

# Onboarding LTC/AL/GP into ImmsBC

*This presentation has been designed to support people who do not directly fall into a Health Authority gaining access to ImmsBC including LTC, AL and GP.*

# LTC PROCESS

Complete Training

Facility Set Up

User Provisioning

To get your account set-up within ImmsBC there are three key steps you need to take.

### Training

- Watch 4 videos
- Join Office Hours if you have questions

### Facility Set up

- Complete an online form get your clinic set up within ImmsBC

### Provisioning

- To get your login credentials use your BC Services Card to gain access to the Provider Identity Portal and request ImmsBC access

## Step 1: Complete Training

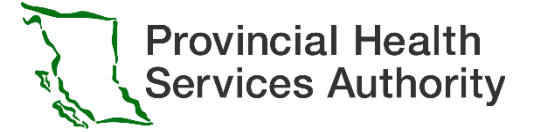
ImmsBC training is self-directed using online videos.

There are 4 videos listed below that you must watch before requesting access to ImmsBC. Please click on the links below to watch the required videos.

- [Overview and basic navigation \(7min\)](#)
- [Finding your client \(1min\)](#)
- [Documenting Immunization \(4min\)](#)
- [Adding a contact \(4min\)](#)



# Training Questions



After you have watched the videos, if you have questions related to ImmsBC functionality please join us during an office hours session. During the times listed below, a trainer will be online ready to answer questions. Similar to university office hours, you can pop-in any time during that window and someone will be there to help.

Office hours run every Tuesday & Thursday starting August 29

Tuesdays  
11:30-12:30 PT

Thursdays  
10:30-11:30 PT

To join office hours, click [here](#)

# Step 2- Facility Set up

**Has your facility completed immunizations within ImmsBC before?**

**If YES**

Please email Command Center and let them know so they can re-activate your clinic.

They will also need to add a new value for LTC (Private, contract, HA) depending on ownership and governance.

**If NO**

Please complete the survey on the slide 9

# OVERVIEW OF THE SURVEY

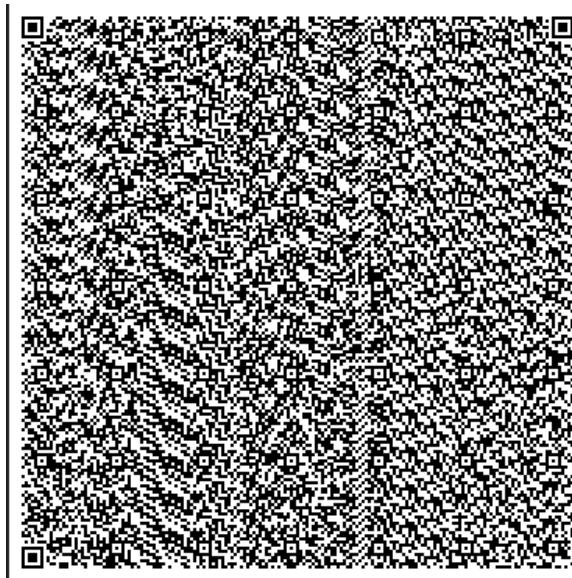
Please have the following information ready in order to complete the survey



- 1 **Facility Contact:** Provide primary contact's name, phone, and email for queries..
- 2 **Facility Information:** Define clinic's Health Authority, name, age criteria, and public appointment policy.
- 3 **Service Delivery:** Optional SDL number assignment.
- 4 **Start Date:** Planned immunization start date.
- 5 **Type & Subtype:** Clinic type and subtype, e.g., Clinic, LTC/AL, Mass.
- 6 **Time Zone:** Select the facility's operating time zone.
- 7 **Location & Contact:** Physical address, phone, and email for the clinic.



To request a new clinic in ImmsBC click the link below or  
scan the QR code



Clinic Request Form  
[Click Here](#)

# Step 3- User Provisioning



## 3.1 Logging Onto the OneHealthID Portal for the First Time

A screenshot of the "Provider Identity Portal" landing page. The page has a dark blue header with the "BRITISH COLUMBIA" logo. The main content area features a large image of a suspension bridge over a forest. Overlaid on this image is the text "Provider Identity Portal" in large white font, followed by a grey box containing the text: "A portal for healthcare professionals in British Columbia to enrol for access to participating health systems". Below this is the "BRITISH COLUMBIA" logo and "Ministry of Health". To the right of the image is a white box with a blue header that says "Login with the BC Services Card app". Below this header are links for "Don't have an account? Set up", "Other login options" with a dropdown arrow, and two buttons: "Health Authority ID" and "BC Provider". At the bottom of the white box is the text "Do you have a TDIR account? Login".

- Begin by navigating to <https://healthprovideridentityportal.gov.bc.ca>.

**Note:** Now is also a great time to bookmark the website for ease of access in the future!

- On the landing page, select *Login with the BC Services Card app*. (For LTC if you do not have a BC Services Card, or cannot get one, call the Command Center)

*Details for Command Center on the last slide*

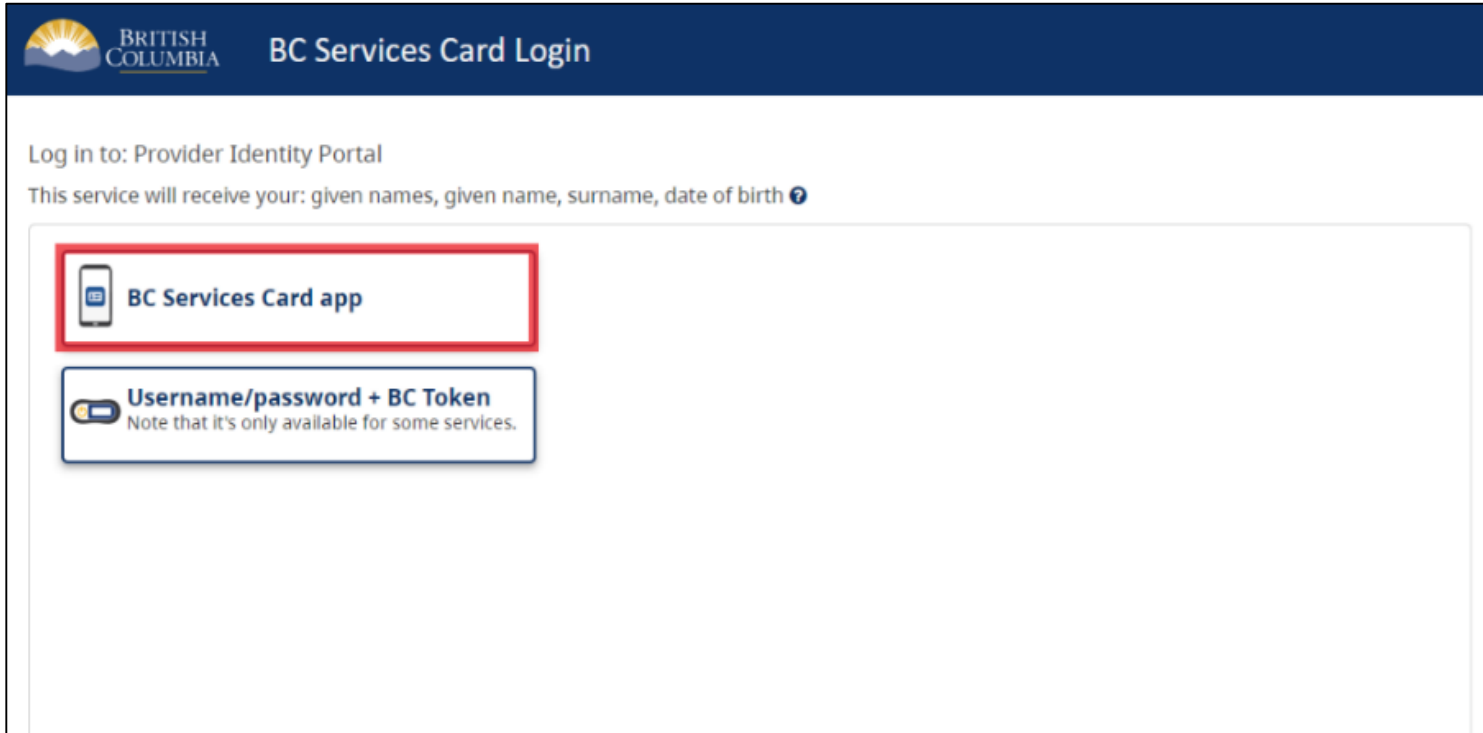
3.2 A notification about collection of personal information will appear. Click Confirm to continue



## Collection Notice

The Provider Identity Portal collects personal information for the purposes of verification and access to participating health systems. This is collected by the Ministry of Health under sections 26(c) and 27(1)(b) of the Freedom of Information and Protection of Privacy Act. Should you have any questions about the collection of this personal information, contact [provideridentityportal@gov.bc.ca](mailto:provideridentityportal@gov.bc.ca).

