



Alberta Netcare Portal Alberta Health Services (AHS) Access

SETUP GUIDE

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WELCOME

The purpose of this guide is to assist you with the setup of your Alberta Netcare Portal (ANP) account. Completion of the activities in this guide will require approximately 15 to 20 minutes.

Instructions

1. Before you start the setup process, you will need the following:
 - Your Alberta Netcare User ID, which is the ID you will use to login to ANP and PIN/PD.
 - Your Alberta Netcare unique temporary password. Each user will receive a unique temporary password that will be used for both ANP and PIN/PD.

Please Note: There is only one Alberta Netcare user ID. This is NOT single sign on to get access to full functionality within ANP. Users are still required to sign into both applications – Pharmaceutical Information Network (PIN) and Person Directory (PD) to get PIN/ PD access.

2. If you are missing any of the above or if you have questions about any of the setup activities, call the [AHS Service Desk](#) for your zone.

Best Practices

1. Never share your Alberta Netcare User ID and/or password. You are responsible for all access to Alberta Netcare Portal that occurs under your security credentials.
2. Only access health information necessary to fulfill your job responsibilities, and keep this information confidential.

Never access information for non-business purposes

Never access health information for yourself, family, friends, neighbours or co-workers! If you have any questions about what information you should access, call the Health Information Act (HIA) Help Desk at 780-427-8089 or toll-free 310-0000+780-427-8089.

3. When you have finished using Alberta Netcare Portal, be sure to click the Logout button at the top left of the Menu Bar, close the browser, and lock your computer (Ctrl + Alt + Delete) when you step away from a workstation.
4. When printing information from a patient's Electronic Health Record (EHR), follow the policy set at your work site regarding the use and storage of these print-outs.

Where do I go for more information?

The Alberta Netcare [Learning Centre](#) contains information (such as instructions, FAQs, electronic demos, learning paths, etc.) on how to use applications that are accessed through the EHR Viewer such as:

Alberta Netcare Portal (ANP)

Person Directory (PD)

Pharmaceutical Information Network (PIN)

eReferral

Delivery Site Registry (DSR)

There is also a Learn by Role section which specifically references resources associated with each Alberta Netcare Portal access role.

To use the Learning Centre information, always open the Learning Centre prior to logging in to the LIVE Alberta Netcare Portal. You will then have access to the Learning Centre while you work in Alberta Netcare Portal.

Security and Confidentiality

Only authorized users may access a person's medical and demographic data. EHR access is based on your user role, profession, and is site-based. Access, permissions, and other security credentials are set up to ensure you have enough information available to do your job, and that information is accessed only on a need-to-know basis for the site(s) at which you are registered. Be aware that Alberta Netcare Portal access is routinely monitored and audited, and can also be audited at the request of a patient, physician or manager.

By accessing Alberta Netcare, you agree to be bound by the Terms of Use and Disclaimer as noted on the Alberta Netcare Portal Login page, and to comply with all applicable legislation.



TERMS OF USE AND DISCLAIMER:

IMPORTANT - This application is for the use of authorized users only. Unauthorized access to this application is prohibited and may result in serious disciplinary action.

Please read these terms of use carefully before accessing or using the Alberta Netcare EHR application. By accessing Alberta Netcare you agree to be bound by these terms and to comply with all applicable laws.

Restrictions on Use:

1. You agree that the information in and accessible through Alberta Netcare (the "Information") is private and confidential and that you will take all reasonable steps to maintain the confidentiality of the Information. You further agree that you are aware of and will comply with the provisions of the Health Information Act and the Freedom of Information and Protection of Privacy Act, as applicable, with respect to the Information.
2. You understand that a person who knowingly collects, uses or discloses health or personal information in contravention of the Health Information Act or the Freedom of Information and Protection of Privacy Act may be found guilty of an offence and liable to a fine of up to \$50,000.
3. You agree that you will not use the Information for commercial purposes.

