

# AVBS Basic Navigation

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## AVBS User Guide – Health Care Provider and Provincial Operations

As of March 15th, 2022

**Pharmacy Staff: For any guidance and/or technical support, please contact:**

 1-844-705-1265

 [AlbertaVaccineBookingSystemSupport@gov.ab.ca](mailto:AlbertaVaccineBookingSystemSupport@gov.ab.ca)

# Privacy Policy

**The appropriate collection, use and disclosure of an Albertan's personal health information is the requirement of Alberta's Health Information Act and FOIP Act.**



Whenever you see this icon, please ensure that you collect verbal consent from the Albertan for disclosure of their personal health information.



Whenever you see this icon, please ensure that you are correctly entering the information provided by the Albertan (e.g. legal first name, legal last name, Alberta PHN). The search may result in many records containing sensitive information like PI/PHI.

It is your responsibility to access only those records that are necessary to perform your duties. All access is monitored and recorded for compliance and audit purposes.



Whenever you see this icon, please pay attention to the action that is being performed. It is important you follow these instructions.



Please note that following practices are prohibited and against the code of conduct related to the handling of sensitive information (PI/PHI) **unless your role authorizes you to do so:**

- Saving lists locally on computer
- Saving lists on other storage media
- Taking pictures
- Taking screenshots

# AVBS Basic Navigation: Overview

**Objectives:**

To log in to AVBS, navigate within different apps, search for profiles, and log out

**AVBS Role:**

Health Care Providers and Provincial Operations

**Pre-Requisite:**

Your user account should have been created in AVBS and you should have received an email with the Salesforce URL to be able to access AVBS

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# Logging in to AVBS

To log in to the AVBS, navigate to Alberta Netcare landing page using the below web URL:

<https://www.albertanetcare.ca/avbs.html>

Once you open the webpage, please click on the refresh button to make sure page is up to date.

1 To log in to the AVBS for the first time, click **Start Now**.

For more detailed instructions of how to log in using AHS IAM, please refer to instructions outlined on the landing page.

2 To log in to the AVBS as an existing user, click **AVBS Login**.

Note: If you are a **Site Representative (Authorized Approver)**, please use the below web URL:

<https://www.albertanetcare.ca/AVBSforsiteRep.html>

**Alberta Vaccine Booking System (AVBS)**

Before you begin, the following must be received from your Site-Representative:

- AVBS/AHS IAM user credentials (username and temporary password)
- RSA SecurID token (soft token on your phone or FOB hardware token)

**\*New AVBS users**

1 **AHS IAM LOGIN**

Log into AHS IAM to change/create a new password.

**\*Returning AVBS users**

2 **AVBS LOGIN**

Log into the AVBS with your updated password.