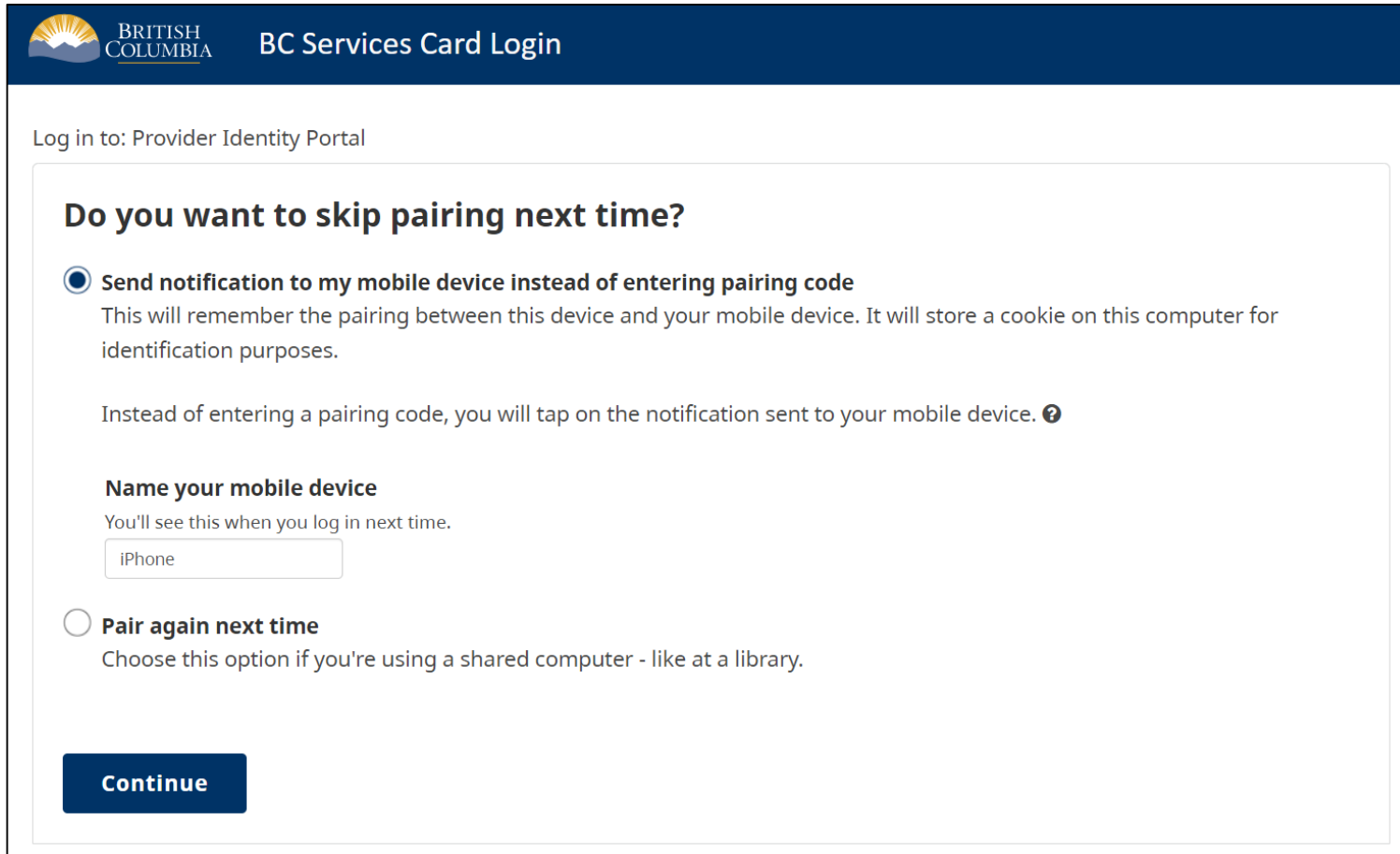
### 3.3 From the list of options, select *BC Services Card app*



The screenshot shows the 'BC Services Card Login' page. At the top left is the British Columbia logo. The page title is 'BC Services Card Login'. Below the title, it says 'Log in to: Provider Identity Portal' and 'This service will receive your: given names, given name, surname, date of birth'. There are two login options: 'BC Services Card app' (highlighted with a red box) and 'Username/password + BC Token' (with a note that it's only available for some services).

- A Pairing Code will display on the screen. Enter this code into the BC Services Card app to finish logging in.
- Note: Instructions on how to enter the Pairing Code into the BC Services Card app can be found by scrolling down on the same webpage as the code (shown above).

## 3.4 Pairing Option



The screenshot shows the BC Services Card Login interface. At the top left is the British Columbia logo. The header text reads "BC Services Card Login". Below the header, it says "Log in to: Provider Identity Portal". The main content area is titled "Do you want to skip pairing next time?". There are two radio button options. The first option, "Send notification to my mobile device instead of entering pairing code", is selected. Below it is a description: "This will remember the pairing between this device and your mobile device. It will store a cookie on this computer for identification purposes." Below that is a note: "Instead of entering a pairing code, you will tap on the notification sent to your mobile device." There is a section titled "Name your mobile device" with the instruction "You'll see this when you log in next time." and a text input field containing "iPhone". The second option, "Pair again next time", is unselected and has the instruction "Choose this option if you're using a shared computer - like at a library." At the bottom left is a blue "Continue" button.

BRITISH COLUMBIA BC Services Card Login

Log in to: Provider Identity Portal

### Do you want to skip pairing next time?

**Send notification to my mobile device instead of entering pairing code**  
This will remember the pairing between this device and your mobile device. It will store a cookie on this computer for identification purposes.

Instead of entering a pairing code, you will tap on the notification sent to your mobile device. ⓘ

**Name your mobile device**  
You'll see this when you log in next time.

**Pair again next time**  
Choose this option if you're using a shared computer - like at a library.

**Continue**

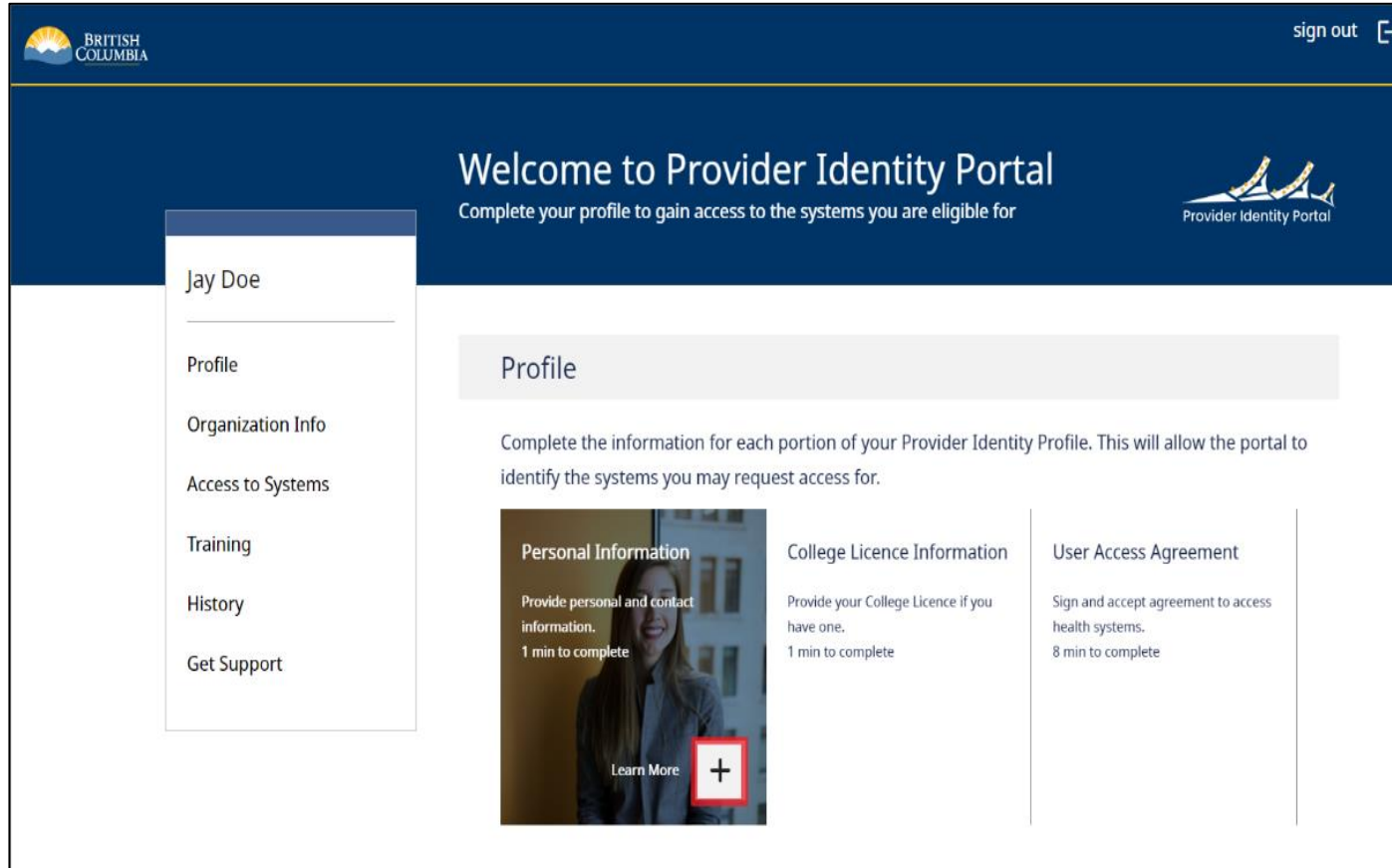
- A screen may appear asking if you'd like to skip this step the next time you connect.
- If you would like to skip the pairing process each time you connect, you can select the first option and provide a nickname for your mobile device.

