



# Connect Care Register & Submit SEUPAs

## Tip Sheet

### SEUPA Overview

**Simulation End User Proficiency Assessment (SEUPA)** is an in-system exam, based on workflows taught during class and helps to build confidence using Epic. To gain access to the Epic system, you must pass the associated **Simulation End User Proficiency Assessment (SEUPA)** with a minimum result of 80%.

If you are **successful** (grade 80% or higher) no further action is needed. You can continue to practice in the Epic PLY/ PLY2 environments prior to working in the Connect Care (Epic) system.

If you are **unsuccessful** (grade below 80%) you will need to retake the SEUPA.

Learners have three (3) attempts at a specific SEUPA before retraining may be recommended.

SEUPAs can be completed Monday through Sunday, from 0700h to 2300h. Each night, the system will refresh, and any workflows completed will be reset.



**SEUPAs must be completed on an AHS device.  
SEUPAs cannot be completed on a personal computer.**

Users are given a specific **EXAM** environment, **Login ID**, and **Patient(s)** to be used only on the day of registration.

Users cannot reuse this information for a second attempt. A new EXAM environment, Login ID, and Patient(s) will be assigned with each new registration.

### Register for a SEUPA

SEUPA Registration is done in the **Learner Evaluation Support System (LESS)**. The link to LESS can be found in the **My Learning Link (MLL) SEUPA Course Descriptions**.

The list of SEUPAs available to the learner will be based on the Connect Care roles assigned and will only display the SEUPAs that the learner has yet to complete.

#### Validate Connect Care Role and SEUPA

Learners should validate that they have a Connect Care role assigned prior to attempting the SEUPA. This will ensure that there are no delays in submitting a SEUPA, receiving results, and gaining access to Epic.

Connect Care roles can be viewed in **My Learning Link (MLL)** in the learner's **Required Courses** tab.



Missing a Role? Learners must speak with their manager for Role assignment.

1. Log in to [MyLearningLink](#).
2. Open the **Required Courses** tab
  - a. Review the **Connect Care Role(s)** to validate you are assigned the correct role.
  - b. Click the **Track** number to identify the SEUPA you need to complete.
3. Find the **Assessment - SEUPA Project** section

a. Click the **View** or **Register** button to access the SEUPA course description

**Learning Home**

What's New My Courses Completed Approval List **Required Courses**

Jodine Nay

▲ Role: AMH Inpatient Nurse **Connect Care Role identified by Blue Bar**

▲ Track 1

**eLearning**  
Complete these interactive videos to meet role requirements.

Course Name	Status	Course Completion	Action
Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours	Complete	08/25/2021	✓
Epic - PCB001 PC Basics	Complete	08/22/2022	✓
Epic - CLNINP001 Overview of Hyperspace in an Inpatient Setting	Complete	08/22/2022	✓
Epic - INP060 Overview of Patient Assignments			
Epic - INP061 Documenting in Flowsheets			
<b>Assessment - SEUPA Project</b> Complete the SEUPA Project for Connect Care access. Read SEUPA course description for instructions on how to register for and complete the SEUPA.			
Course Name	Status	Course Completion	Action
Epic - Nurse Adult and Pediatric Medical Surgical SEUPA	Prerequisite Not Met		<b>View</b>

**Learners may see a VIEW or REGISTER button next to the SEUPA. Click the button to view the SEUPA Course Description, where the LESS link can be found.**

b. If the **View** or **Register** button does not appear, click on the **Computer Icon** beside the SEUPA name.

**Assessment - SEUPA Project**  
Complete the SEUPA Project for Connect Care access. Read SEUPA course description for instructions on how to register for and complete the SEUPA.

Course Name	Status	Course Completion	Action
Epic - Diagnostic Imaging Manager SEUPA	Complete	06/10/2021	✓

4. Review the SEUPA **Course Details** window

a. Click the **Learner Evaluation Support System (LESS)** link

Course Details - Work - Microsoft Edge

https://mylearninglink.albertahealthservices.ca/elearning/bins/course\_register.asp?crd\_id=5134&trd\_yn=N

**Epic - Nurse Adult and Pediatric Medical Surgical SEUPA**

Mobile Ready - No

**Description** - SEUPA (Simulation End User Proficiency Assessment). Available upon completion of the corresponding eLearning courses and Instructor Led Training (ILT) Course.

