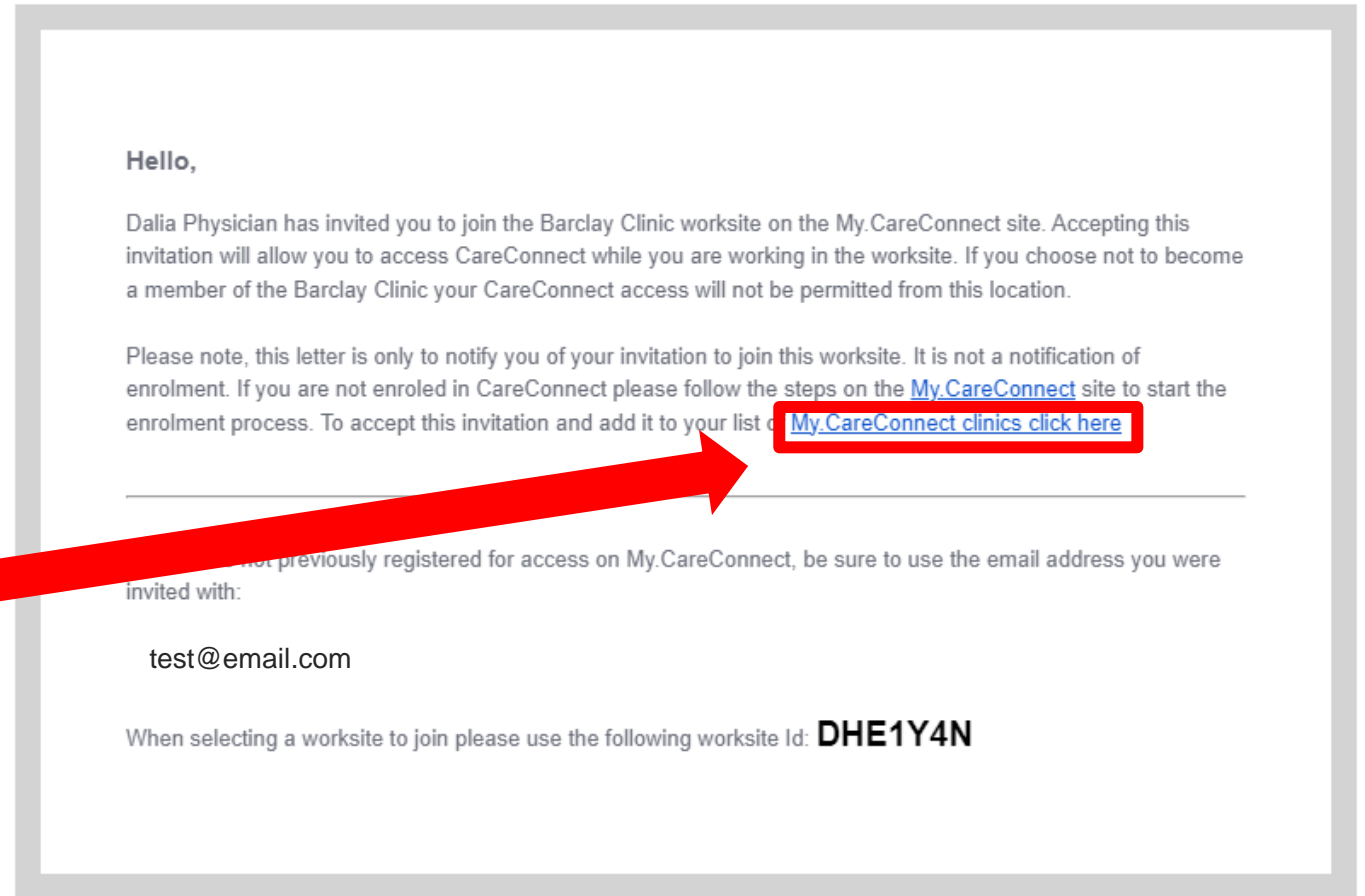
## 2: Join An Existing Worksite



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](http://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 not already set up the BC Services Card app, refer to the [BC Services Card website](#) for 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.