**! If you have active AHS IAM credentials, click the AVBS Login button**

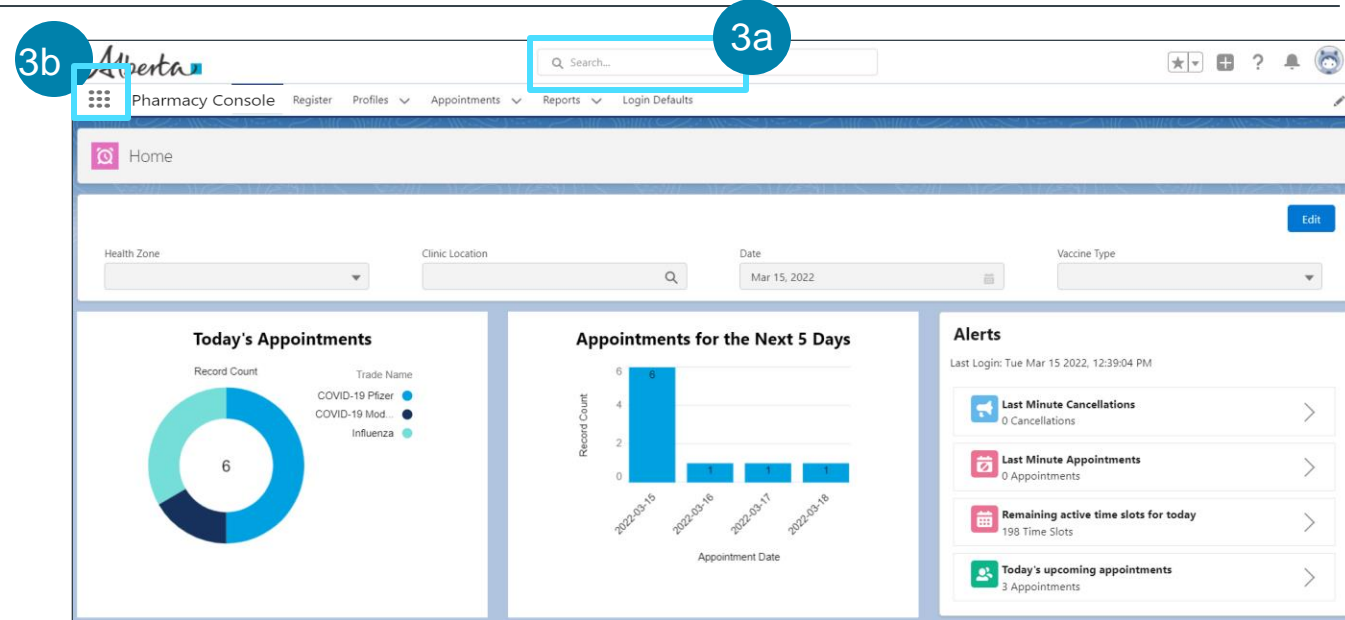
# Navigating the Home Page

## 3 Your Home page will have the following:

**3a Global Search Bar:** Use the Global search bar for searching Albertans by entering a search keyword (explained in detail on page 13).

**3b App Launcher:** This allows you to navigate to different functionalities in AVBS, such as **Knowledge, Appointments etc**

*To learn more about AVBS applications and their functions, refer to the Overview of COVID-19 Vaccine Management User Guide.*



# Navigating the Home Page

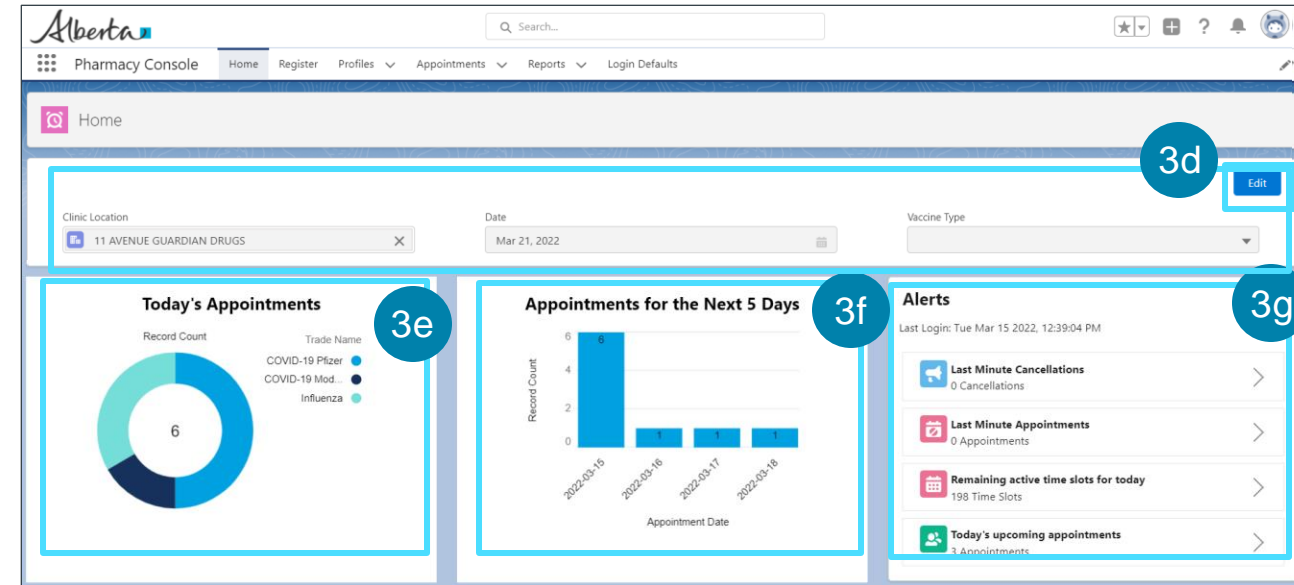
**3d Homepage filters:** These allow you to switch between **clinic locations**, **date** and **vaccine type**.

