

Desk Top HSPnet Reference Guide for Receiving Coordinators

Receiving Coordinators (RC) is someone who receives and coordinates incoming placement requests. The RC may redirect incoming requests to a Destination Coordinator for consideration, or may reply directly on behalf of the Receiving Agency with a response of Accept or Decline by Agency.

This resource is designed to provide you with desk-top links to some of the resources and training videos that HSPnet offers to help you be effective and efficient in your role as a Receiving Coordinator. Where to go for further help or training is also included.

1. General information for Receiving Coordinators

Lifecycle of a Placement Request – Visual that shows the steps that take place in a student placement. http://hspscanada.net/docs/Training/Life_cycle_of_PR.pdf

FAQs about HSPnet - <http://hspscanada.net/about/faqs.php>

Welcome to HSPnet - Understand the basic features for changing your password and getting assistance, plus useful Tips and Reminders to streamline your use of HSPnet http://hspscanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG_Welcome_to_HSPnet.pdf

Receiving Agency Profiles – print resource - An overview of RA profiles and the appropriate use of each, plus instructions for publishing content in a profile and then applying it to other profiles as appropriate. http://hspscanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG_RA_Profiles.pdf

Look Up Features (4 mins) - Introduction to features for searching placement locations by name or city, for navigating to a single placement via its Reference number, and for finding a student or instructor placed at your site (Receiving Agency users) http://www.hspscanada.net/media/training/Lookup_Features.wmv

Placement Cycle Overview for Receiving Coordinators - Monitor and manage incoming placement requests http://hspscanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG_RC_Overview.pdf

2. Student Placement

Assigning Multiple Supervisors (Preceptors) for RECEIVING COORDINATORS (3.5 minutes) Step-by-step instructions for assigning multiple supervisors and allocating placement hour http://hspscanada.net/media/training/Multiple_Supervisors_RC.wmv

Guest Access for (non-user) Placing Agencies - A Receiving Coordinator can invite a contact person from a non-user Placing Agency to access HSPnet as a temporary "guest" user. The guest user can submit one or more placement requests for a specified Site via their temporary account, and will then receive email updates when the request is accepted or declined, and if an accepted placement is later cancelled

[http://hspcanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG Guest Access for PA.pdf](http://hspcanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG%20Guest%20Access%20for%20PA.pdf)

Quick Entry Screen (QES) for Receiving/Destination Coordinators - Use the Quick Entry Screen to enter incoming placement requests on behalf of educational programs that aren't using HSPnet, and/or to track internal placement

[http://hspcanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG QES for RA.pdf](http://hspcanada.net/docs/New%20Features%20Alerts/QRG's%20and%20Samples/QRG%20QES%20for%20RA.pdf)

3. HSPnet Help Desk and Training Resources

Support for HSPnet users is available from the HSPnet Help Desk. Please use the following contact information to reach HSPnet support:

- **HSPnet User Support** - Available Monday to Friday 0830 to 1630 hours PT
Email: support@hspcanada.net
- **Link to all the Training Resources housed on the HSPnet website** -
<https://hspnetb.bcit.ca/HSPnetAB/ResourceList.aspx?Context=ResourcesGeneral&SessionID=D69023BAF20D85D4DFEAE8557501604BBAE0F5A17C4AA09A&Locale=en-US>
- **Training Needs** - Would you like to receive more training on how to use HSPnet?
Please contact training@hspcanada.net

4. Provincial Help Available

For Alberta Health Services and Covenant Health staff, the student placement teams should be your first point of contact for questions about HSPnet. Most questions can be quickly resolved by connecting with them. If they are not able to help, they will connect you with the HSPnet Help desk.

If you are having any of the following problems:

- can't see a placement
- need to identify a new Destination Coordinator (current one is retiring or changing jobs)
- can't log into HSPnet/need a new password
- need help accepting/declining a placement
- have accepted or declined a placement in error

- need help adding a supervisor name

If you have any other questions, please contact the appropriate Receiving Agency:

- Alberta Health Services - student.placements@albertahealthservices.ca or student.placements@ahs.ca
- Covenant health - Students@CovenantHealth.ca