### 3.5 When login is completed, the main landing page for the OneHealthID Portal will display



A screenshot of the OneHealthID Provider Identity Portal landing page. The page has a dark blue header with the British Columbia logo on the left and a "sign out [+]" link on the right. The main content area is white. At the top, it says "Welcome to Provider Identity Portal" with a sub-header "Complete your profile to gain access to the systems you are eligible for" and the "Provider Identity Portal" logo. On the left, a user profile dropdown menu is open for "Jay Doe", listing options: Profile, Organization Info, Access to Systems, Training, History, and Get Support. The main content is divided into sections: "Profile" with a sub-header "Complete the information for each portion of your Provider Identity Profile. This will allow the portal to identify the systems you may request access for." Below this are two cards: "Personal Information" (with a photo of a woman and a "Learn more +" button) and "College Licence Information" (with a "Learn more +" button). At the bottom, there is an "Organization Information" section with a sub-header "Provide your organization's details to gain access to the systems you are eligible for." The page is decorated with green and blue wavy shapes at the bottom.

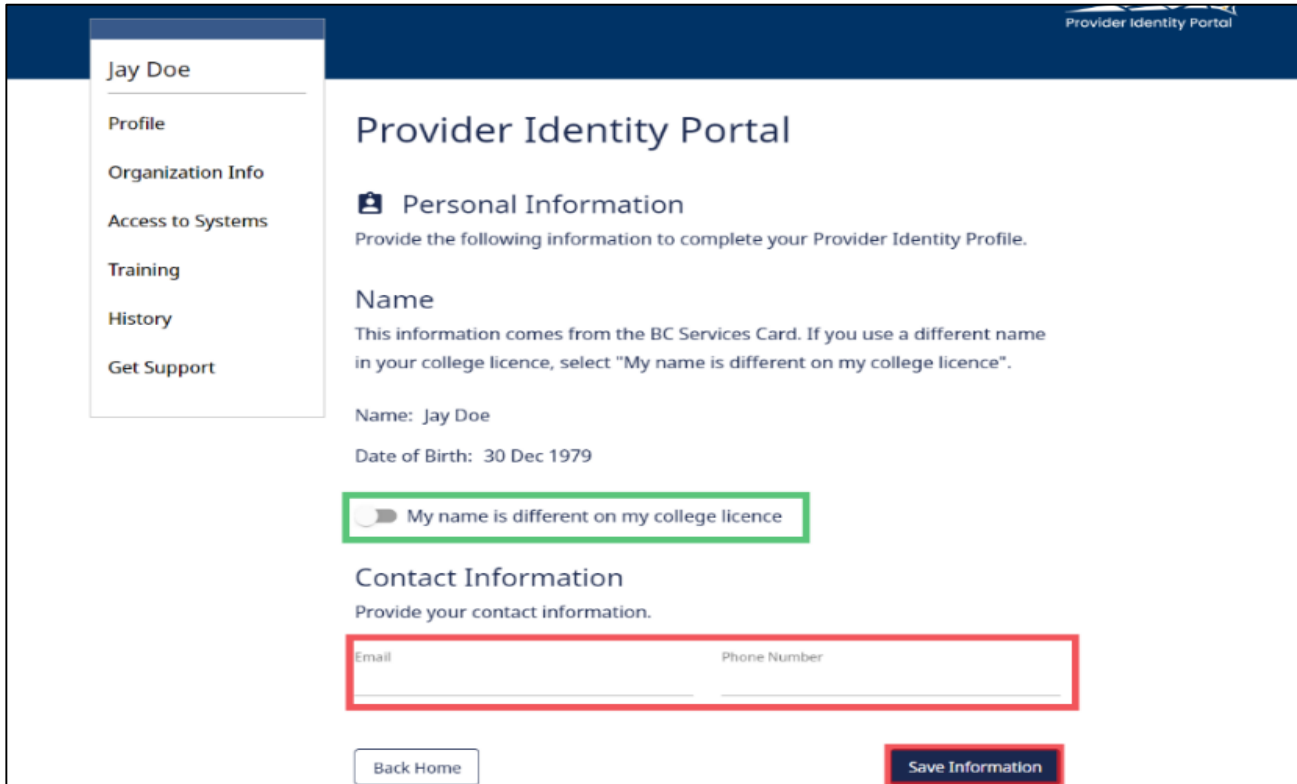
## 3.6 Provide Contact Details



The screenshot shows the 'Welcome to Provider Identity Portal' page. The user is logged in as 'Jay Doe'. The main heading is 'Welcome to Provider Identity Portal' with the subtext 'Complete your profile to gain access to the systems you are eligible for'. The 'Profile' section is highlighted, and a description states: 'Complete the information for each portion of your Provider Identity Profile. This will allow the portal to identify the systems you may request access for.' There are three tiles: 'Personal Information' (1 min to complete), 'College Licence Information' (1 min to complete), and 'User Access Agreement' (8 min to complete). The 'Personal Information' tile has a 'Learn More +' button highlighted with a red box.

- The first step a user must complete after logging onto the portal is providing their contact details.
- On the portal dashboard, click the + button on the Personal Information tile.

## 3.7 Provide a contact Email and Phone Number



Provider Identity Portal

Jay Doe

- Profile
- Organization Info
- Access to Systems
- Training
- History
- Get Support

### Provider Identity Portal

#### Personal Information

Provide the following information to complete your Provider Identity Profile.

#### Name

This information comes from the BC Services Card. If you use a different name in your college licence, select "My name is different on my college licence".

Name: Jay Doe  
Date of Birth: 30 Dec 1979

My name is different on my college licence

#### Contact Information

Provide your contact information.