<b>First Name</b> PHSAPOC Dalia	<b>Preferred First Name</b> <input type="text"/>
<b>Middle Name</b> <input type="text"/>	<b>Preferred Last Name</b> <input type="text"/>
<b>Last Name</b> EIGHTEEN	

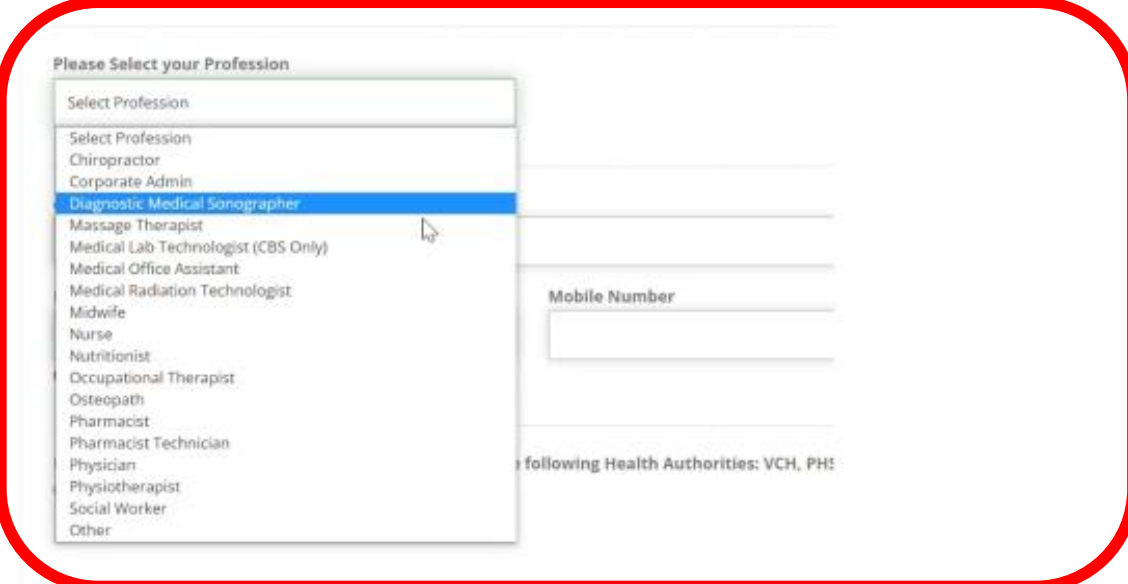
<b>Please Select your Profession</b> <input type="text" value="Physician"/>	<b>MSP Billing#</b> <input type="text" value="1234567"/>
<b>Are you currently medical resident?</b> <input type="radio"/> Yes <input type="radio"/> No	<b>CPS ID#</b> <input type="text" value="(e.g. A0000 or 00000)"/>

<b>Email Address</b> <input type="text"/>	
<b>Phone Number</b> <input type="text"/>	<b>Mobile Number</b> <input type="text"/>

**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."



Please Select your Profession

Select Profession

- Select Profession
- Chiropractor
- Corporate Admin
- Diagnostic Medical Sonographer**
- 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
- Other

Mobile Number

following Health Authorities: VCH, PHE



Please Select your Profession

Nurse

Please select your license type

- Nurse Practitioner
- Registered Nurse
- Licensed Practical Nurse
- Registered Psychiatric Nurse

College ID (BCCNM ID)#

0000000

MSP Billing#

(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.