*Click on the edit button to change the filters.*

**3e Today's appointments :** This allows you to view the days confirmed appointments along with the vaccine trade names.

**3f Appointments for the Next 5 days:** This allows you to view the appointments for the next 5 days.

**3g Alerts:** This section shows you reports on **any last minute Cancellations** and **last minute Appointments** that have occurred since the last login. You will also be able to view the remaining time slots for the day and any upcoming appointments. You can click on the reports for more detailed information about the spots that are available/what upcoming appointments that have been booked.



# Navigating the Home Page

**3h Appointment Search :** This section allows you to either search for the clients appointments by entering their information in the search bar or by scanning their QR code. Please note that this section will only show the confirmed appointments for the date for which the homepage filter is selected.

**3i Appointment List :** This list allows you to view all the appointments for the day. Relevant Information for verifying appointment details and Client identity including Vaccine type and COVID-19 dose displayed on this list.

**i** *By clicking on the View button, you will be able to additional information about the Appointment, such as address information.*

**3j** By Clicking on the checkbox next to the Albertans Profile, the status of an appointment can be changed to Attended, No Show or Cancelled.

**ii** *Select the appropriate status and Click on Confirm Appointment.*

Appointment Search

Search for client appointments from today onwards either by searching using their client information in the search bar below or by searching using scanning their QR Code using the buttons.

Search

select page size  
10

Total search results

<input type="checkbox"/>	Clinic Location	Profile Name	ULI No.	DOB (Age)	Appointment Date	Appointment Type	Action
1 <input type="checkbox"/>	AHS EDMONTON EXPO CENT...	Tester Test1		1967-12-14 (54 Years)	March 15, 2022, 10:00 a.m.	Influenza	<input type="button" value="View"/>
2 <input type="checkbox"/>	AHS EDMONTON EXPO CENT...	Gilbert Thomson	123453752	1930-07-07 (91 Years)	March 15, 2022, 10:00 a.m.	COVID-19 Pfizer (Dose 2)	<input type="button" value="View"/>
3 <input type="checkbox"/>	AHS EDMONTON EXPO CENT...	Ike Test1		1950-12-07 (71 Years)	March 15, 2022, 10:30 a.m.	COVID-19 Moderna (Dose 1)	<input type="button" value="View"/>
4 <input type="checkbox"/>	AHS AIRDRIE COMMUNITY H...	JYNNATHIYN ROZKEWWS	123451202	1950-04-29 (71 Years)	March 15, 2022, 03:00 p.m.	COVID-19 Pfizer (Dose 1)	<input type="button" value="View"/>

4 ☐ AHS AIRDRIE COMMUNITY H... JYNNATHIYN ROZKEWWS 123451202 1950-04-29 (71 Years) March 15, 2022, 03:00 p.m. COVID-19 Pfizer (Dose 1)

5 ☒ AHS OYEN COMMUNITY HEA... Test User 1990-03-15 (32 Years) March 15, 2022, 05:45 p.m. Influenza

6 ☒ AHS AIRDRIE COMMUNITY H... Mary Cunningham 123453836 1958-03-25 (63 Years) March 15, 2022, 06:15 p.m. COVID-19 Pfizer (Dose 3)

Attended  
No Show  
Cancelled

Please Select Appointment Status

Showing 1 to 6 of 6

< Previous 1 Next >

# Navigating the Pharmacy Console App

**4 Logging into the AHS Console app:** You will be able to perform in-clinic activities, such as checking in, checking out, and completing appointments for Albertans who have already registered and have a confirmed appointment booking from the AHS console.