Disclaimer and Limitation of Liability:

4. You understand that Alberta Netcare, and the Information accessible through it, are provided by Alberta Health and Wellness ("AHW") on an "as is" and "as available" basis. Use of Alberta Netcare and the Information is at your sole risk and is in no way intended to replace or be a substitute for your professional judgment. AHW makes no representation or warranty, express or implied, as to the operation of Alberta Netcare, and assumes no legal liability or responsibility for the accuracy, completeness, or usefulness of any information provided through the application.

Security Notice:

5. You are aware that AHW monitors access to Alberta Netcare for security purposes and to protect the Information. By accessing Alberta Netcare you are expressly consenting to these monitoring activities.

SETUP ACTIVITIES

Activity 1: Access Alberta Netcare Portal Login Page

Please Note: Alberta Netcare Portal supports Internet Explorer and Mozilla Firefox for PC, and Mozilla Firefox for Mac. Please ensure you open ANP in one of our supported browsers.

Access Alberta Netcare Portal in one of three ways

- ◆ Click the **Start** button in the lower left corner of your computer screen, then click **ab netcare portal**; or
- ◆ Open your web browser, click on **Favorites**, then click on **ab netcare portal**; or
- ◆ Open your web browser, type **https://portal.albertanetcare.ca** in the address bar, then press **Enter**.
- ◆ The Alberta Netcare Portal Login page will display.

Add ANP as a trusted site

From your web browser:

For PC users:

- ◆ Select **Tools**
- ◆ Click **Internet Options**
- ◆ Click **Security** tab
- ◆ Select **Trusted Sites** and click **Sites** button
- ◆ Type **https://*.albertanetcare.ca**, then click **Add**
- ◆ Click **OK**

For MAC users:

- ◆ Select **Preferences**
- ◆ Click **Content**
- ◆ Select **Block Pop-up Windows**
- ◆ Click **Exceptions**
- ◆ Type **https://*.albertanetcare.ca** in the “Address of website” box
- ◆ Click **Allow**

Add Alberta Netcare Portal as an allowed site for your popup blocker

- ◆ Select **Tools**
- ◆ Select **Popup Blocker**
- ◆ Click **Popup Blocker Settings**
- ◆ Type **https://*.albertanetcare.ca** in the “Address of website” field
- ◆ Click **Add**
- ◆ Click **Close**

Activity 2: Create a New Alberta Netcare Portal Password

Login to ANP using your Alberta Netcare User ID and unique temporary password

- ◆ On the ANP login page, type your **Alberta Netcare User ID** in the **User ID** field
- ◆ Type your **unique temporary password** in the **Password** field
- ◆ Click **Login**
- ◆ You will receive a message stating “**Your Password has expired and must be changed**”
- ◆ Click **OK**

Create a new password

You are prompted to change the unique temporary password that was supplied to you:

- ◆ Type your **unique temporary password** in the **Old Password** field
- ◆ Type your **new password** in the **New Password** field

A message is displayed providing feedback regarding the compliance of the password with the Alberta Netcare password standards (see below).

- ◆ Revise as necessary, then type your **new password** again in the **Confirm Password** field
- ◆ Click **OK**
- ◆ This password will expire in 120 days

Alberta Netcare Password Standards

All passwords must meet the following criteria, unless approved through the Security Policy Exception Process:

- Minimum length of 8 characters.
- Must include a combination of 3 of the following:
 - alpha-upper case (ABCDE)
 - alpha-lower case (fghij)
 - numeric (12345)
 - special characters (@#\$%& -do not use underscore “_”)
- Must not contain your user name or full name.
- Will expire after 120 days.
- Cannot be reused for 13 iterations.
- A minimum of 5 invalid logins is allowed before being locked out. Call the Help Desk to reset your password.

Insecure passwords can be easily compromised – applying the Alberta Netcare password standards minimizes unauthorized access to patient data.

