

August 27, 2010

## Activating Destination Coordinators (DC's) and Destinations

### Summary:

**Destination Coordinators** may access an HSPnet Inbox to coordinate requests for destination(s) under their responsibility.

**Receiving Coordinators** setup the user ID once the Destination Coordinator completes the mandatory eLearning for their role.

### Associated Icons:



Create User ID (not an active User)



Active User – Regular Access rights



Mandatory eLearning not yet completed

## Background

Receiving Coordinators (RC) will be notified by HSPnet Support when a Destination Coordinator (DC) has completed their mandatory online orientation on the HSPnet eLearning website. The RC will then activate a new user ID and setup access to the appropriate destination(s). This will allow the DC to view Redirected requests in their Welcome screen, accept/decline requests, assign preceptors, print reports, and maintain their online Destination Profile.

## Step 1 – Distribute Quick Reference Guides to Eligible DC's

- a. Distribute two Quick Reference Guides (*Quick Start Guide for New Users* and *HSPnet Overview for Destination Coordinators*) to managers that would benefit from access to HSPnet. The first Guide advises them to visit the HSPnet eLearning website to complete a mandatory topic prior to receiving access. The following email script may be useful in communicating the benefits of DC access:

Our [site/region] uses a web-based system called HSPnet to coordinate student placements, and we encourage you to obtain a user ID and password so you can manage placement requests for your own area(s). Hundreds of unit/program managers across Canada use HSPnet with the following benefits:

- **Web-based access to incoming requests and confirmed placements**
- **Consistent information** for each placement including:
  - Contact information for practicum coordinator, instructor and/or preceptor
  - Online course profiles and documents (course outline, preceptor handbook)
  - Placement start/end dates, shifts and schedules
  - Notes and urgent alerts
- **Streamlined communications** resulting in less paper, fewer emails, and reduced “telephone tag”
- **Preceptor management** through a database of preceptor profiles, placement/student history, and reports to support preceptor recognition
- **Reporting tools** to produce schedules, preceptor directories, and statistical reports for accreditation, etc.

Attached are two key documents you would need to get started:

1. *HSPnet Overview for Destination Coordinators* – provides background and instructions for using HSPnet
2. *Quick Start Guide for New Users* – explains how to access the eLearning website. Upon completion of the mandatory eLearning orientation, you will receive a user ID and password for HSPnet access as appropriate for the destination(s) you manage.

## Step 2 – Notification from HSPnet of Mandatory Orientation Completion

- HSPnet Support will be notified upon completion by a new user of his/her mandatory eLearning topic, and will in turn notify the Receiving Coordinator that the DC is now eligible for access to HSPnet.

**NOTE – a user ID cannot be activated until mandatory orientation on privacy and security of personal information is completed.**

## Step 3 - Add or Update the DC staff record

- Click **Maintenance** → **Staff/Users** in the left navigation.
- Perform a Search for the staff member by entering 2-3 letters of their last or first name and click **Search**
  - If a match is found, review their contact information and proceed to Step 4.
  - If no match is found, filter to the appropriate Department for the new staff record and click **+** to add. Complete the mandatory fields indicated by \* including first/last names (business email and phone are also recommended) and check the role of “Destination Coordinator”.

**Add new entry**

Names: Last: White \* First: Marilyn \* Middle: Jane

Title: \_\_\_\_\_

Salutation: \_\_\_\_\_

Employee #: \_\_\_\_\_

Email: test@hspcanada.net

Office Phone: 604 - 778-7788 L \_\_\_\_\_ Enter business phone/fax/email only [Help](#)

Office Alt Phone: 604 - \_\_\_\_-\_\_\_\_ L \_\_\_\_\_

Fax: 604 - 667-6677

Educ./Profess. Designation: BScN (for Correspondence) [Help](#)

Minimize Email Subject Length [Help](#)

**Receiving Agency Roles**

Receiving Coord  Destination Coord.  Preceptor

## Step 4 - Create User ID and Establish Access Rights

- Click to create a user ID access (or click to modify an existing ID).
- Note** – a gray key indicates that the individual hasn't completed the mandatory eLearning topic as explained in Step 2.
- The **User Maintenance** window displays a list of the steps to setup their user ID.
    - [User Account Information](#) - enter a user ID and mandatory email address, and click **Next >** to proceed to the next step.

NOTE – the user ID is typically the user's first initial and last name (“mwhite” in this example). If you receive an error message that the user ID has already been issued, you will need to add middle initial (e.g. mjwhite) or append a number (e.g. mwhite2) to ensure that the user ID is unique.

**User Maintenance**

White, Marilyn Jane  
604-778-7788

[User Account Information](#)  
[User Access Authorization](#)  
[Copy Access Rights](#)  
[Departments](#)  
[Disciplines](#)  
[Sites](#)  
[Services](#)  
[Destinations](#)  
[Review and Save](#)

NOTE – the “Email Alerts Accepted” option must be checked if this DC will manage the Inbox for her allowed destinations (and receive email notices of pending requests). If this option is not checked, this DC will have a monitoring role only. *If there is no DC user that accepts email alerts for a destination, that destination cannot be setup as an HSPnet user and redirected requests will be delivered via PDF (Redir-P).*

**User Account Information**

Recommended User ID format is the first initial plus last name - e.g. jsmith

User ID:

Email:

User ID Enabled

Last Login: Never

Restrict to View Only

Hide Student Names

**Email Alerts Accepted**

(clear checkbox if this user will not actively manage an Inbox) [Help](#)

- [User Access Authorization](#) – from the dropdown, select the appropriate individual who is authorizing the instructor’s access to HSPnet. This would normally be the individual’s supervisor, or it may be a Receiving Coordinator if you are actively involved in staff appointments.