The AHS Console App will allow you to search for Albertans who need to be checked in using one or more of the following:

**4a** Scan **QR Code** using handheld scanner or scan using camera.

**4b** Register an Albertan using the **Register** tab

**4c** View **Appointment Lists**

**4d** View **Reports**

The screenshot displays the Alberta Pharmacy Console App interface. Callout 4b points to the 'Register' tab in the top navigation bar. Callout 4c points to the 'Appointments' tab. Callout 4d points to the 'Reports' tab. Callout 4a points to the 'Appointment Search' modal, which includes a search bar, 'Scan Using Handheld Scanner' and 'Scan using Camera' buttons, and a table of search results.

**Today's Appointments**

Record Count: 6

Trade Name: COVID-19 Pfizer, COVID-19 Mod., Influenza

**Appointments for the Next 5 Days**

Record Count: 6 (2022-03-15), 1 (2022-03-16), 1 (2022-03-17), 1 (2022-03-18)

**Alerts**

Last Login: Tue Mar 15 2022, 12:39:04 PM

- Last Minute Cancellations: 0 Cancellations
- Last Minute Appointments: 0 Appointments
- Remaining active time slots for today: 198 Time Slots

**Appointment Search**

Search: Input your search here

Scan Using Handheld Scanner | Scan using Camera

Select page size: 10

Total search result is: 6

	Clinic Location	Profile Name	ULI No.	DOB (Age)	Appointment Date ↑	Appointment Type	Action
1	AHS EDMONTON EXPO CENT...	Tester Test1		1967-12-14 (54 Years)	March 15, 2022, 10:00 a.m.	Influenza	View
2	AHS EDMONTON EXPO CENT...	Gilbert Thomson	123453752	1930-07-07 (91 Years)	March 15, 2022, 10:00 a.m.	COVID-19 Pfizer (Dose 2)	View
3	AHS EDMONTON EXPO CENT...	Ike Test1		1950-12-07 (71 Years)	March 15, 2022, 10:30 a.m.	COVID-19 Moderna (Dose 1)	View
4	AHS AIRDRIE COMMUNITY H...	JYNATHYN ROZKEWWS	123451202	1950-04-29 (71 Years)	March 15, 2022, 03:00 p.m.	COVID-19 Pfizer (Dose 1)	View



# Navigating to the Knowledge Tab

- 5 You can navigate to the Knowledge repository in AVBS to access AVBS user guides.