Scheduling of this SEUPA Project is managed in the Learner Evaluation Support System (LESS) and the evaluation is completed **OUTSIDE** of MyLearningLink. Once your SEUPA Project is complete, your record will be updated in MyLearningLink up to 4 hours later.

Instructions on how to complete the SEUPA will be available within the LESS system. If you are unable to attempt the SEUPA Project on the date scheduled, you must reschedule in the LESS system.

Click here to access the **Learner Evaluation Support System (LESS)**

Click here for more information about **Registering and Submitting a SEUPA**

**Please Note:** SEUPA (Simulation End User Proficiency Assessment) Projects assess learners' knowledge of workflows to ensure efficient and accurate use of the Connect Care (Epic) system. **SEUPA Projects are completed in the Epic Exam Environment.**

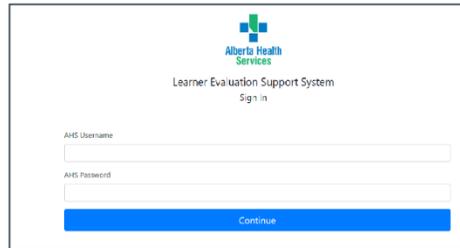
Number of courses to complete in this group: All

- Epic - Nurse Adult and Pediatric Medical Surgical ILT
- Required Organizational Learning (ROL) - InfoCare - On Our Best Behaviours

Session	Date	Location	Site	Details	Registration Available Soon
10002	Thu Jan 27, 2022 7:00AM - Mon Jan 29, 2024 4:00PM	External Provider	External Provider	<a href="#">Session Details</a>	0 out of Unlimited

**Disregard this statement**

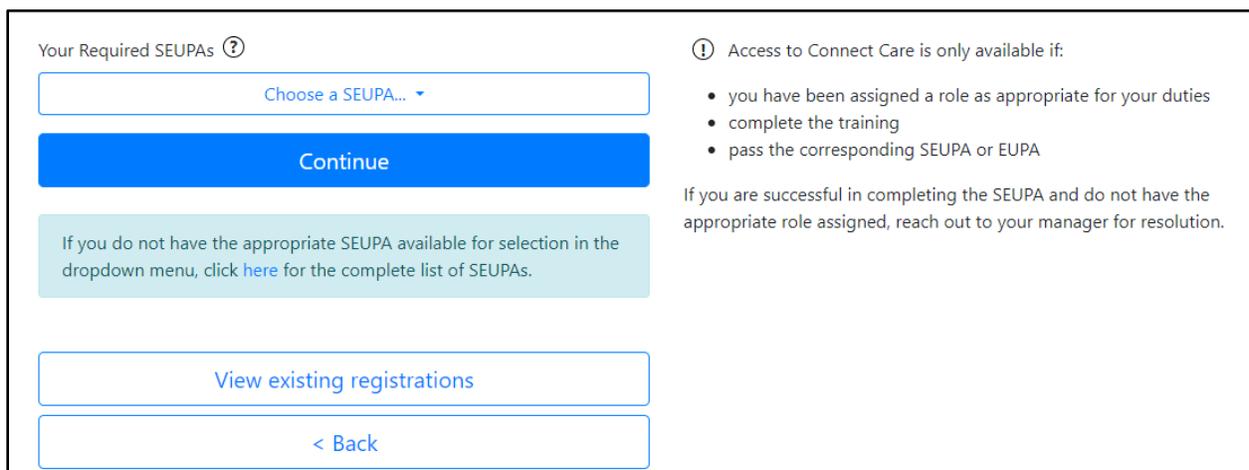
5. Log into the **Learner Evaluation Support System (LESS)** using your AHS username and password



