

All residents must complete mandatory training in order to access and use the clinical information system, **CST Cerner**, during their placements with the joint BC health authorities.

Step 1: Set up Health Authority and LearningHub accounts (~ 4 weeks before start date)	
<input type="checkbox"/>	<p>Your Health Authority Network Account/User ID (ADID) allows you to log in to the computer on site.</p> <p>Please monitor your academic email address (e.g. name@student.ubc.ca or name@my.bcit.ca) for an ADID activation code from User Access Services (uas@hssbc.ca), to be sent within 4 weeks of your placement start date.</p> <ul style="list-style-type: none"> - If you did NOT receive a code with your email from UAS, your account is already activated. - Please refer to the Self-Service Password Reset tool to reset your password. <p>If you are a new user to CST Cerner, the Access & Provisioning team (CSTCernerAccess@vch.ca) will confirm the ADID before your placement start date.</p> <p>If you have NOT received any email from UAS, contact your Health Organization Service Desk:</p> <p style="padding-left: 40px;">VCH Service Desk at 604-875-4334 or 1-888-875-4334 PHSA Service Desk at 604-675-4299 or 1-888-675-4299 PHC Service Desk at 604-806-9333</p>
<input type="checkbox"/>	<p>Ensure your LearningHub account is associated with your academic email address (e.g. name@student.ubc.ca or name@my.bcit.ca).</p> <ul style="list-style-type: none"> - Sign up for a LearningHub account - Ensure any <u>pre-existing</u> accounts are registered under your academic email (Reference: How to update to an academic email address) - Merge <u>multiple</u> accounts to your academic email (Reference: Guide to Update Learning Hub Accounts)
Step 2: Enroll in CST Cerner Training (2-4 weeks before start date)	
<input type="checkbox"/>	<p>Monitor your inbox for an email from the CST Sustainment Training Team (CSTCernerTraining@phsa.ca) and carefully follow the instructions to register into your eLearning and remote workflow review session.</p> <p>Once you have successfully registered into training, you will receive an automated email from LearningHub.</p>
Step 3: Complete eLearning & Workflow Review (avg 4 hours)	
<input type="checkbox"/>	<p>Log into LearningHub and complete the curriculum & attend your Workflow Review (Via Zoom) identified in your introduction email.</p> <p>NOTE: Completion of the Workflow Review will be marked by the facilitator <u>after</u> you have completed your workflow review session</p> <p>(Reference: How to use LearningHub)</p>

Step 4: Training Completion



All residents have their CST Cerner accounts created and enabled for the start date of their placement. **However, if you do not complete all components of your training (eLearning & workflow review) before your start date, your access will be disabled.**

Once on-site, you can log in to a computer and access CST Cerner applications using the **ADID** and password included in the email from **CST Access & Provisioning team** (CSTCernerAccess@vch.ca) (see Step 1).

- **If you have previously used CST Cerner**, please use the log-in information from your first placement.
- E.g. If you previously completed a placement at a VCH site, and have an upcoming placement with PHC, you will use your VCH login (vch\username) during your PHC placement.

Additional Resources & Support

The following resources are separate from CST Sustainment training & access, and should be contacted independently if applicable:

Front End Speech Recognition (FESR)

To sign up for FESR training, please contact transcriptionalerts2@vch.ca. Please indicate your preference for a training date/time and preferred method of contact.

Remote Access Resources

Please see [Microsoft Token Registration Instructions](#) for information on how to activate and use remote access.

Review tips on working remotely: [How to Work Remotely: Using Citrix Remote Access](#)

Service Desk Support

Urgent requests: PHSA 604-675-4299 | VCH 604-875-4334 | PHC 604-806-9333

Non-urgent requests: PHSA servicedesk@phsa.ca | VCH/PHC servicedesk@vch.ca