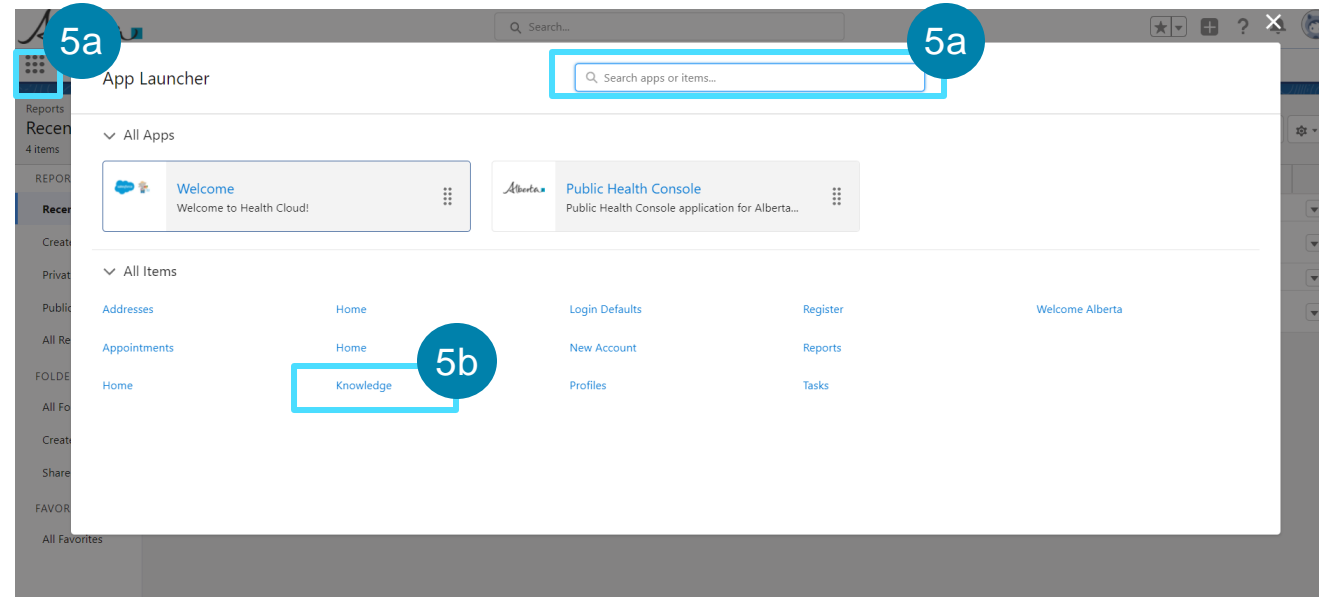
The steps for navigating to the Knowledge in the AHS Console are :

- 5a Click the **App Launcher**; type **Knowledge** in the **Search** field and select **Knowledge** under **Items**.

or,

- 5b Click on the **Knowledge** item in the **Tab**.

*You will be directed to the Recently Viewed Knowledge.*



# Navigating to the Knowledge Tab (Continued)

- 5c Once you are in Knowledge, click on the drop-down arrow and select **Published Articles**.

*The page displays all the published articles you can review and download. All AVBS user guides will have the **Article Record Type** as User Guides or Reference Guides. Any additional support materials, such as FAQs can also be found here, under respective Article Record Type. You can pin this view to set it as your default.*

- 5d Click on the desired **Article Title** link that you want to review.

*A new page with more details about the article will display.*

The screenshot shows the Alberta Pharmacy Console interface. At the top, there's a search bar and a 'Knowledge' tab selected. Below this, a dropdown menu is open, showing options: 'Archived Articles', 'Draft Articles', 'FAQ', 'Published Articles' (highlighted with a blue box and labeled 5c), and 'Recently Viewed'. The 'Published Articles' view is then shown, displaying a list of 5 items. The first item is 'User Guide\_Health Care Providers and Provincial Ops...' (labeled 5d). The table has columns for 'Article Title', 'Summary', 'Article ID', and 'Language'. The first item's summary is 'This user guide outlines the process for registering on an Alb...'. The second item's summary is 'This user guide outlines the process for checking in and out A...'. The third item's summary is 'This user guide outlines the process to book first and second ...'. The fourth item's summary is 'This user guide explains the basic navigation functions that H...'. The table also includes checkboxes for each item.