6. Enter the username of the user you wish to register for. If registering for yourself, enter your own username.

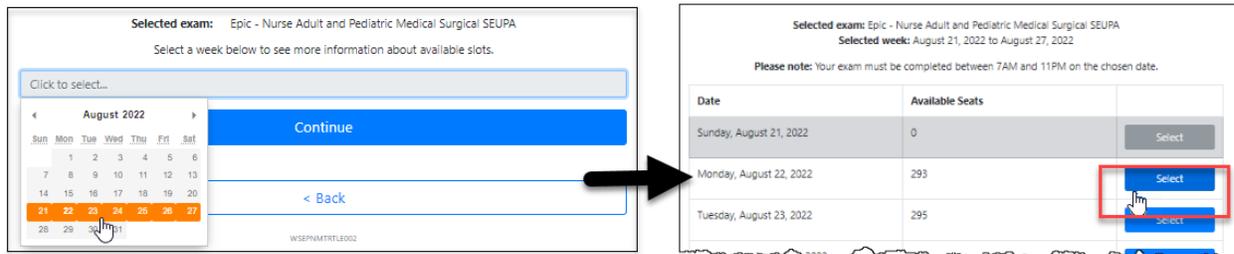


7. Click the **Choose a SEUPA...** drop-down and select required SEUPA
- Click **View my existing registrations** option to view any upcoming or completed SEUPA registrations
  - If you do not have the appropriate SEUPA available for selection the dropdown menu, click [here](#) for the complete list of SEUPAs.
    - This would only be required if the learner did not have the correct Connect Care role assigned.
    - This ***will delay*** SEUPA results being sent to the learner.



8. Once you select your SEUPA, click **Continue**.

9. Click the **Click to select...** a calendar will appear to allow the learner to select the week, and then narrow to the date they would like to complete the SEUPA



10. Review the **Confirm Registration** screen. You have 2 minutes to **Confirm** your registration.



11. Review the **Registration** page.
  - a. For **same day SEUPA registration**, this page includes important date-specific instructions and login details for completing your SEUPA. This information can **only** be used on the date specified.

<b>SEUPA Project</b>	Select the SEUPA corresponding to your training.  <b>SEUPA</b> 40110-E::10002::Epic - Nurse Adult and Pediatric Medical Surgical SEUPA  If you choose another SEUPA, you may not be adequately prepared for workflow questions intended for a different role.										
<b>SEUPA Project Date</b>	<b>March 31, 2024</b> You have from 7:00 AM to 11:00 PM to complete your SEUPA.										
<b>Epic Details</b>	<p>Following the instructions provided below, you will be asked to use the following information on an Epic EXAM environment.</p> <table border="1"> <tr> <td><b>Environment</b></td> <td> EXAM02</td> </tr> <tr> <td><b>Login ID</b></td> <td><input type="text"/></td> </tr> <tr> <td><b>Password</b></td> <td><input type="password"/></td> </tr> <tr> <td><b>Epic User</b></td> <td>Batzos,Sidney-IPRN</td> </tr> <tr> <td><b>Patients</b></td> <td>Batzos,Mandy-IPRN Batzos,GeorgeTwo-IPRN</td> </tr> </table> <p>The <b>Environment, Login ID, Epic User and Patients</b> are all unique for <b>this registration</b>.</p> <p>This information can only be used for this registration and <b>must not</b> be shared or re-used for another day.</p>	<b>Environment</b>	 EXAM02	<b>Login ID</b>	<input type="text"/>	<b>Password</b>	<input type="password"/>	<b>Epic User</b>	Batzos,Sidney-IPRN	<b>Patients</b>	Batzos,Mandy-IPRN Batzos,GeorgeTwo-IPRN
<b>Environment</b>	 EXAM02										
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<b>Epic User</b>	Batzos,Sidney-IPRN										
<b>Patients</b>	Batzos,Mandy-IPRN Batzos,GeorgeTwo-IPRN										
<b>SEUPA Project Instructions</b>	<a href="#">Click here to view your exam instructions</a>										