**User Access Authorization** [Help](#)

Authorized by:  \*

Reason:  \*

Date:    \*

- [Copy Access Rights](#) - to establish the instructor’s access rights, you can either copy the rights from another DC, or you can proceed to the next steps and manually select their allowed [Disciplines](#), [Sites](#), [Services](#), and [Destinations](#) by adding to their “allowed” list on each screen, e.g. for destinations:

**Destinations**

allow all

select from list:

Site : Service

**not allowed**

RichHosp:MedicineIP:3M-SCN\*

RichHosp:MedicineIP:8North\*

**allowed**

RichHosp:MedicineIP:2South

RichHosp:MedicineIP:3S

- [Review and Save](#) - click  to save your changes; this will activate the new user ID and send an email to the DC with their user ID and a temporary password.

### Step 5 – Setup Destination as an HSPnet User

The final step is to identify the DC responsible for student placements at their destination(s) and ensure the Destination is setup for electronic delivery of requests.

- Click **Maintenance** → **Setup/Lookup** → [Manage Destinations in Services](#) from the left navigation.
- Change the Current View Filter to display the Site/Service of the new DC’s destination.


- Click for the Destination and select the DC from the dropdown if not already entered.
- Check “HSPnet User” to setup electronic delivery.

**Manage Destinations in Services**

Current View

Agency:  Site:  Service:   Show Deleted Dests

Name	Short Name	HSPnet User	Dest. Contact* / Dest. Coord.	
HC - Home Care		<input checked="" type="checkbox"/>	Threesouth, Tammy	+ ✓ X
			Jerrod, Mary Jones, Mitchell Jones, Trish D	

- c. Click  to Save. The selected DC will now appear in Details as the Destination Contact, and the Destination Profile will be updated as appropriate under [Contacts](#).

### Things to Remember

- A placement request will be visible to the DC only after it is redirected by the Receiving Coordinator from her Inbox or Welcome Screen.
- When DC's receive HSPnet access, they inherit all previous requests and placements for their destinations, including those with status of Redir, AccA, DecA and Canc.
- If a DC will not actively manage their Inbox (i.e will monitor placements only) and no other DC is assigned to that Inbox, return to Step 3 and clear the "HSPnet User" checkbox to cancel electronic delivery. This will signify to the schools that the Destination Contact is not actively monitoring their inbox and other mechanisms should be used to communicate and follow-up regarding placements.

You have now completed the steps to activating a Destination and new DC user ID. Please contact [support@hspcanada.net](mailto:support@hspcanada.net) if you have any questions regarding creating user ID's.

### HSPnet Support

Email: [support@hspcanada.net](mailto:support@hspcanada.net)

## Checklist: Activating DC Access to HSPnet

	Task / Deliverable	Document / Resource
<input type="checkbox"/>	<p><b>Communicate with DC's</b></p> <p>Notify unit managers of their pending access to HSPnet and include their Quick Reference Guides</p>	<ul style="list-style-type: none"> <li>▪ Sample email script for DC notice – see page 1 of this Guide</li> <li>▪ Quick Reference Guides:                             <ul style="list-style-type: none"> <li>○ <i>Quick Start Guide for New Users</i></li> <li>○ <i>HSPnet Overview for DC's</i></li> </ul> </li> </ul>
<input type="checkbox"/>	<p><b>Review System Requirements</b></p> <p>Ensure that your managers have access to a computer with the minimum system requirements:</p> <ul style="list-style-type: none"> <li>○ Internet Explorer 5.5 or later</li> <li>○ Adobe Reader (to view PDF files)</li> <li>○ Email client (e.g. Outlook, Lotus Notes)</li> </ul>	<p>Visit <a href="http://www.hspcanada.net/support/requirements.asp">http://www.hspcanada.net/support/requirements.asp</a> for a detailed list of system requirements</p>
<input type="checkbox"/>	<p><b>Test DC Access</b> (recommended for first time activation only)</p> <p><b>Maintenance</b> → <b>Staff/Users</b> – Ask 2 or 3 DC's to visit the link for testing their email setup. Contact your IT department for assistance if you encounter problems with your email system's ability to launch the test emails.</p>	<p>Visit <a href="http://www.hspcanada.net/fr/formation/HSPnet_test1.asp">http://www.hspcanada.net/fr/formation/HSPnet_test1.asp</a> to test email settings</p>
<input type="checkbox"/>	<p><b>Activate DC Access – in Maintenance</b> → <b>Setup/Lookup:</b></p> <p>→ <b>Staff/Users</b> – setup the DC's as an HSPnet user, with the correct destinations in their access</p> <p>→ <b>Manage Destinations in Services:</b> ensure that correct DC is assigned to each destination, and enable the destination as an "HSPnet User"</p>	<p>Step 3.b of this Guide</p>
<input type="checkbox"/>	<p><b>Redirect upcoming placements</b></p> <p><b>Welcome</b> – redirect pending requests to make them visible in the DC Inbox</p>	<p>Quick Reference Guide: <i>Placement Cycle Overview for Receiving Coordinators - Step 3</i></p>