Activity 3: Configure Your Homepage

Alberta Netcare Portal opens to **Welcome to Your Homepage**. Take this opportunity to customize the homepage to display viewing areas called windowlets. These windowlets maximize your workflow.

Configure windowlets

On your homepage:

- ◆ Scroll down to the bottom left corner
- ◆ Click **Configure Layout** button

Configure “Search for a patient”

- ◆ Select **Search for a patient** from the dropdown selection in the windowlet.
- ◆ Click **New Section Below**

Configure “Recently Viewed Patients”

- ◆ Select **Recently Viewed Patients** from the dropdown selection in the lower left windowlet.
- ◆ Click **New Section to the Right**

Configure “Person Directory”

- ◆ Select **Person Directory (PD)** from the dropdown selection in the lower right windowlet.

If your ANP user role does not require PD or PIN access, ignore this step.

Confirm configuration layout

- ◆ Click **Update Layout** at the bottom of the screen

The screenshot displays the configuration interface for the Alberta Netcare Portal. It features three main windowlets:

- Search for a Patient**: A form with fields for Identifier, Identifier Type (PHN / ULI), Last Name, First Name, Middle Name/Initial, Date Of Birth (Day, Month, Year), Sex (All, Female, Male), and Phone Number. A search tip is provided: "Search Tip : An identifier search is recommended. For name search, please enter the complete last name, complete first name and date of birth." Buttons for Search and Reset are at the bottom.
- Recently Viewed Patients**: A table titled "Last 4 Weeks" showing patient data. The table has columns for Identifier, Name, Sex, and Age. Three patients are listed: George Simpson (42534-6114, M, 85 years), Elvis Aaron Presley (24845-0014, M, 56 years), and Edward Black (10124-9034, M, 103 years). A "Remove" button and "None selected" text are at the bottom. A footer indicates "Showing 3 of 3".
- Person Directory**: A button labeled "Open" is visible.

Activity 4: Manage your ANP and PIN/PD passwords

Step 1: Change Your PIN/PD Password

- ◆ Open PD by clicking on the OPEN button that you configured on your Clinician Homepage.
- ◆ The screen below indicates everything has been set up correctly for access to PIN/PD.



- ◆ The **Login ID** is prepopulated.
- ◆ The **Old Password** is prepopulated with your Temporary Password.
- ◆ Enter the ANP password you created in Activity 2 into the **New Password** and **Confirm New Password** fields.

Reminder: 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.

Please Note: If the screen below displays when trying to access PD, please call the **Provincial Help Desk at 1-877-931-1638**

Error accessing Person Directory

Incorrect user ID and/or password. [DPHI_000043]

Step 2: Enter Your New Password in "My Details"

Now that you have changed your password in PD, you will need to enter the new password in the "My Details" screen in 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 password you just created.
- ◆ Click on **Update Preferences**.

Next time you open PD, you should land in the application itself.

Activity 5: Further Configure “My Details”

Access “My Details”

- ◆ Click **My Details** (under **Common** in the menu on the left).
 - Choose the desired Inactivity Timeout. This is the amount of time that can pass without any activity before which the system will automatically log you out. (NOTE: The default Inactivity Timeout is 30 minutes). Your Inactivity Timeout should be set in accordance with the risk of breach of confidentiality in your work space. If you are working in a high traffic area, and / or are frequently called away from your computer, your Inactivity Timeout should be set to as short a time frame as is approved in your site’s policies and procedures.
- ◆ Enter your email address in the **Email Address** section under **Users**

If you use flowsheets as part of your role, you can change the number of columns displayed on a flowsheet.

Change Clinical Documents

Scroll down to **Clinical Documents**. You can make the following changes if you like:

- ◆ CDV Group Mode
- ◆ Default CDV Folder
- ◆ CDV Limited Records
- ◆ CDV Limited History Period

Clinical Documents

Access Reason Required	FALSE	Default CDV Folder	Dynamic Summary
CDV Group Mode	Category	CDV Limited Records	100 Records
		CDV Limited History Period	2 Years

Change Lab attributes

- ◆ Scroll down to Lab
- ◆ Change Flowsheet Size to [30]
- ◆ Extend cumulative period to [731].