Submission Information									
<b>Learner ? information</b>	<table border="1"> <tr> <td><b>Name</b></td> <td>John Doe</td> </tr> <tr> <td><b>AHS Username</b></td> <td>johndoe</td> </tr> <tr> <td><b>Email</b></td> <td>john.doe@ahs.ca</td> </tr> <tr> <td><b>AHS Login ID</b></td> <td>johndoe, John Doe, XDETOA</td> </tr> </table> <p>These fields must be provided while completing the SEUPA using data from <a href="#">Identity and Access Management</a>.</p> <p><b>If you do not fill in the information exactly as written, there may be delays in provisioning Connect Care access.</b></p>	<b>Name</b>	John Doe	<b>AHS Username</b>	johndoe	<b>Email</b>	john.doe@ahs.ca	<b>AHS Login ID</b>	johndoe, John Doe, XDETOA
<b>Name</b>	John Doe								
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<b>AHS Login ID</b>	johndoe, John Doe, XDETOA								
<p>If at any time you experience technical issues or require support please phone the IT Service Desk at 1-(877)-311-4300.</p>									
<p style="text-align: center;"> <input type="button" value="Done"/>  <input type="button" value="Cancel this registration"/> </p>									

- c. For **future date SEUPA registrations**, the learner will receive an email that will direct the learner back to the LESS system on the date of registration to find their SEUPA login details.

Hello 

You have been registered to complete the following SEUPA: **Epic - Nurse Adult and Pediatric Medical Surgical SEUPA**. Please review the details for your registration below.

- If any of the information is incorrect, please cancel the registration by visiting the [confirmation page](#).
- If you are unable to complete your SEUPA due to scheduling or technical issues please re-register for your SEUPA.

Please visit the [LESS confirmation page](#) for your registration on the date of your SEUPA to see additional information, such as details needed for logging in to the Epic exam environment.

SEUPA	40110-E::10002::Epic - Nurse Adult and Pediatric Medical Surgical SEUPA
SEUPA Date	<b>Monday, April 15, 2024</b> You will have from 7:00 AM to 11:00 PM to complete your SEUPA on the above date.

If at any time you experience technical issues our require support please phone the IT Service Desk at 1-(877)-311-4300.

Kind regards,  
Connect Care SEUPAs



The **Environment, Login ID, Epic User and Patients** can only be used on the date specified.  
It should not be shared or used for a second attempt.

- d. Information regarding the **Cancel this registration** feature can be found [later](#) in this Tip Sheet.

**IMPORTANT:** Pay close attention to details on the Registration page in LESS. Learners should write this information down, take a picture of this screen, or document this information in the fields provided in the SEUPA Project Instructions for ease of reference while completing the SEUPA.

Be sure to fill in your user information exactly as shown in the Submission Information area in your SEUPA registration. If you do not fill in exactly as written there may be delays in provisioning your access.

**REMINDER:** The information display is date specific. ***Do not*** use this same information on a different date. If unable to complete the SEUPA on the date registered, a new SEUPA Registration must be made.

## Prepare to complete the SEUPA

Most users will complete the SEUPA at the end of their **Instructor Lead Training (ILT)**. Some users may have to retake or delay taking their SEUPA till another day.

Users would benefit from practicing in the PLY or PLY2 environment, using their role specific **SEUPA Prep** instructions.

To find your **SEUPA Prep** instructions, go to [Connect Care Education Materials Library](#) > filter the **Training Document Type** column to **SEUPA Prep** > select the SEUPA associated with your ILT.

## Completing the SEUPA

SEUPAs must be completed on an AHS device. If accessing through Netmotion, RSA Fob or Token, please see below.

### Remote Users of Connect Care

Applicable to non-AHS Medical Office Assistants, select external Research staff, and other non-AHS staff that require access to the Connect Care (Epic) system.

### Accessing the AHS network:

1. Dependent on the technical setup of your clinic or worksite, use either link to verify that you can access the EXAM environment.
  1. <https://myapps.albertahealthservices.ca> or
  2. <https://partnerapps.albertahealthservices.ca>
2. Learners may be prompted with a login box that requests your **AHS Username and Password** and **RSA PIN** information. Enter the information to proceed. Refer to the [Remote User Guide](#) for more information.