Email \_\_\_\_\_ Phone Number \_\_\_\_\_

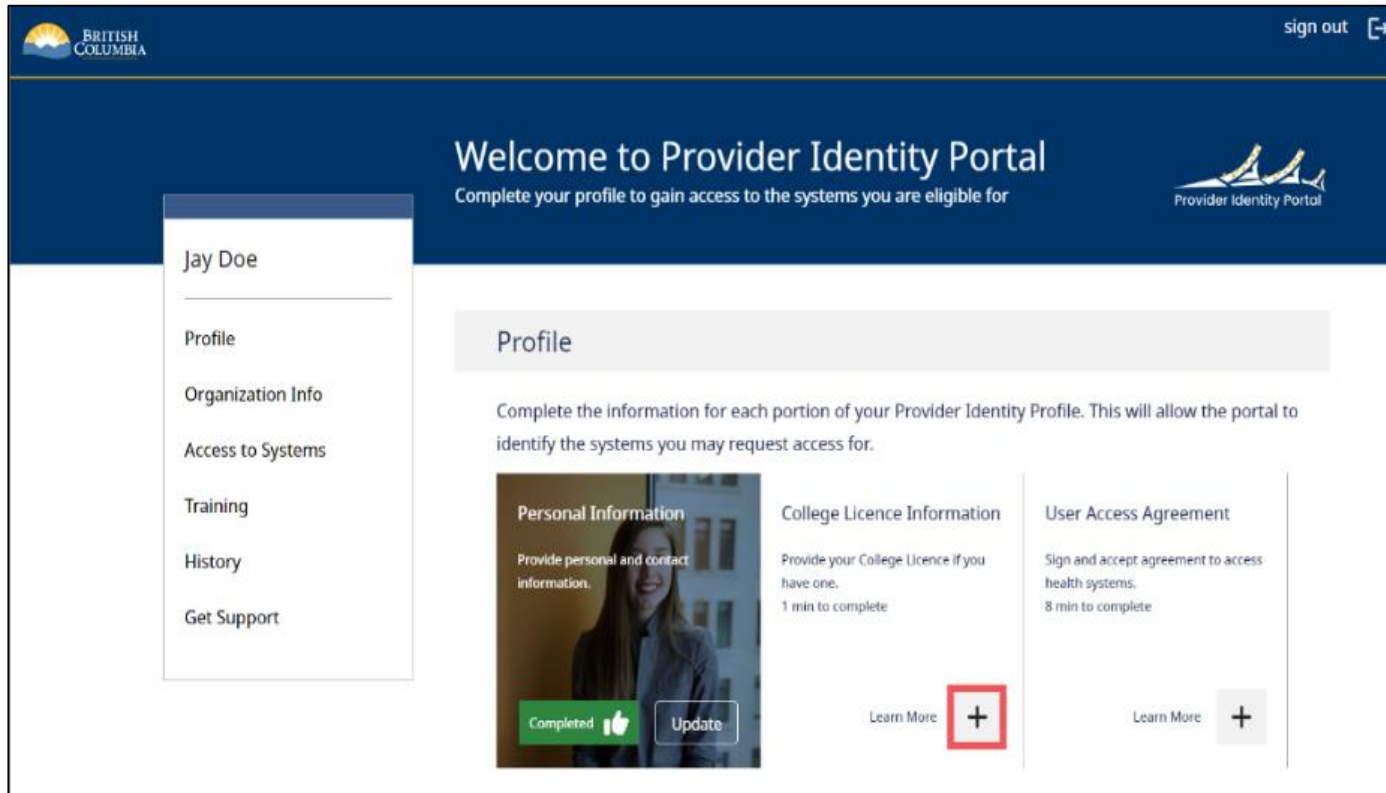
[Back Home](#) [Save Information](#)

- Review the information displayed to ensure it is correct and provide a contact Email and Phone Number.
- You can also indicate whether your name is different on your college license, and provide that information if required.
- Click the Save Information button to save and return to the portal dashboard.



## 3.8 Provide College Licence

*If you are not a registered with a college (e.g clerk) please skip this step*



BRITISH COLUMBIA

sign out

### Welcome to Provider Identity Portal




Complete your profile to gain access to the systems you are eligible for

Jay Doe

- Profile
- Organization Info
- Access to Systems
- Training
- History
- Get Support

#### Profile

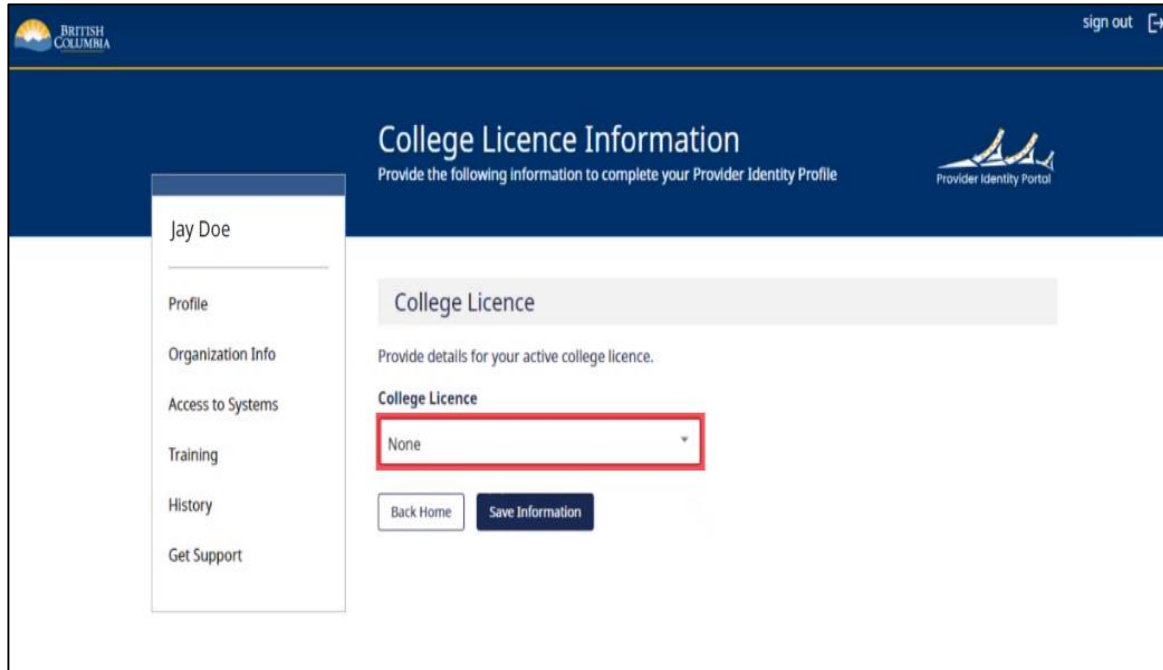
Complete the information for each portion of your Provider Identity Profile. This will allow the portal to identify the systems you may request access for.

Personal Information	College Licence Information	User Access Agreement
Provide personal and contact information.	Provide your College Licence if you have one. 1 min to complete	Sign and accept agreement to access health systems. 8 min to complete
Completed  <input type="button" value="Update"/>	<a href="#">Learn More</a> 	<a href="#">Learn More</a> 

- Once you have provided your contact information, the next step is to provide your college license and agree to the user access agreement.
- For unlicensed practitioners and other staff, this step must still be completed in order to complete your profile and access the Provider Experience Portal.
- **Note:** If you have already accessed the OneHealthID portal in the past, some steps may show as completed already. When this occurs, simply proceed to the next step.

*On the home page, click the + button on the College License Information tile*

## 3.9 Provide College License Information



BRITISH COLUMBIA

sign out [→]

### College Licence Information

Provide the following information to complete your Provider Identity Profile

Provider Identity Portal

Jay Doe

- Profile
- Organization Info
- Access to Systems
- Training
- History
- Get Support

#### College Licence

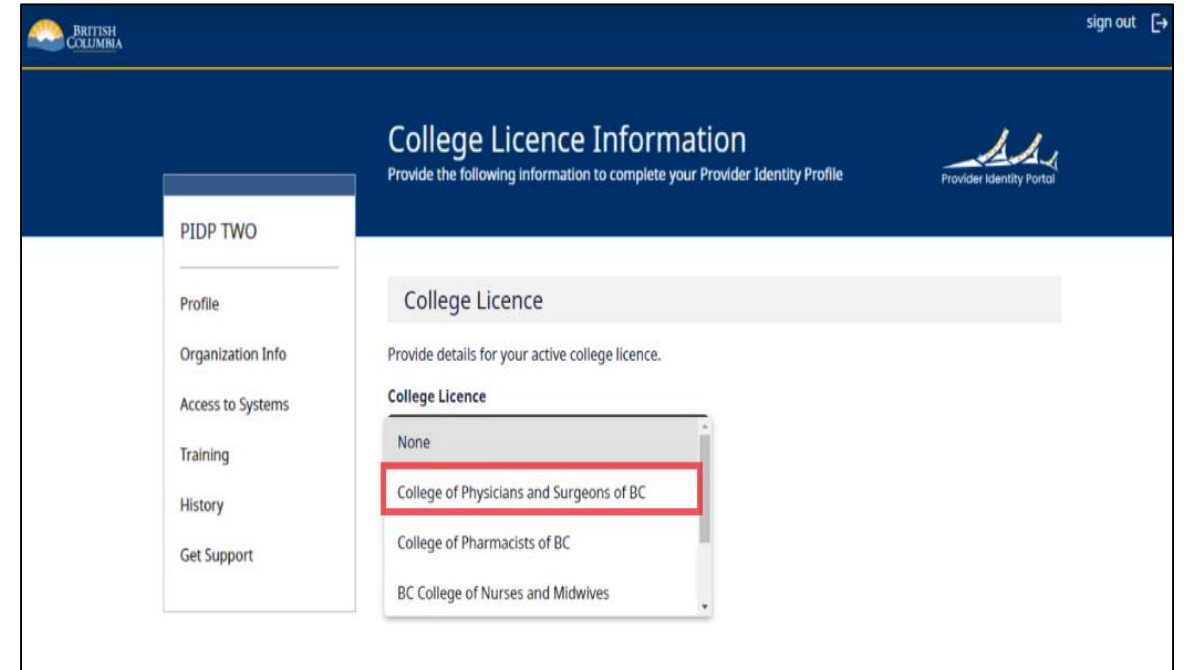
Provide details for your active college licence.