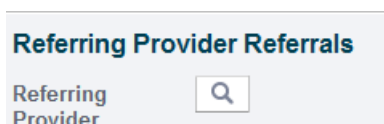
Lab

Results View Mode	single	Flowsheet Size (columns)	30
Cumulative Period (days)	180	The Flowsheet Size can be increased to a maximum of 60; however, the higher the number of columns requested, the longer it will take for the flowsheet to display.	

If you use eReferral as part of your role, please configure the 'Referring Provider Referrals' section and / or the 'Referring Provider Referrals On Behalf Of' section.

**For Referring
Provider Referrals:**

- Click on the magnifying glass to bring up a Provincial Provider Registry (PPR) search.



The screenshot shows a section titled "Referring Provider Referrals". It contains a label "Referring Provider" and a magnifying glass icon in a box, which is the search trigger for the Provincial Provider Registry.

- Enter the **First Name** and **Last Name** then click **Search**.



The screenshot shows the "Provincial Provider Registry" search form. It has fields for "First Name" and "Last Name", a "Search" button, a "Reset" button, and a "Cancel" button. There is also a dropdown for "Select a favourite search" and a text input for "Enter a new favourite search".

The search will return selections that include: **Name**, **Provider Type**, **City**, and **Status**.

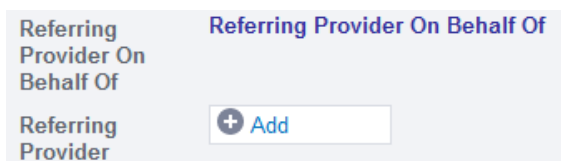
- Select one of the returned selections as a referring provider, this should be your own name) and this information will populate the Referring Provider field.
- Complete the remaining fields: **Phone Number**, **Fax Number**, **Address Line 1**, **Address Line 2**, **City**, **Postal Code**, **Province**.

Please note: The values entered into these fields are not validated against the Provincial Provider Registry (PPR).

If you will also be submitting referrals on behalf of another provider, the **User On Behalf Of** field should be checked to **Yes** and you should complete the fields in that section.

**For Referring Provider
on Behalf Of:**

This section allows you to designate one or more providers that you will be able to create referrals on behalf of.



The screenshot shows a section titled "Referring Provider On Behalf Of". It contains a label "Referring Provider" and a button with a plus sign and the word "Add", which is used to add a provider to the list.

- Click **Add** to bring up a Provincial Provider Registry (PPR) search.

- ◆ Enter the **First Name** and **Last Name** then click **Search**. The search will return selections that include: **Name**, **Provider Type**, **City**, and **Status**.
- ◆ Select one of the returned selections. This information will populate the **Referring Provider** field. This process can be repeated to select each provider you will be submitting referrals on behalf of.
- ◆ Complete the remaining fields: **Phone Number**, **Fax Number**, **Address Line 1**, **Address Line 2**, **City**, **Postal Code**, and **Province**.
- ◆ The **Show Recently Updated referrals for** field is located on the right section of the screen. This dropdown field determines the length of time that a newly created or updated referral will be appear in the **Recently Updated** referral list in **My Referrals**.
- ◆ Choose from the following values: Last 1 day / Last 2 days / Last 3 days / Last 7 days / Last 2 weeks / Last 1 month
- ◆ Click **Update Preferences** to exit My Details.

To Show Recently
Updated Referral
For Section

Exit "My Details"

Please note: Your homepage can be further customized to optimize your use of Alberta Netcare as it pertains to your workflow. If you would like to discuss options for configuring your homepage, please contact the eHealth Support Team at 1-855-643-8649.

**Congratulations! You have now completed your user setup.
You are ready to begin using Alberta Netcare Portal.**