Learners have from 0700h-2300h on the chosen day to complete the SEUPA.

If unable to complete the SEUPA on the chosen day, learners should re-register for a different day.

	<p>Login ID and Patients are valid only for the chosen day. Learners should re-register if unable to complete on the chosen day and will receive a new Login ID and Patients.</p>
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From your SEUPA Registration Confirmation email, click the link to visit the **LESS confirmation page**.

Or click [Learner Evaluation Support System](#) > login using your AHS Username and Password > **View existing registrations** and select your SEUPA to view your Login ID, EXAM environment, and Patient name(s).

Learners can take a picture of the LESS Registration page, write down the information, or keep the page open while completing the SEUPA.

Open the **SEUPA Project Instructions** by clicking on the blue bar on the LESS Registration page. These instructions will provide workflow scenarios for the learner to follow. After completing the workflow scenarios, the learner will complete a submission form to be graded.

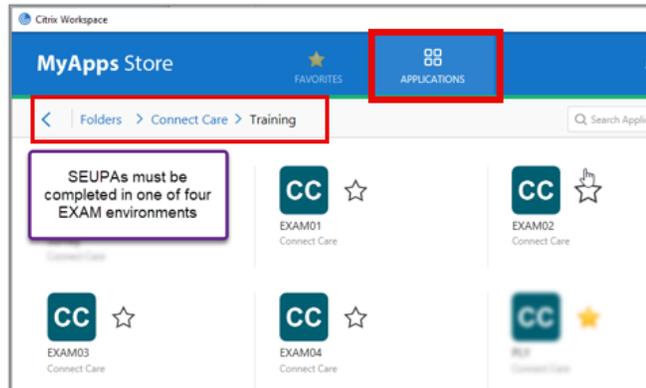
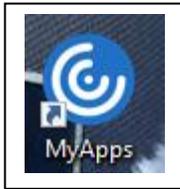
<b>SEUPA Project Instructions</b>	<a href="#">Click here to view your exam instructions</a>
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**Important Note:** SEUPAs cannot be taken in PLY environments. Ensure you have logged into the correct **EXAM** environment.

### Accessing the EXAM Environment

1. Open **MyApps store (Citrix Workspace)** on the AHS Device and find the EXAM environment assigned specifically for the SEUPA Registration date.



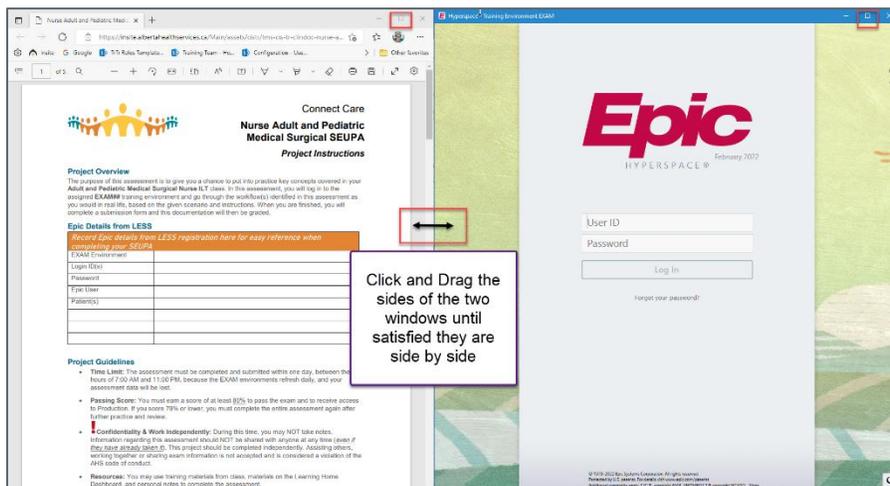
2. Log in to the assigned **EXAM** environment with the Login ID provided, password **train**.
3. Follow the **SEUPA Project Instructions** to complete your assessment.



