

Private Healthcare Organization SHARE Access Guide

I am a **Private Healthcare Organization (PHCO) owner** and wish for my organization/clinic to be setup with SHARE:



How do I start the process?

A SHARE Access legal agreement is required before a provider can be granted access. The first step is for the PHCO owner to submit a [System Request Form](#).

- SHARE program will communicate next steps once the System Request is processed.
- Once the agreement is put in place, providers can submit SHARE user access forms.
- Please note, physicians working in private practice can be set up with an agreement individually as solo practitioners, however support staff can't be set up under this agreement.

General Information

Visit:

- [Getting Access | novascotia.ca](#) for SHARE access overview and current versions of all forms/guides
- For general information and questions email share@novascotia.ca

I am a healthcare provider working in a PHCO:

1 SHARE request form

Once a SHARE Access agreement is in place for your organization, please complete and fax the following to setup access for individual providers:

- [SHARE User Access Request Form](#)
- Fax number: 902 407 3016

Please note: Page 2 and 3 must be signed by either the PHCO Owner or PHCO SHARE signatory.

2 Challenge and Response Form

Please complete:

- [Challenge and Response Form](#)
- Fax Number: 902 425 7788

*Please note this is a *different* number than used for request form.

These questions will be used by the Service Desk to verify your identity if you call for a password reset.

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3 Required Training

SHARE Fast Track:

https://novascotia.ca/dhw/ehealth/share/user-access/SHARE_FastTrack__Printable_Version.pdf

Privacy Zone:

https://novascotia.ca/dhw/ehealth/share/user-access/Privacy_Zone_for_SHARE_Users_Printable_Version.pdf

3B

Confirm training

Please email SHARE@novascotia.ca confirming completion of training.

- Include your Name, PHCO Name, PHCO Location and PHCO Signatory name

4 SHARE Credentials (username/password)

SHARE credentials and setup information are released to either the PHCO Owner or SHARE User Access Delegate(signatory) via SECURE email. If you need help with using SECURE email, please see [SECURE EMAIL GUIDE](#)

Please note the following:

1. Community users access the SHARE portal through a remote connection. Users will receive 2 sets of credentials. First you login to the NSEALTH Network through a Microsoft Azure VDI environment. Once connected to the NSHEALTH network you can then login to the SHARE portal.
2. Network credentials will auto deactivate after 150 days of inactivity. If your credentials auto deactivate, it is not a password reset. To have your account reinstated you will need to submit a SHARE User Access Request form. To keep your account active [please login regularly](#).
3. Network password will auto expire every 90 days after a new password is set. To create a new password when (or before) your password expires, please visit [Update Password \(nshealth.ca\)](https://nshealth.ca) (password change may take up to 30 minutes to take effect).

5 Service Desk – technical help and password resets

For help installing the VDI software, technical assistance or password resets users need to call the Service Desk:

- Central Zone: 902-473-3399
- Northern, Eastern, Western Zones: 1-866-224-2555
- [VDI Software Guide](#)