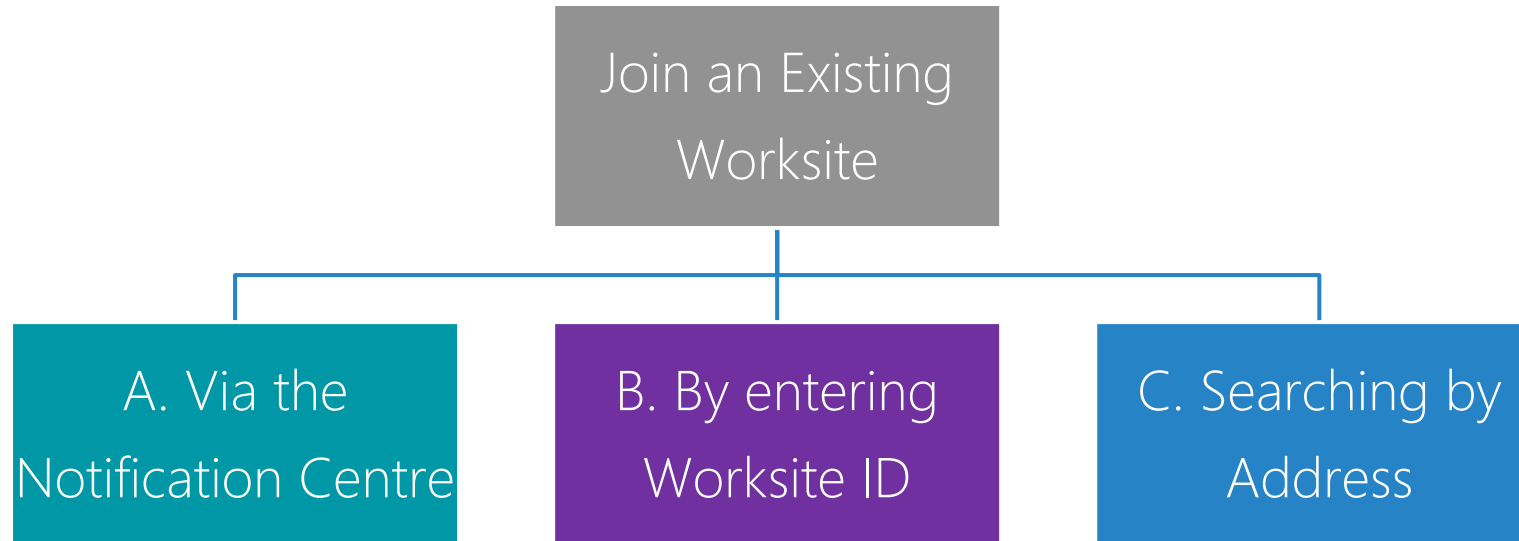
**Your new Username is: HXBC \ dalia18**

If you didn't request this registration, please contact [CareConnect@phsa.ca](mailto: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:

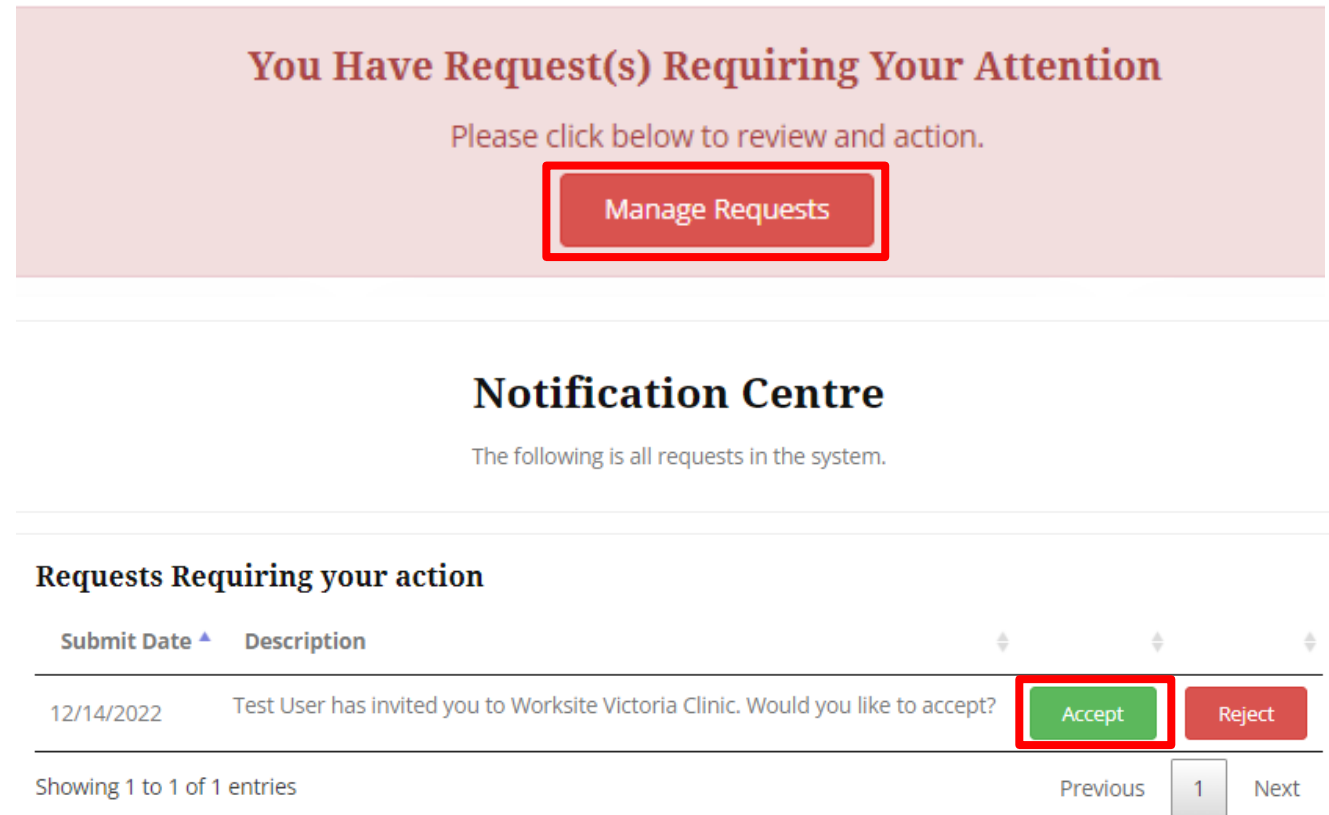


**NOTE:** If your worksite has not been created yet, refer to [How to Register a Worksite as a Group / Site Administrator.](#)

# 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?	<a href="#">Accept</a>	<a href="#">Reject</a>

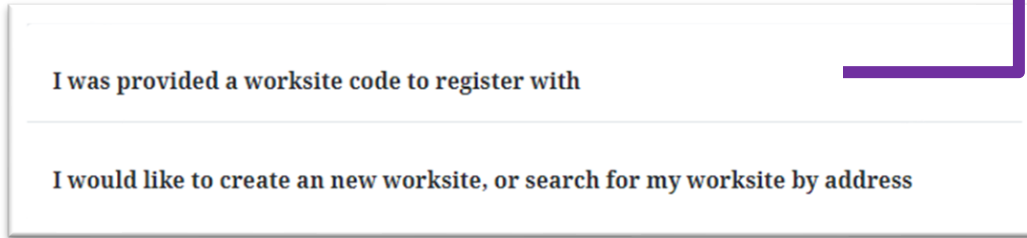
Showing 1 to 1 of 1 entries

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.

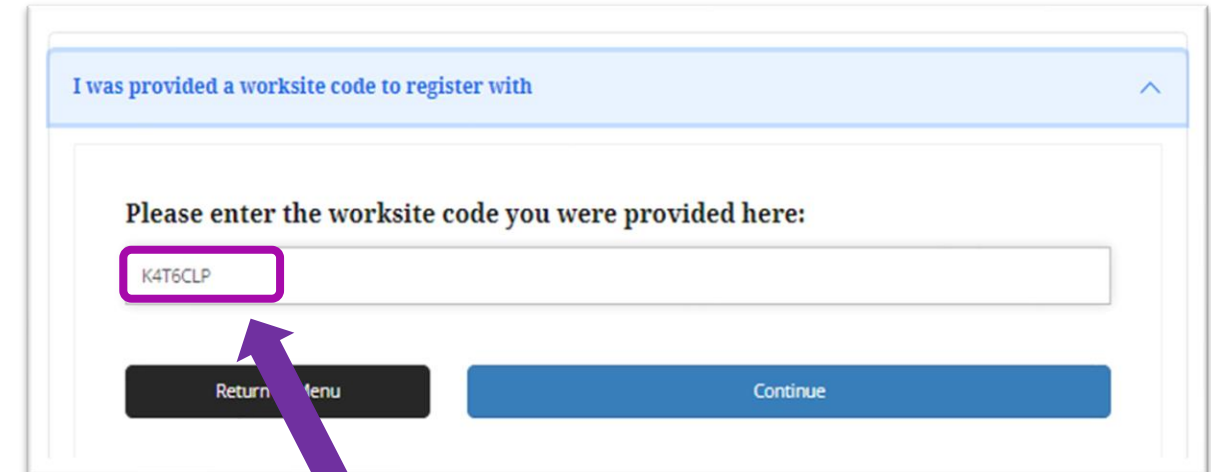


I was provided a worksite code to register with

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

- 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.