If only one monitor is available, learners *may* want to split the information on their screen to better view the SEUPA Project Instructions and Epic EXAM environment side-by-side.

This is optional but can be helpful.

4. Ensure both the SEUPA Project Instructions and Epic EXAM environment are open. Click the Double Square icon (the Restore Down button) at the upper right of the Epic window, and the Instructions Window. This will allow each to be re-sized by clicking and dragging the sides of each as needed.





Learners will need to access the date specific SEUPA Login, Exam, and Patient information, as well as having the SEUPA Project Instructions available, and will need to have the Epic Exam environment open on their AHS device.

## Submit your Project for Grading

Once you have completed your **SEUPA Project Instructions**, learners will be asked to click the **Submit Training Project**, where there will be a number of multiple-choice questions that must be answered.

1. On your Epic Hyperspace Toolbar, click **Submit Training Project**.



2. The **Submit Training Project** activity will open as a tab in your workspace.

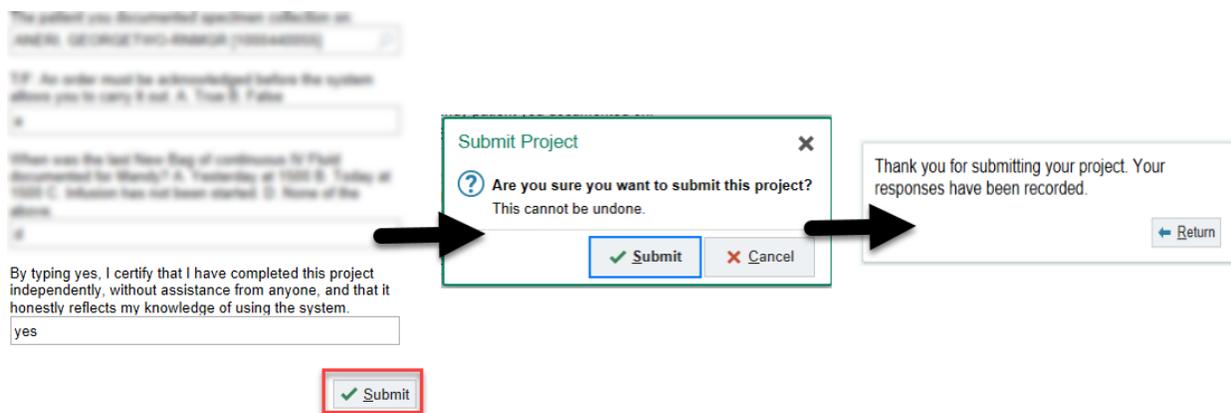
3. Enter the **Project and Student Information**. Accuracy is important. Learners:

- a. Must enter their **Full Name**
- b. Enter your login ID (optional)
- c. Must enter their **AHS or Covenant Health email address** in the (optional) fields. Avoid use of a personal email address (gmail, yahoo).
- d. Must ensure your project name and ID are displayed correctly. (Important to select the exact name of the SEUPA you are completing.)

The screenshot shows the Epic Hyperspace interface for the 'Submit Training Project' activity. The browser title is 'Hyperspace - CGY ACH 1 PED ONCOLOGY - Training Environment EXAM'. The toolbar includes 'Submit Training Project', 'Connect Care - Submit Help Ticket', 'Patient Station', 'Open Case', 'Today's Patients', and 'Unit Mana'. The main content area is titled 'Submit Training Project' and contains two sections: 'Project and Student Information' and 'Project Questions'. Red circles with letters 'a' through 'e' and arrows point to specific fields in the form:

- a** Enter First And Last Name → Name: John Doe
- b** Enter your ID as displayed on the registration screen → ID (optional): johndoe
- c** Enter your email as displayed on the registration screen → Email address (optional): johndoe@albertahealthservices.ca
- d** Ensure your project name + ID is displayed correctly → Choose a project or exercise: 40107-E::10003::Epic - Oncology/Hematology Inpat...
- e** Enter your AHS or Covenant Health Login ID → Project Questions: Enter your AHS Login ID (your personal login for AHS computer, e-people) and select your name. Doe, John QWTRHH