College Licence

None

Back Home Save Information

*Click the College License drop-down list*



BRITISH COLUMBIA

sign out [→]

### College Licence Information

Provide the following information to complete your Provider Identity Profile

Provider Identity Portal

PIDP TWO

- Profile
- Organization Info
- Access to Systems
- Training
- History
- Get Support

#### College Licence

Provide details for your active college licence.

College Licence

None

College of Physicians and Surgeons of BC

College of Pharmacists of BC

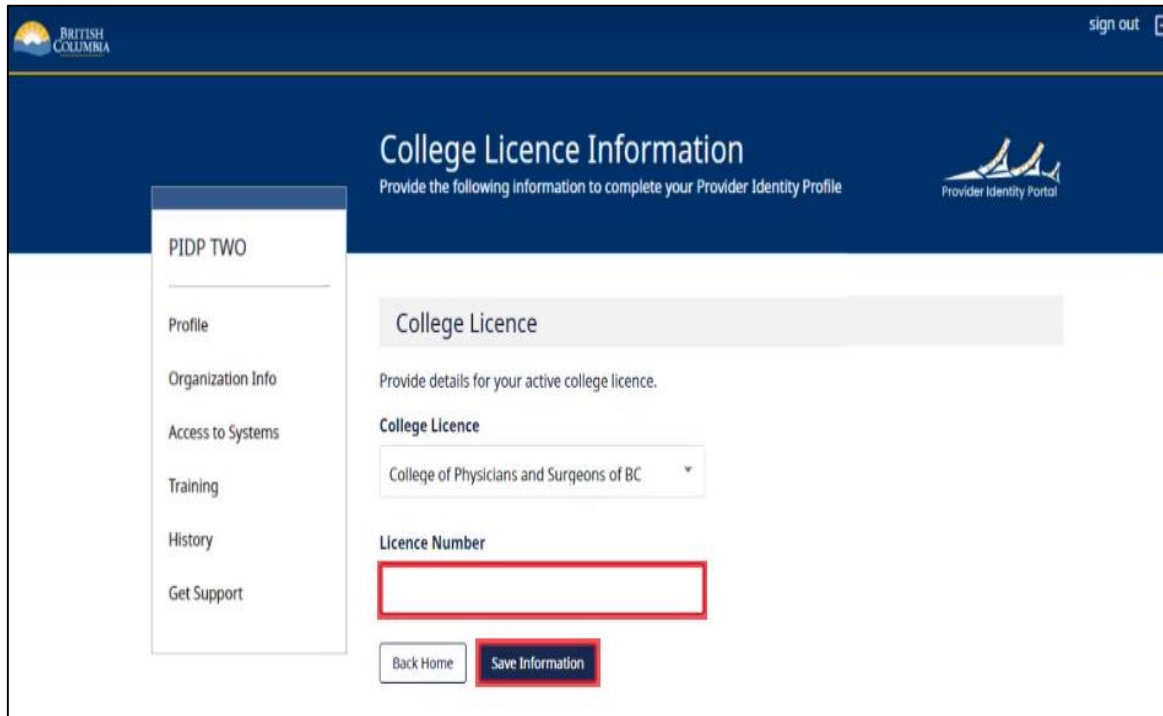
BC College of Nurses and Midwives

Back Home Save Information

*Select the correct college license from the College License drop-down list.*

*Note: Unlicensed practitioners and other staff must select None*

## 3.9.1 Provide College License Information



BRITISH COLUMBIA

sign out

### College Licence Information

Provide the following information to complete your Provider Identity Profile

Profile Identity Portal

PIDP TWO

- Profile
- Organization Info
- Access to Systems
- Training
- History
- Get Support

#### College Licence

Provide details for your active college licence.

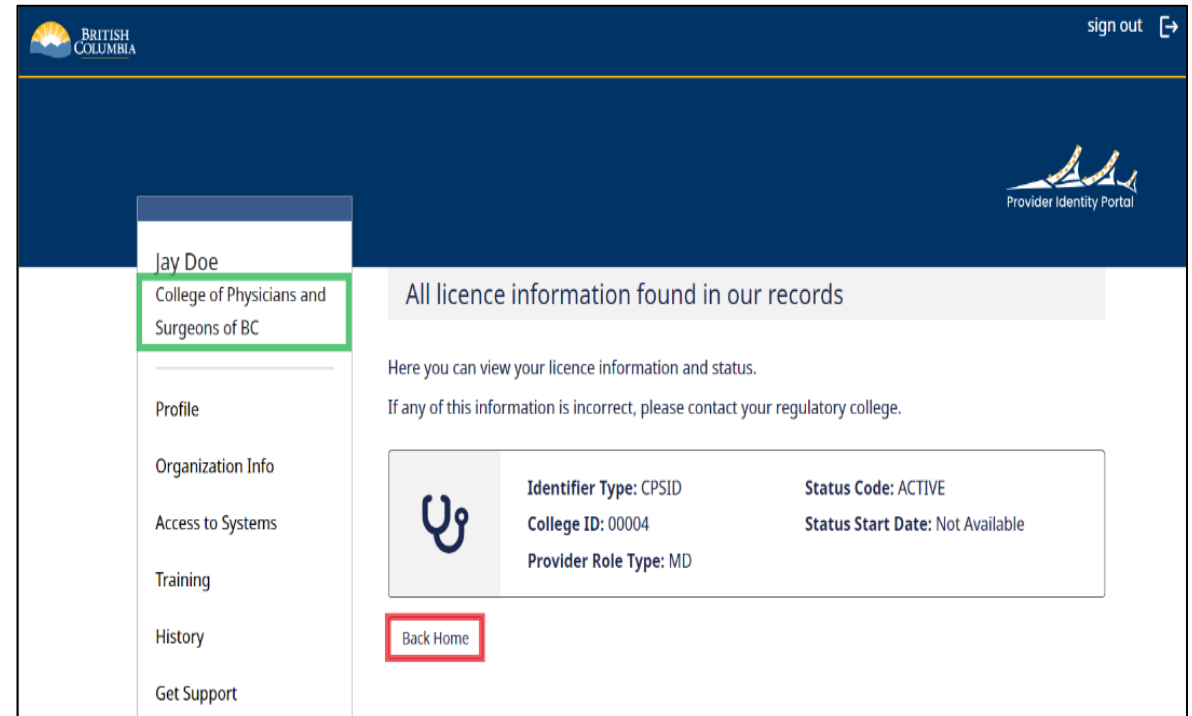
College Licence

College of Physicians and Surgeons of BC

Licence Number

Back Home Save Information

*In the College License field, enter your license number and then click save Information button.*



BRITISH COLUMBIA


sign out

Jay Doe

College of Physicians and Surgeons of BC

#### All licence information found in our records

Here you can view your licence information and status.  
If any of this information is incorrect, please contact your regulatory college.