### 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



Hello PHSAPO Dalia EIGHTEEN,

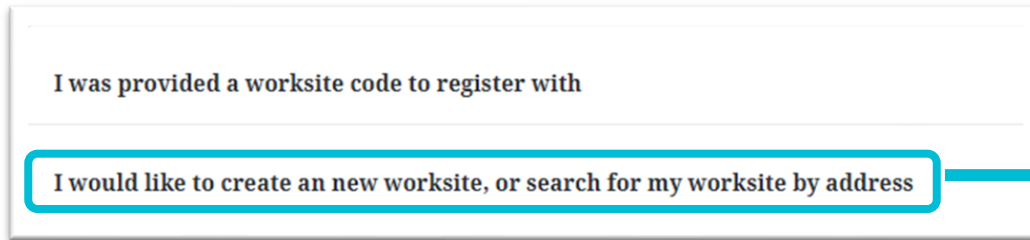
You just registered your worksite for access to CareConnect.

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

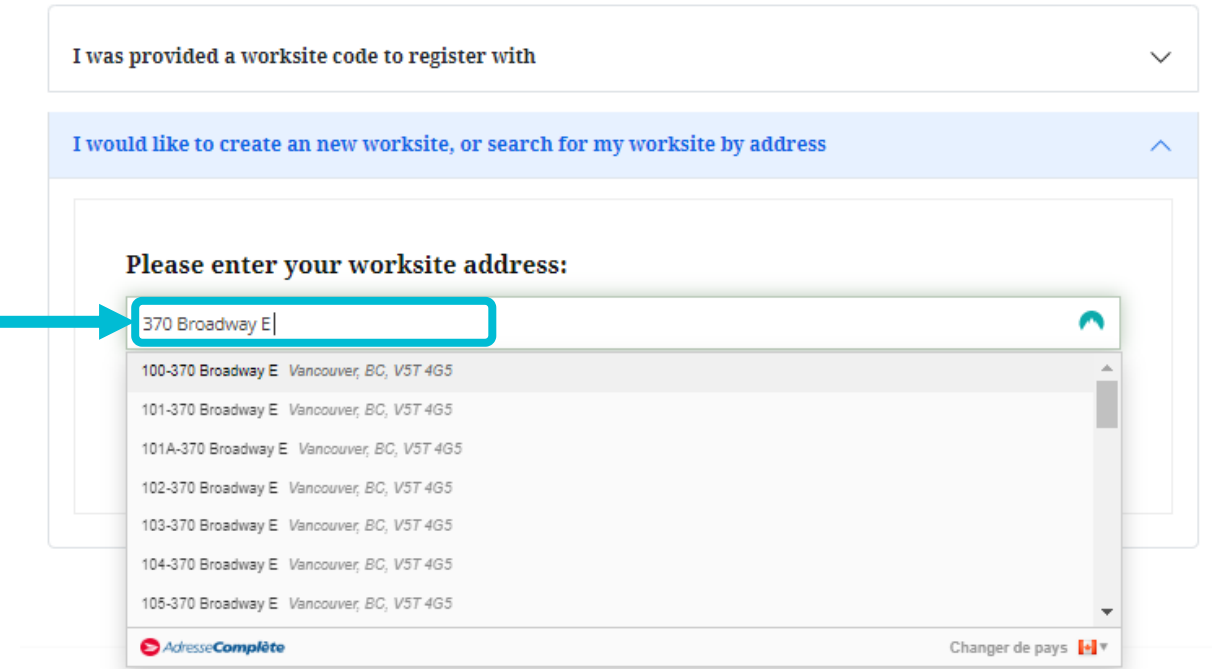


I was provided a worksite code to register with

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

This screenshot shows a registration menu with two options. The second option, "I would like to create a new worksite, or search for my worksite by address", is highlighted with a red border and a red arrow pointing to the right.

