Accessing the Ministries’
Web Business Services

A Guide for New Users
At Primary Health Care Sites

Prepared by HealthNet Access Services (HAS)
Information Management Group

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# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
<td>2</td>
</tr>
<tr>
<td>1. About this Guide</td>
<td>3</td>
</tr>
<tr>
<td>Document Conventions</td>
<td>3</td>
</tr>
<tr>
<td>2. Getting Help &amp; Support</td>
<td>3</td>
</tr>
<tr>
<td>User Profile Information</td>
<td>3</td>
</tr>
<tr>
<td>Calling the Teleplan Support Centre for Help</td>
<td>4</td>
</tr>
<tr>
<td>Help Screens</td>
<td>4</td>
</tr>
<tr>
<td>3. Security &amp; Sign In</td>
<td>5</td>
</tr>
<tr>
<td>User Access – the New User</td>
<td>5</td>
</tr>
<tr>
<td>Digital Certificate</td>
<td>5</td>
</tr>
<tr>
<td>Confidentiality Undertaking</td>
<td>5</td>
</tr>
<tr>
<td>Primary Health Care Web Transactions</td>
<td>5</td>
</tr>
<tr>
<td>Sign In – the New User</td>
<td>6</td>
</tr>
<tr>
<td>Password Information</td>
<td>7</td>
</tr>
<tr>
<td>Change Password Information</td>
<td>7</td>
</tr>
<tr>
<td>Changing Your Password</td>
<td>8</td>
</tr>
<tr>
<td>4. Working With Web Pages</td>
<td>9</td>
</tr>
<tr>
<td>Primary Health Care page</td>
<td>9</td>
</tr>
<tr>
<td>PHC Registrations</td>
<td>10</td>
</tr>
<tr>
<td>Health Registry Transactions</td>
<td>10</td>
</tr>
<tr>
<td>Navigating Screens &amp; Menus</td>
<td>11</td>
</tr>
<tr>
<td>5. Working With Forms</td>
<td>11</td>
</tr>
<tr>
<td>Completing Fields</td>
<td>11</td>
</tr>
<tr>
<td>Navigating Within a Form</td>
<td>12</td>
</tr>
<tr>
<td>Pick Lists</td>
<td>12</td>
</tr>
</tbody>
</table>

Prepared by HealthNet Access Services (HAS)
1. About this Guide

Document Conventions

MOHP/S = The Ministry of Health Planning and Ministry of Health Services has been abbreviated, in most locations throughout the document, to this abbreviation.

PHC = Primary Health Care (e.g., PHC Access Administrator)

2. Getting Help & Support

User Profile Information

We recommend that you complete this User Profile and keep it on hand for reference, if you need to call the Teleplan Support Centre. Your PHC Access Administrator will be able to provide you with the information needed to complete it.

<table>
<thead>
<tr>
<th>Your Organization ID</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Your User ID</td>
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<tr>
<td>Your PHC Access Administrator</td>
<td></td>
</tr>
<tr>
<td>Your Operating System</td>
<td>Windows 95, Windows 98, Windows NT, Windows 2000, Windows XP (circle one)</td>
</tr>
<tr>
<td>Your Browser</td>
<td>Netscape or Microsoft Internet Explorer (circle one), Version _____</td>
</tr>
</tbody>
</table>
Calling the Teleplan Support Centre for Help

There may be occasion when you encounter a problem trying to access the HealthNet system, or when using the MOHP\S web business services. If the problem appears to be related to your computer or your local system, contact your local IT department or see your PHC Access Administrator. For any other problem, you should call the Teleplan Support Centre.

Teleplan Support Centre:

Victoria: (250) 952-2668

Toll-Free: 1 - (800) 663-7206

Teleplan Support Centre is available Monday - Friday, from 8:00 a.m. to 5:00 p.m.

When you call the Teleplan Support Centre, you will be asked to identify yourself and your organization, and to describe the problem. If the problem has to do with a web business service, be sure to identify the transaction (e.g., “Update Person Address” or “Register a Patient”). If your problem is with a particular error message, have it written down, or take a screenprint, so that you have it on hand to describe to the Teleplan Support Centre.

Help Screens

All of the MOHP\S web transactions have Help pages linked from their input and response screens. These Help pages describe exactly what is required to complete each web transaction, such as field lengths, valid values, and in some cases, how to interpret results.

If you have any questions about a transaction, check out the Help page first.

The menu pages and the Health Web Site sign in page also have Help pages. When possible, review these pages to familiarize yourself with their content. The sign in Help page explains, for example, how to change your Password.
3. Security & Sign In

User Access - the New User

The PHC Access Administrator for your organization will have informed you of your User ID and initial password. You will not be able to access the Ministries’ web business services unless you enter a valid User ID and password. You will be prompted to change that initial password, upon your first sign in to the Health Web Site page. This password should never be shared with, or disclosed to, anyone but yourself.

Digital Certificate

Your PHC Access Administrator will have installed an electronic file called a ‘digital certificate’ on your computer. Digital certificates ensure that the user is signing in from a valid computer, in a trusted organization. You will not be able to access the Ministries’ web site(s) unless the computer you use has a MOHP\S digital certificate installed on it.