4. Once you select the project, additional **Project Question** fields will appear.
  - e. Enter your **AHS or Covenant Health Login ID**. (There will be a series of letters after your name; these are unique identifiers and assist in identifying the correct user. This aids in differentiating between learners with similar names.)
5. When answering multiple choice questions enter A, B, C, D and/or E in the box below the questions – do not use any spaces or special characters, even if it is multiple select.
  - a. Example: Answer is b and d – you would enter BD
6. Verify you have entered everything correctly and attest to doing the SEUPA independently and click **Submit**.
  - a. Click **Submit** again when the **Submit Project** pop up appears, asking **Are you sure?**
  - b. A **Thank You** pop up will appear. No action necessary – your SEUPA has been submitted for grading. **Do not click the Return button.**



## Cancel SEUPA Registration

Learners may want to cancel their SEUPA Registration and re-register for another attempt if:

- 1) There are technical errors when trying to complete workflows, e.g. loss of connection.
- 2) Workflows appear to be completed, which could mean another learner has used your patients.
- 3) You are unable to complete your SEUPA on that chosen day and need to reschedule.

Once the **Submit** button has been selected, users cannot cancel a registration.

By typing yes, I certify that I have completed this project independently, without assistance from anyone, and that it honestly reflects my knowledge of using the system.

yes

To cancel a registration:

1. Log into the **Learner Evaluation Support System (LESS)**, and select **View my existing registrations**

If your SEUPA project isn't displayed, [click here](#) to select from a list of all SEUPAs.

SEUPA

Choose a SEUPA... ▾

Continue

View my existing registrations

< Back

- a. Select the SEUPA you wish to cancel and click **Cancel this registration**.
- b. Select a **Reason** for cancelling.
- c. After the registration is canceled, you can re-register for the SEUPA.

**Epic Details** Following the instructions provided below, you will be asked to use the following information on an Epic EXAM environment.

**Environment** CC EXAM04

**Login ID** [Redacted]

**Password** [Redacted]

**Epic User** Crackengal.Sidney-IPRN

**Patients** Crackengal.Mandy-IPRN  
Crackengal.GeorgeTwo-IPRN

**SEUPA Project Instructions** [Click here to view your exam instructions](#)

**Submission Information**

**Learner information**

<b>Name</b>	John Doe
<b>AHS Username</b>	johndoe
<b>Email</b>	johndoe@albertahealthservices.ca
<b>AHS Login ID</b>	johndoe, John Doe, XBRTYP

These fields must be provided while completing the SEUPA using data from Identity and Access Management.

**If you do not fill in the information exactly as written, there may be delays in provisioning Connect Care access.**

If at any time you experience technical issues or require support please phone the IT Service Desk at 1-(877)-311-4300.

Done

Cancel this registration

## SEUPA Results



SEUPA Results will be emailed to the learner within four hours of submitting a SEUPA. Results can also be reviewed in MyLearningLink. Review the [SEUPA Results Tip Sheet](#) for more information. NOTE: there may be a delay in receiving results if an AHS or Covenant Health email is not provided.

## Support Required?

1. General questions about SEUPAs can be sent to [ConnectCare.SEUPAs@ahs.ca](mailto:ConnectCare.SEUPAs@ahs.ca). Learners will receive a response within 48 hours. This inbox is monitored Monday to Friday.

- e. When emailing the SEUPA team, please include your **first and last name** and **the name of the SEUPA you have questions about**.
2. If learners have encountered a **technical** issue where assistance is required urgently, impeding the technical completion of the SEUPA, call the [Help Desk](#). Examples where learners are encouraged to call the Help Desk include:
- a. While completing a SEUPA, the Connect Care Hyperspace EXAM environment freezes, meaning the EXAM screen does not respond to any action. The Help Desk will be able to intervene and “Reset the Citrix Workspace”.
  - b. The learner requires Connect Care (Epic) access urgently, and is registering for, or completing a SEUPA and encounters a technical issue. The Help Desk may be able to provide guidance or forward the issue to the Training team for resolution.