- 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**.



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

This screenshot shows the address search interface. The search bar contains "370 Broadway E" and is highlighted with a red border. Below the search bar, a list of validated addresses is displayed, each with a unit number and the full address. The first address, "100-370 Broadway E Vancouver, BC, V5T 4G5", is highlighted. The interface also includes a "Changer de pays" button and the "Adresse Complète" logo.

**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](mailto: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.

**Worksite Access Form**

**Worksite Name**  
Kingsgate Mall Clinic

**Worksite Address**  
370 Broadway E, VANCOUVER BC V5T 4G5, CANADA

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**Request Access to Worksite**  
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.

[Return to Menu](#) [Request Access](#)

**Clinic Access Request**

**Request has successfully been sent.**  
You will receive a email once your request has been approved.

[Main Menu](#)

# 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 various medical icons in a lighter teal color, including a first aid kit, an eye, a stethoscope, a caduceus, a heart, a pill, and a microscope. The icons are arranged in a slightly overlapping, scattered manner.

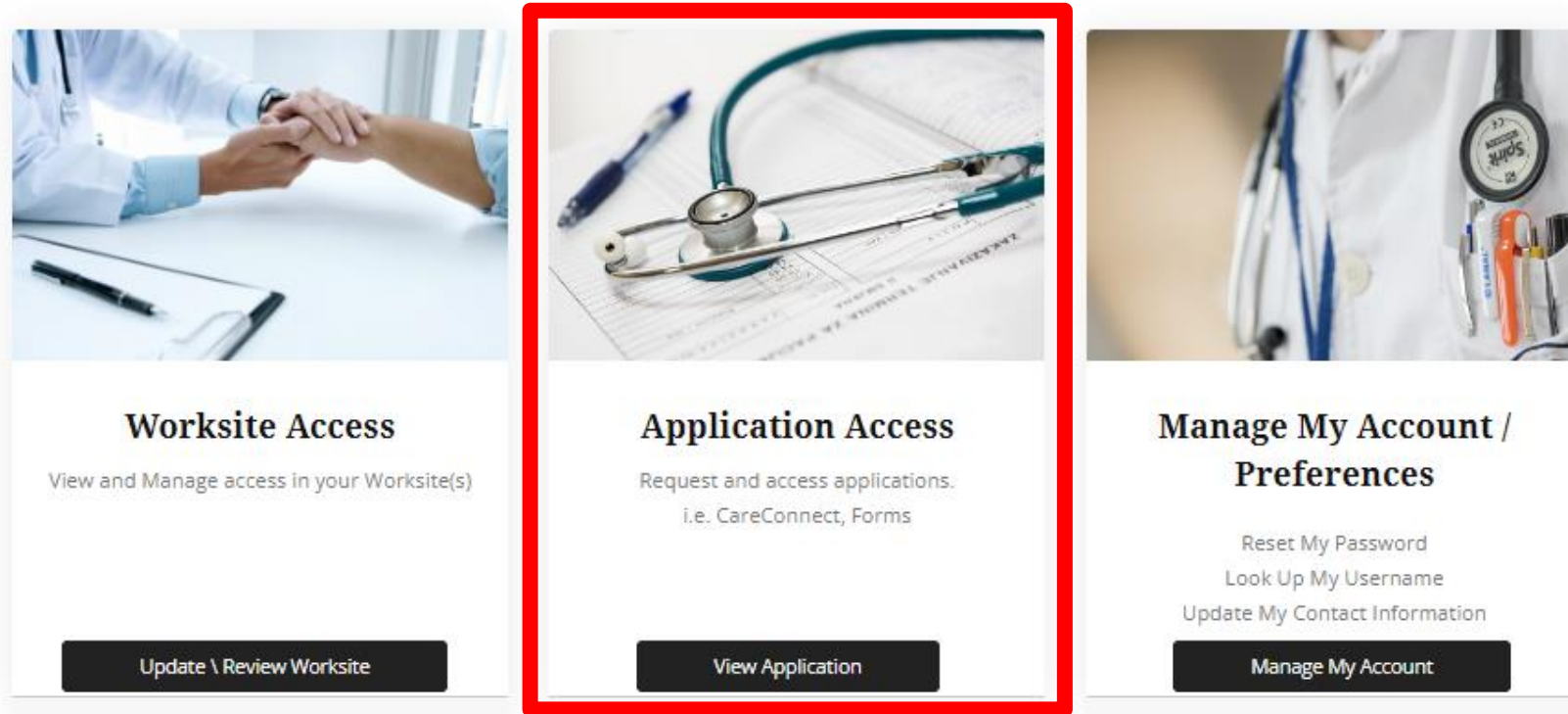
## 3: Apply for CareConnect Access



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.