Confidentiality Undertaking

It is essential to protect the privacy and confidentiality of Ministry of Health Planning and Ministry of Health Services’ client data. The Ministries require every user who accesses its data to sign a pledge or undertaking in which they promise to protect Ministry client information.

Users within the public sector (e.g., hospital employees, etc.) are covered by the Freedom of Information and Protection of Privacy Act and as such are assumed to have signed an appropriate confidentiality undertaking, as a requirement of employment.

If you work for a private sector organization, your PHC Access Administrator will provide you with a form to sign. You will not be granted access to the Ministries’ web business services unless your PHC Access Administrator declares that you have signed a confidentiality undertaking.

Primary Health Care Web Transactions

Through your User ID, you have been authorized access to the Primary Health Care web site and service transactions, exclusively.
**Sign In - the New User**

1. **Open your browser** and go to the Health Web site at [https://healthregistry.moh.hnet.bc.ca/index.jsp](https://healthregistry.moh.hnet.bc.ca/index.jsp) (or select from your Favorites, or Bookmarks).

2. You may be presented with one or more **security pages**. If the digital certificate has been installed on your computer, you will be able to click on **OK**, **Yes**, or **Continue**, to advance through each page. These screens and responses will depend upon which web browser you are using.

3. Type in your **User ID** and **Password**. Use your mouse to click on the **<Sign In>** button, or tab down to the **<Sign In>** button and press **Enter**.

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**Must Change Password on Very First Sign in**
The very first time you sign in, you will be prompted to change the initial password given to you by your PHC Access Administrator. This is to secure your password to yourself – you are the only individual who should know your password.

**Mark the Health Web Site as a Favorite**
Once you have arrived at the Health Web Site, it would be helpful for your quick, future locating of this site, to mark this page as a Favorite (in Internet Explorer), or a Bookmark (in Netscape). Within Internet Explorer, click on **Favorites** (in the menu bar) and click on **Add to Favorites**. The next time you click on Favorites, you can pick out the site name, from the list shown there, and be taken directly to the Health Web Site.
Password Information

- Passwords expire every 42 days.
- You cannot re-use a password.
- You should never disclose your password to another individual.
- Forget your password? Call the Teleplan Support Centre at (800) 663-7206.

Change Password Information

Any time that you feel your password has been compromised, or becomes known by someone, you should make an immediate password change. The password will automatically expire after 42 days and prompt you for a change at that point.

There are multiple locations where the Change Password option is available:
- On the ‘Welcome to Health Web Site’ (‘Sign In’ page)
- From the ‘Contents’ list - displayed on the left side of each page.
Changing Your Password

1. On the **Change Password** screen above, **type in your User ID** for MOHS\P web business services.

2. The ‘**Old Password**’ field requires you to **type in your current, existing password**.

3. The ‘**New Password**’ field requires you to **type in your new password**, according to the password convention requirements at the top of the Change Password screen.

4. The ‘**Confirm New Password**’ field requires you to **type the new password again**, for verification.

5. Click on **Change Password**, to submit the new password.

6. A confirmation screen will appear, advising that the password has been changed successfully.

7. Once the change is successfully confirmed, use the **<Back>** button to **return to the Sign In page**.

8. **Sign in using your User ID** and the **new** Password.
4. Working With Web Pages

Primary Health Care page

When you have successfully signed in (and if the Primary Health Care web site is the only site you have been granted access to use), the screen shown below will display:
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PHC Registrations

Health Registry Transactions

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Navigating Screens & Menus

There are several ways to use your mouse to navigate between the web screens:

- The response pages for all the transactions have ‘Next Business Service’ buttons at the bottom of the page. **TIP:** Click on the appropriate button (you may want to first “copy” the PHN) and this will take you directly to the business service selected.
- You can click your browser’s <Back> button to go back to previous screens.
- Use the ‘Contents’ list (displayed on the left side of every screen) to select another link, from which you may select a new business service.
- If you’ve linked to a Help screen, clicking your <Back> button will always return you to the screen you were on.

5. Working With Forms

Completing Fields

Alpha characters can be upper or lower case.

An * (asterisk) always denotes a **mandatory field.** If you try to submit a form with a mandatory field left blank, you will receive an Error Message.

You may highlight, copy and paste fields (one at a time) from screen to screen, by either:

- using the right mouse button
- using Edit on your browser toolbar
- using CTRL+C (to copy) and CTRL+V (to paste)

These characters **may be invalid** for certain fields: ,<,;:{()*%$#@!~`\^?_0123456789

These characters are **always invalid:** | `^ \ &

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Navigating Within a Form

Some business services do not fit within a single viewing window. Use the scroll bar to view the entire screen.

Some services use more than one screen to collect data. Complete the screen and click <Submit> for the next screen.

The cursor does not move to the next field automatically. Use your mouse to click on the field you want, or tab between fields. Use the scroll bar to move up or down through a screen.

Pick Lists

Pick lists are designed to eliminate typing errors, and save you time. When a pick list is available, the application field will not accept a typed entry.

An arrow displayed at the end of a field indicates that a pick list is available. Click the arrow to display the list; and click the list item to make your selection.