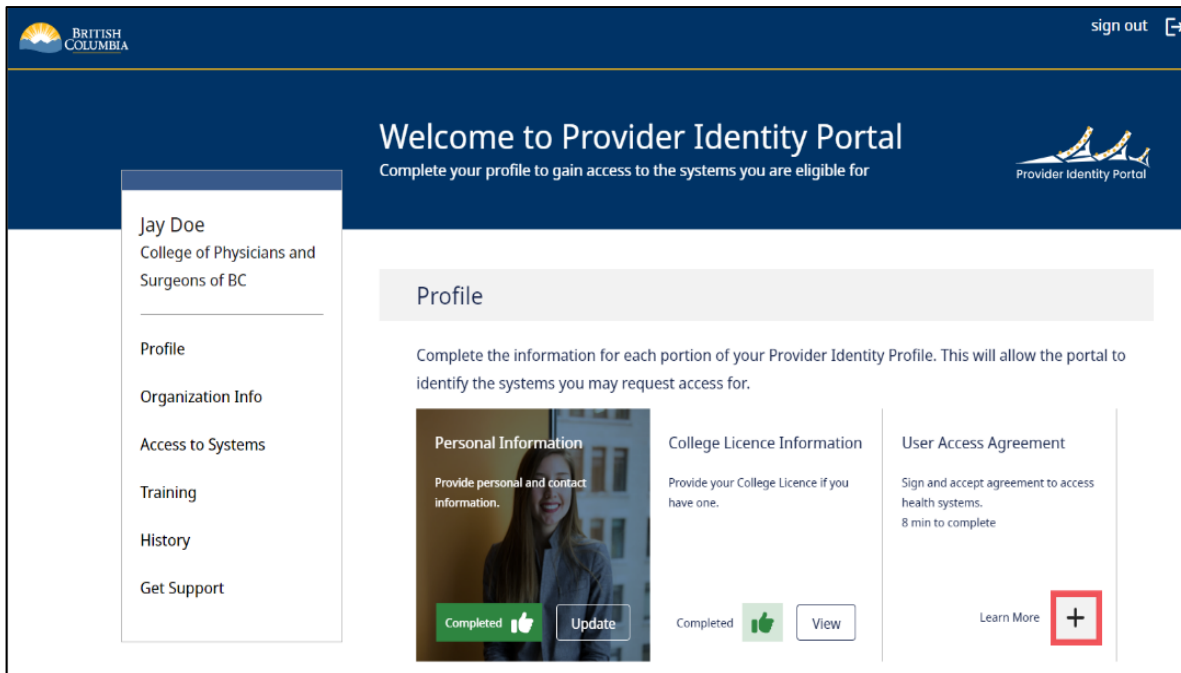
	Identifier Type: CPSID	Status Code: ACTIVE
	College ID: 00004	Status Start Date: Not Available
	Provider Role Type: MD	

Back Home

- Profile
- Organization Info
- Access to Systems
- Training
- History
- Get Support

*The license information will display on the screen, as well as under your name on the left-hand side. Click the Back Home button to return to the portal dashboard.*

## 3.10 User Access Agreement



BRITISH COLUMBIA

sign out

### Welcome to Provider Identity Portal

Complete your profile to gain access to the systems you are eligible for

Jay Doe  
College of Physicians and Surgeons of BC

Profile

Organization Info

Access to Systems


Training


History


Get Support

#### Profile

Complete the information for each portion of your Provider Identity Profile. This will allow the portal to identify the systems you may request access for.

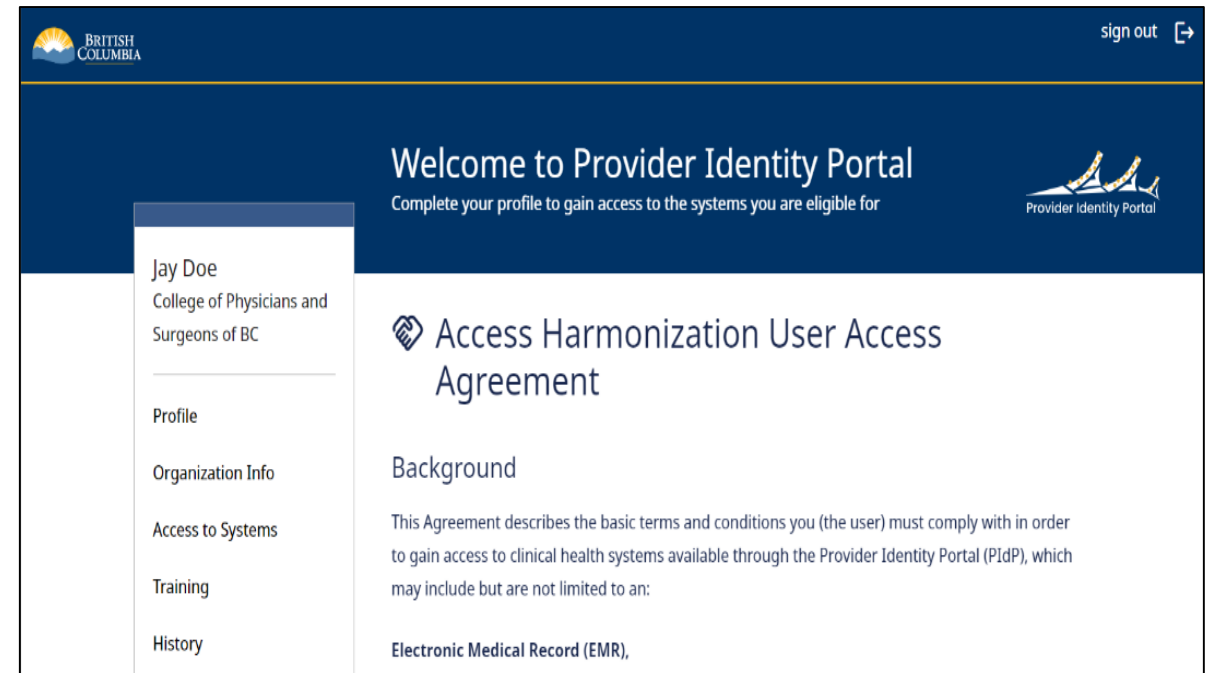
**Personal Information**  
Provide personal and contact information.  
Completed  Update

**College Licence Information**  
Provide your College Licence if you have one.  
Completed  View

**User Access Agreement**  
Sign and accept agreement to access health systems.  
8 min to complete  
Learn More 

*Finally, you need to agree to the user access agreement.*

*Click the + icon on the User Access Agreement tile.*



BRITISH COLUMBIA

sign out

### Welcome to Provider Identity Portal

Complete your profile to gain access to the systems you are eligible for

Jay Doe  
College of Physicians and Surgeons of BC

Profile

Organization Info

Access to Systems

Training

History

#### Access Harmonization User Access Agreement

##### Background

This Agreement describes the basic terms and conditions you (the user) must comply with in order to gain access to clinical health systems available through the Provider Identity Portal (PIpP), which may include but are not limited to an:

Electronic Medical Record (EMR),

*The User Access Agreement page will display. Take some time to scroll and read through the agreement.*

# 3.10.1 User Access Agreement



BRITISH COLUMBIA sign out ↗

---

**Jay Doe**  
College of Physicians and Surgeons of BC

---

Profile  
Organization Info  
Access to Systems  
Training  
History  
Get Support

facilities, data management systems, books, records, and personnel for the purposes of auditing or investigation.

I acknowledge the System(s) Owner may report any material breach of this Agreement to my Professional College, the Office of the Information and Privacy Commissioner of British Columbia, and/or my organization/supervising Provider.

Any notices in regards to the terms of this Agreement will be provided in writing via the email address noted in the PIDP.

**I Jay Doe, represent and warrant that all information provided in connection with my application for access to the System(s), is true and correct.**

[Back Home](#) [Accept Agreement](#)