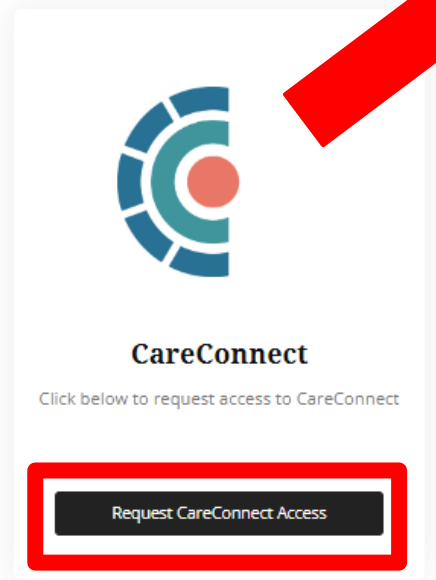


The image displays three application cards from the CareConnect portal. The middle card, titled "Application Access", is highlighted with a red border. Each card features a header image, a title, a description, and a button.

- Worksite Access:** Header image shows two people shaking hands. Title: "Worksite Access". Description: "View and Manage access in your Worksite(s)". Button: "Update \ Review Worksite".
- Application Access:** Header image shows a stethoscope on a medical chart. Title: "Application Access". Description: "Request and access applications. i.e. CareConnect, Forms". Button: "View Application".
- Manage My Account / Preferences:** Header image shows a doctor's white coat with a stethoscope. Title: "Manage My Account / Preferences". Description: "Reset My Password", "Look Up My Username", "Update My Contact Information". Button: "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: [Empty]

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](mailto:private.careconnect@phsa.ca).



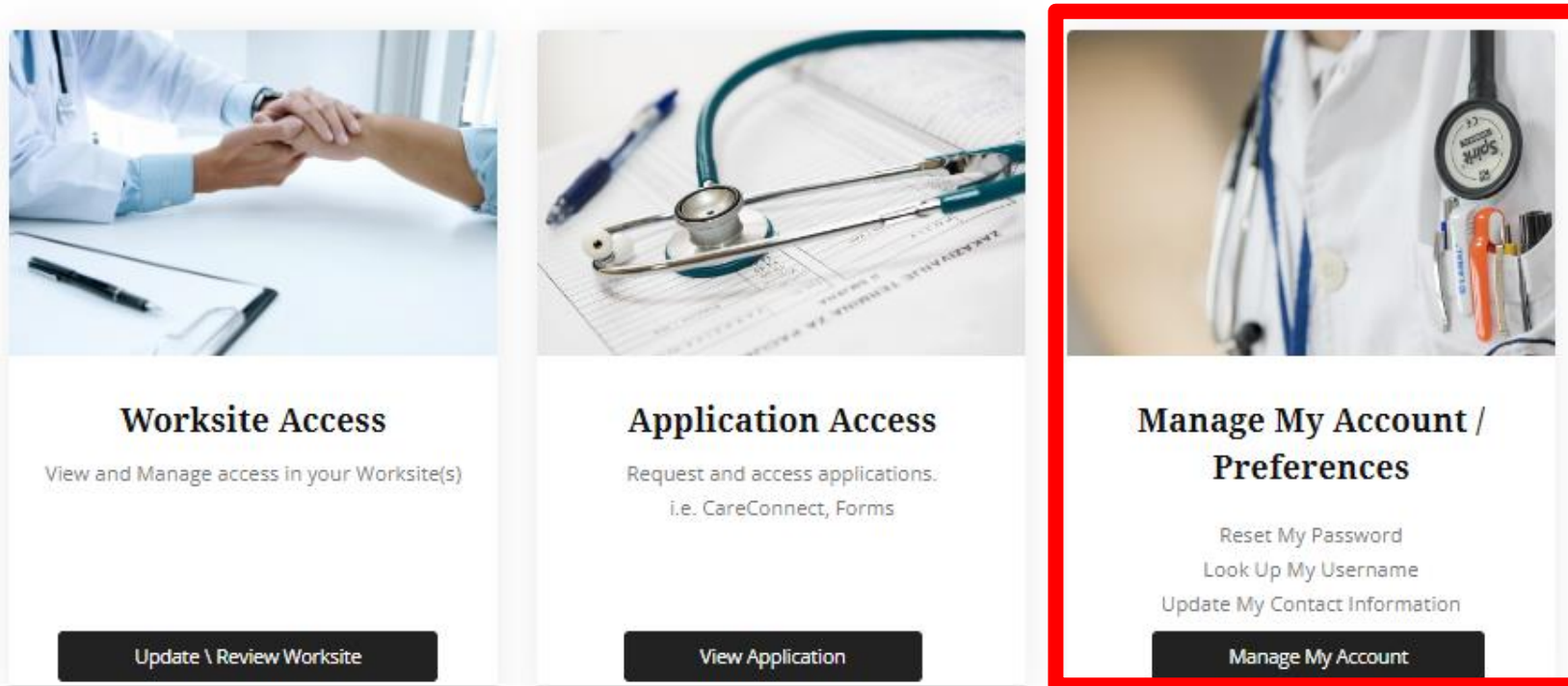
## 4: Manage your Account or Reset Your Password



