

## Information on HSPnet policies and training

### 1) Policies

- It is **FORBIDDEN to use another user's account**, even temporarily. The operations performed by each user are saved thanks to its identifier. When sharing an account, it is not possible to have a personal history for each user.
- There is **no limit on the amount of user accounts per program or per institution** and it does not affect the cost for each institution. The costs for using HSPnet in Québec are distributed according to the number of user institutions, rather than on the number of accounts or programs per institution.
- In the event of **failure to comply with these policies, the account will be deactivated** and the institution may lose its right to use HSPnet. Therefore, failure to follow these policies may have serious consequences for the institution and for the management of student placement.

### 2) Rules to obtain access and training

- The **classroom training is only mandatory for placement coordinators who will be needing a local administrator access**. For all other regular users, including placement coordinators requiring only a regular access, the classroom training is not mandatory. In the case of a regular access, it is the local administrator who gives access to the new user and trains them. However, the new user must still follow the online training module.
- **Phone training** is possible only in the case of an urgent need to be trained. These requests must be made via the provincial coordinator who evaluates the need for training prior to approval.

For further information, please contact Pierre-Yves Delaporte, provincial coordinator at the Agence de la santé et des services sociaux de Montréal, at the following address:

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