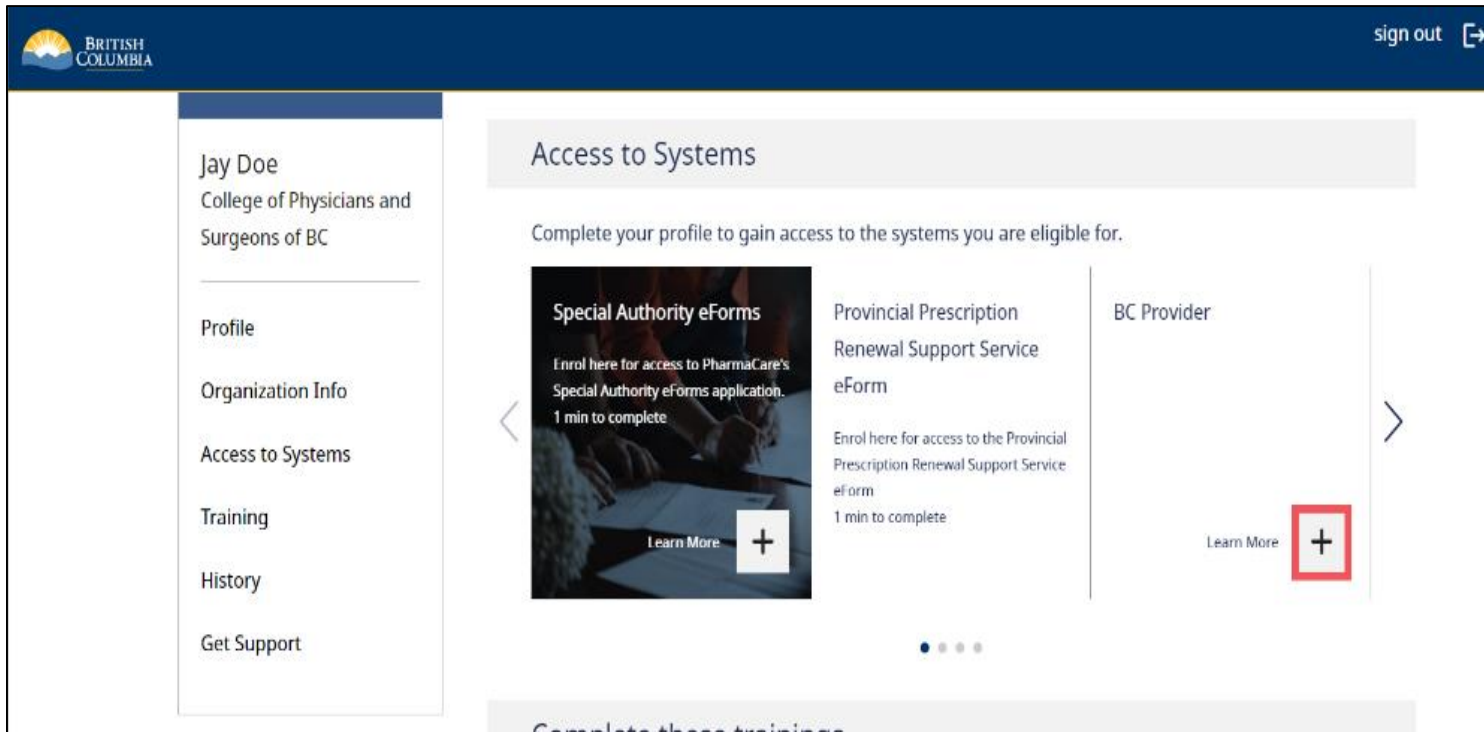
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[Home](#) | [Disclaimer](#) | [Privacy](#) | [Accessibility](#) | [Copyright](#) | [Contact Us](#)

*When you have finished reading the agreement, click the Accept Agreement button*

## 3.11 Create OneHealthID

*On the home page, scroll down to Access to Systems and select the + button on the BC Provider tile*



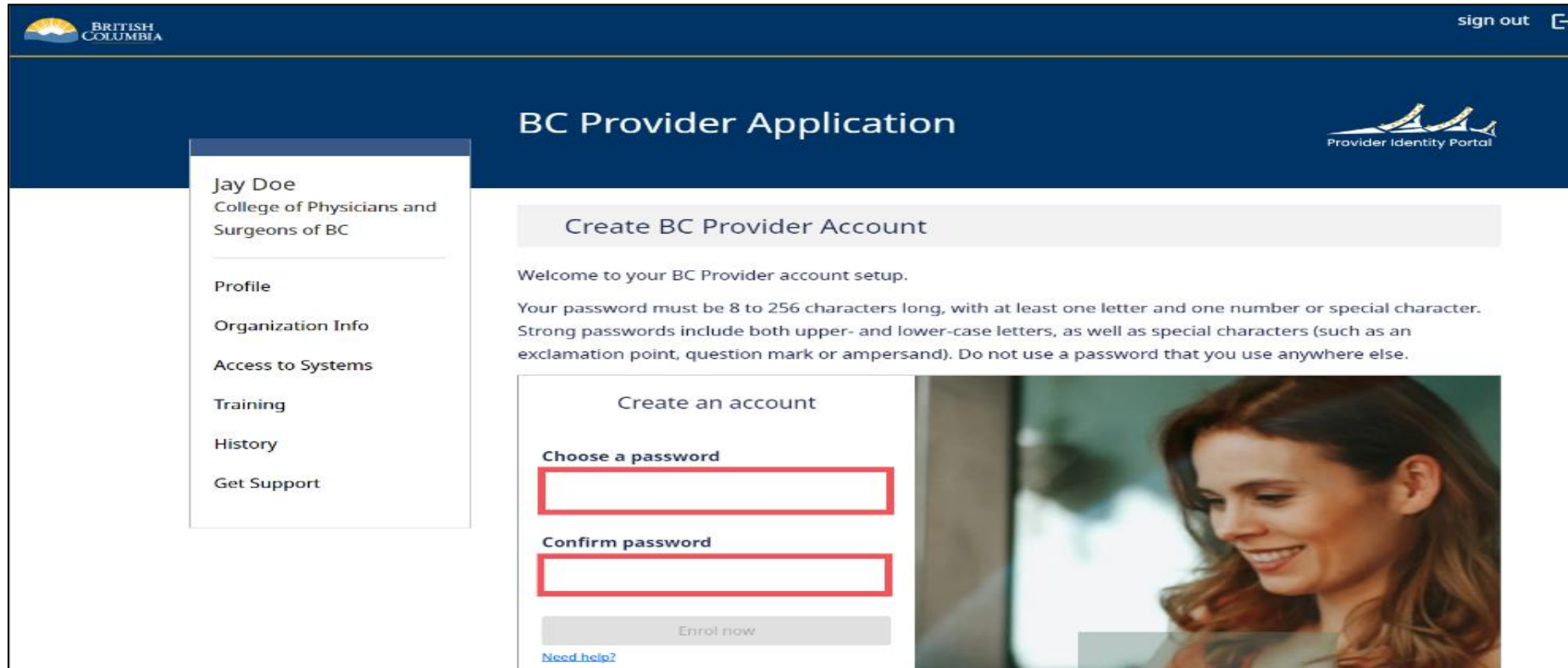
The screenshot displays the 'Access to Systems' section of the OneHealthID portal. The user is identified as Jay Doe, a member of the College of Physicians and Surgeons of BC. The page features a navigation menu on the left with options like Profile, Organization Info, Access to Systems, Training, History, and Get Support. The main content area shows a carousel of system access tiles. The 'BC Provider' tile is highlighted with a red box around its 'Learn More +' button. Other tiles include 'Special Authority eForms' and 'Provincial Prescription Renewal Support Service eForm', both with 'Learn More +' buttons.

- Once the preceding steps have been completed, the user can create their OneHealthID and password. This is done via the BC Provider tile on the OneHealthID Portal.
- Note: Any OneHealthID Portal user can create a OneHealthID, however only users who have provided license information or been endorsed can access the Provider Experience Portal.



## 3.11.1 Create OneHealthID

*Choose a password for your BC Provider Portal account, noting the password requirements listed on the page. Enter the password into both password fields.*



The screenshot shows the 'BC Provider Application' page for 'Jay Doe' at the 'College of Physicians and Surgeons of BC'. The main heading is 'Create BC Provider Account'. Below this, a welcome message states: 'Welcome to your BC Provider account setup. Your password must be 8 to 256 characters long, with at least one letter and one number or special character. Strong passwords include both upper- and lower-case letters, as well as special characters (such as an exclamation point, question mark or ampersand). Do not use a password that you use anywhere else.' The form contains two red-outlined input fields: 'Choose a password' and 'Confirm password'. Below these fields are an 'Enrol now' button and a 'Need help?' link. A 'sign out' link is visible in the top right corner. The page also features a 'Provider Identity Portal' logo and a navigation menu on the left with options like Profile, Organization Info, Access to Systems, Training, History, and Get Support.

## 3.11.2 Create OneHealthID



The screenshot shows the "BC Provider Application" website. At the top left is the "BRITISH COLUMBIA" logo. At the top right is a "sign out" link with an external icon. The main header is "BC Provider Application" with the "Provider Identity Portal" logo on the right. A left sidebar menu lists: "Jay Doe", "College of Physicians and Surgeons of BC", "Profile", "Organization Info", "Access to Systems", "Training", "History", and "Get Support". The main content area is titled "Create BC Provider Account" and contains the following text: "Welcome to your BC Provider account setup. Your password must be 8 to 256 characters long, with at least one letter and one number or special character. Strong passwords include both upper- and lower-case letters, as well as special characters (such as an exclamation point, question mark or ampersand). Do not use a password that you use anywhere else." Below this is a "Create an account" section with two password input fields: "Choose a password" and "Confirm password", both containing six dots. A red-bordered "Enrol now" button is at the bottom of the form, with a "Need help?" link below it. To the right of the form is a partial image of a smiling woman with long brown hair.