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, 'Manage My Account / Preferences', is highlighted with a red border. Below the title of each card is a list of actions and a 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



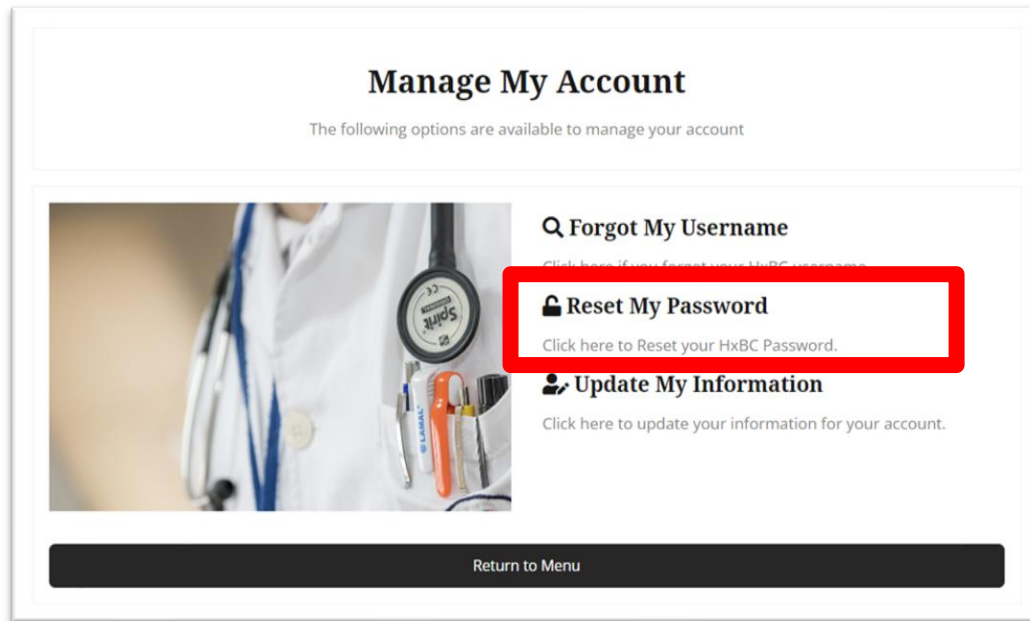
Health Authority Account



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.

**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.

**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 word 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

# 4D. Update My Information

### 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](#)

- 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](mailto: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.

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

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

<b>Selected Profession</b> Physician	<b>CPSID</b>
	<b>MSP Billing#</b> 56789

[Return to Menu](#) [Update](#)



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

