

ACCESS QUICK REFERENCE:

How to Synchronize Alberta Netcare Portal and PIN/PD Passwords

Overview

Alberta Netcare Portal (ANP) provides electronic access to patients' health information. Through ANP, you are able to access several applications that comprise the information available about each patient. Two of these applications are Pharmaceutical Information Network (PIN) and Person Directory (PD).

Because PIN and PD are separate applications that are accessible through ANP, they have their own userID and password. This userID/password combination is entered in the My Details section of the ANP user interface, allowing users with appropriate permissions to open PIN and PD from ANP without having to login in separately. The PIN/PD userID and password is also known as the Netcare EHR User ID and password.

PIN/PD passwords expire every 120 days. ANP passwords expire every 180 days. When either your PIN/PD or ANP password expires, you will get a message asking you to change your password.

If you change your PIN/PD password, it will be different from your ANP password, and vice versa. It is therefore recommended that you change both passwords at the same time, so the two passwords are the same (synchronized) and easier to remember.

If Your PIN/PD Password Expires First

1. Change Your PIN/PD Password

To trigger the change password prompt screen, you will need to open the PD application, which is located on the ANP home screen.

Only use the PIN application for password update if you do not have access to PD. As PIN is only accessible through a patient profile, select a patient from your "Recently Viewed Patient" list. If there are no recently viewed patients in your ANP account, search for a patient at your clinic only for the purpose of accessing the PIN icon to trigger the system prompt for a password change.

Important Reminder: As per Privacy and Security standards and ANP Roles and Responsibilities, never access your own health record.

- When you attempt to open PD or PIN, you will get a prompt to change your password:



- Beside **Login ID**, enter your PIN/PD userID.
- Beside **Old Password**, enter your existing PIN/PD password.
- Create a new password and enter it into the **New Password** and **Confirm New Password** fields.

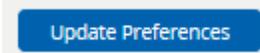
Note: Passwords must be at least 8 characters in length and include at least one upper case letter, one lower case letter, and one number.

- Click the **Change Password** button.
- Close PD by clicking the **Quit** link at the top right of the PD window.

2. Enter Your New PIN/PD Password in "My Details"

Now that you have changed your PIN/PD password, you will need to enter it in the "My Details" screen in ANP, so you will continue to be able to launch PIN and/or PD directly from ANP.

- Click on **My Details** in ANP (under the left menu panel under Common).
- Scroll down and click on the **Update Password** link beside PIN/PD Password.
- In the box that appears, type the new PIN/PD password you just created.

- Click on 

3. Change Your ANP Password

- At the top of the "My Details" screen click the **Change Password** link (located under your username).

- You will see the following:

Change Password

Old Password *

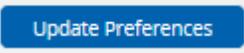
New Password *

Use at least 8 characters. Don't use passwords from another site or something too obvious such as your user ID, given name, or family name.

Confirm Password *

- Type your old ANP password in the **Old Password** field.
- Type your new password (the same as your new PIN/PD password) in the **New Password** field, then type it again in the **Confirm Password** field.
- Click the  button.

If Your ANP Password Expires First

- Complete Step 3 above.
- Scroll down and click on the **Update Password** link beside **PIN/PD Password**.
- In the box that appears, type the same password as the new ANP password you just created.
- You will see the Change Password box. Enter your Old Password, New Password and Confirm New Password.
- Click the **Change Password** button.
- In "My Details," click on .