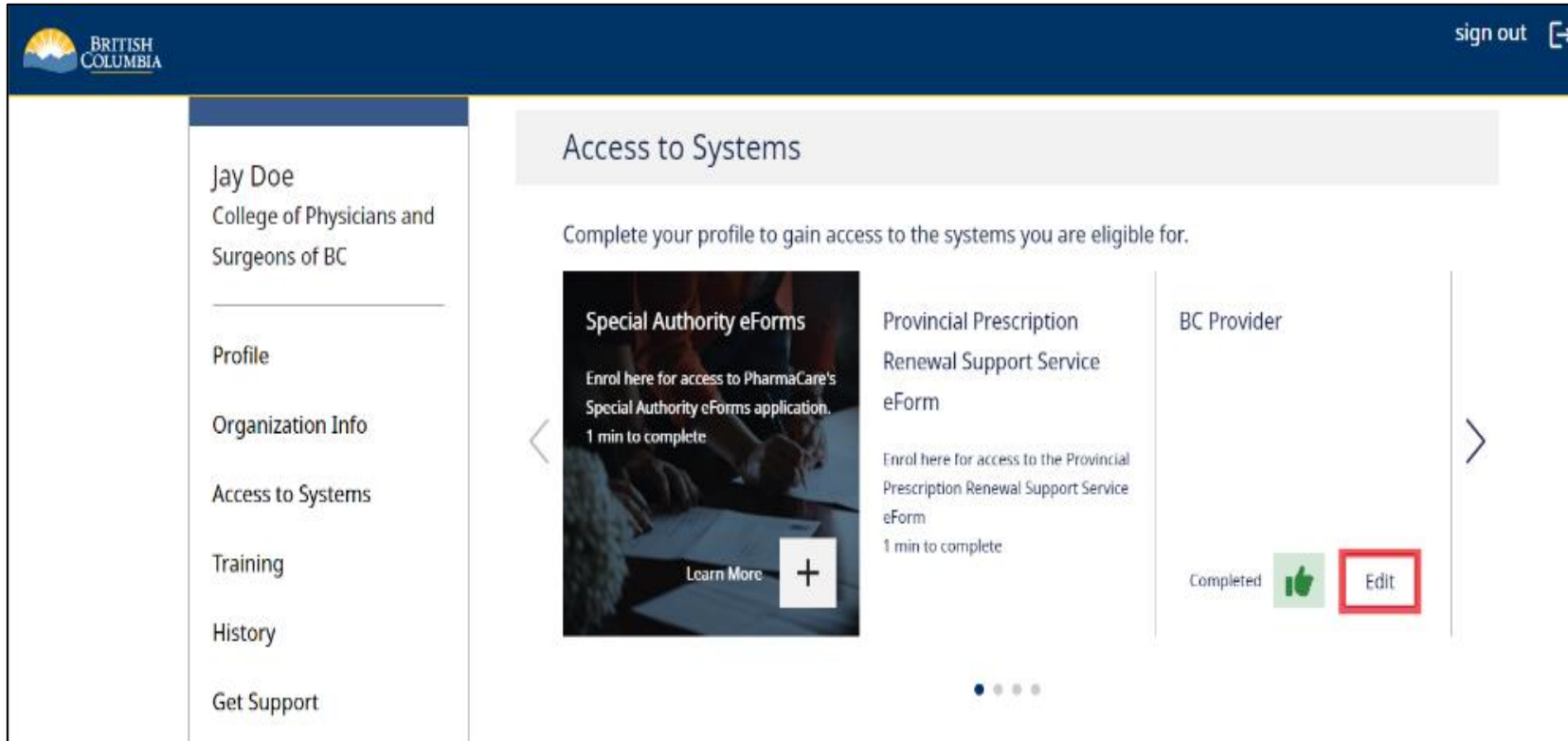
- Click the Enrol now button to generate the OneHealthID.
- The email and password will be emailed to the user at the contact email address provided on the OneHealthID Portal.
- **Note:** This page can also be used to reset a password if the user has forgotten it.



### 3.11.3 Create OneHealthID

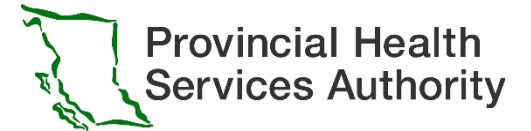
*You will be returned to the portal dashboard. If you scroll down, you can see that the Access to Systems section now shows Completed on the BC Provider tile.*

*Click the Edit button..*



The screenshot shows a user dashboard for Jay Doe, a member of the College of Physicians and Surgeons of BC. The dashboard includes a navigation menu on the left with options like Profile, Organization Info, Access to Systems, Training, History, and Get Support. The main content area is titled 'Access to Systems' and contains a carousel of system access tiles. The 'BC Provider' tile is highlighted with a red box around the 'Edit' button, indicating it is the current focus. The 'Completed' status is shown with a green thumbs-up icon. The 'Special Authority eForms' and 'Provincial Prescription Renewal Support Service eForm' tiles are also visible, each with a 'Learn More' button and a plus sign.

## 3.11.4 Create OneHealthID



A screenshot of the BC Provider Application web interface. The top navigation bar is dark blue with the British Columbia logo on the left and a "sign out" link on the right. The main header area is also dark blue, displaying "BC Provider Application" and the "Provider Identity Portal" logo. A left-hand navigation menu is open, showing the user's name "Jay Doe" and their affiliation "College of Physicians and Surgeons of BC". Below the name are menu items: Profile, Organization Info, Access to Systems, Training, History, and Get Support. The main content area is titled "BC Provider Account Information" and contains a "Password reset" section. A green box highlights the "Provided username" field, which contains the email address "jay.doe@bcprovider.com". Below this are two input fields for "Choose new password" and "Confirm new password". To the right of the form is a photograph of a smiling woman with the text "Let's get started using BC Provider today!" overlaid.

- The BC Provider Application screen will display showing your username to log into the BC Provider Portal, as well as the option to choose a new password in the future.
- An email with your username and password will be sent to the email address you provided.
- **Note:** Once your OneHealthID has been created, you will not need to enroll again. Although the formatting of OneHealth ID is similar to an email address, it is used as a log-in name only and there is no email component.

## 3.12 Email Command Center

Once you have completed the steps above please send an email to the Command Center ([bcvax-support@gov.bc.ca](mailto:bcvax-support@gov.bc.ca)) so that they can finalize your access. Please consider using the template below to expedite your request.

**Subject:** LTC access request final step

**Name:**

**BC Provider ID:** [provided through the provider identity portal]

**Organization:** [name of facility] [select one: LTC/AL/GP]

I have completed the required steps in the Provider Identity Portal. Please add my job title to the directory [select one: clinician/clerk].

If you have any questions during this process, please reach out to the Command Center  
(contact information below)



Hours

**9am to 7pm**

*Subject to change to align with call centre  
and  
clinic hours*



Email

[BCVAX-Support@gov.bc.ca](mailto:BCVAX-Support@gov.bc.ca)



Zoom / Phone

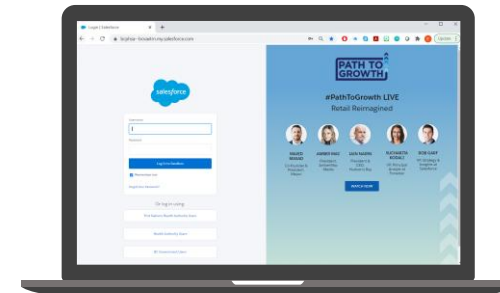
<https://zoom.us/j/93003034945?pwd=L3lkLOVqdEJvTjZ2cWMxelB3R3ppdz09>

Meeting ID: 930 0303 4945

Passcode: 548989

Phone: +1 778 907 2071

One tap mobile: [+17789072071,93003034945#](tel:+17789072071,93003034945#),\*,\*548989# Canada



# LTC FAQ

*Here, you can find your One Health ID username, and can choose a new password if you have forgotten the current password.*

The screenshot shows the One Health ID portal interface. At the top left is the British Columbia logo. At the top right is a 'sign out' button with an external link icon. On the left is a navigation menu for 'Jay Doe, BC College of Nurses and Midwives', with options for Profile, Organization Info, Access to Systems, Training, History, and Get Support. The main content area is titled 'Password reset' and contains three sections: 'Provided username' (Jay.Doe@bchealthprovider.ca), 'Choose new password' (with an empty input field), and 'Confirm new password' (with an empty input field). Below these is a 'Reset password' button and a 'Need help?' link. On the right is a large image of a smiling woman with a semi-transparent overlay that says 'Let's get started using BC Provider today!'.

- If you are unable to remember your credentials, you can log onto the OneHealthID Portal using your BC Services card as noted earlier in this user guide.
- Scroll down to the BC Provider tile under Access to Systems, and click the Edit button.