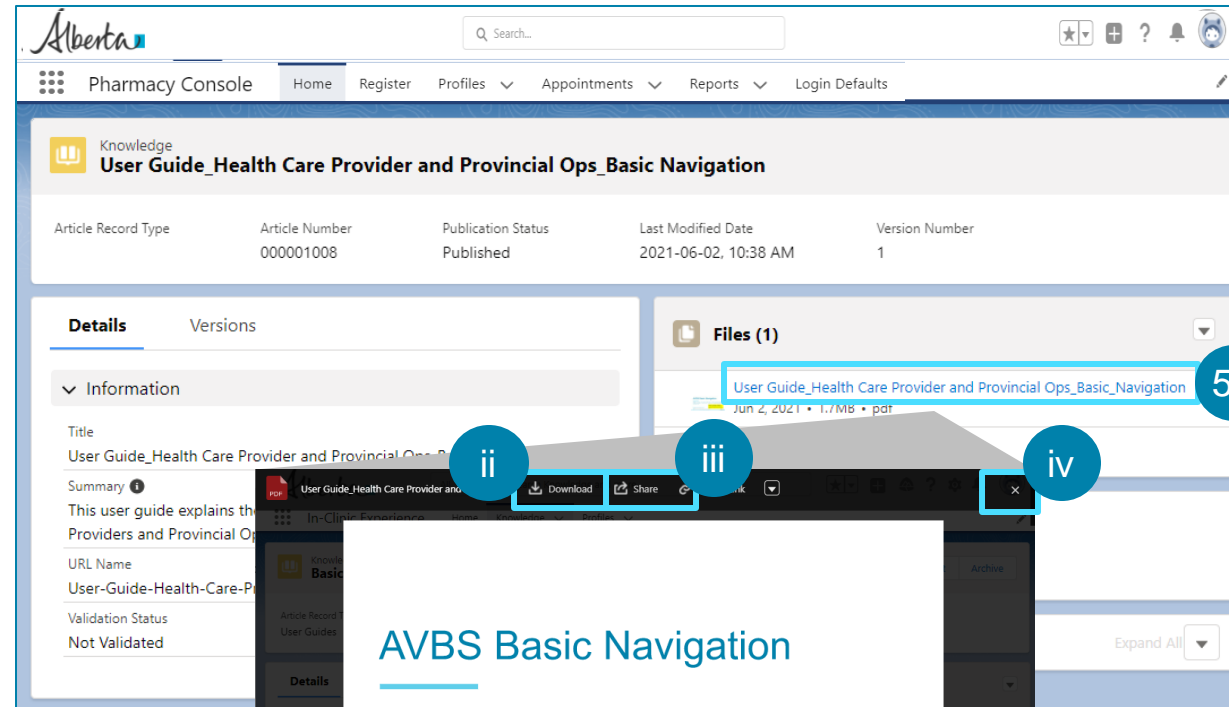
	Article Title ↓	Summary	Article ID	Language
1	User Guide_Health Care Providers and Provincial Ops...	This user guide outlines the process for registering on an Alb...	000001011	English
2	User Guide_Health Care Providers and Provincial Ops...	This user guide outlines the process for checking in and out A...	000001010	English
3	User Guide_Health Care Providers and Provincial Ops...	This user guide outlines the process to book first and second ...	000001009	English
4	User Guide_Health Care Provider and Provincial Ops...	This user guide explains the basic navigation functions that H...	000001008	English

# Navigating to the Knowledge Tab (Continued)

- 5e Once the Details page will display, click on the file link under the **Files** section on the right-hand side.

*A pdf view of the document will open.*

- i Scroll down to see all the pages or use the **Page** up-down arrows to navigate to the page you want.
- ii Click on **Download** to download the file to your local system.
- iii Click **Share** to share the document with others.
- iv Click **X** to close the document.



# Navigating the Appointment lists

## 6 Navigating the AHS Console app:

6a Click **Profiles** to view lists of AVBS profiles.

6b Click **Appointments** to view the list of appointments for vaccination.

*By default, the **Recently Viewed** list view will display.  
To filter the list by different criteria, follow the steps below:*

i Click the **drop-down arrow**.

ii Select any of the list views available from the drop-down menu.

The screenshot shows the AHS Console app interface. The top navigation bar includes links for Home, Register, Profiles, Appointments, Reports, and Login Defaults. The 'Profiles' and 'Appointments' links are highlighted with callouts 6a and 6b respectively. Below the navigation bar, the 'Appointments' section is active, displaying a 'Recently Viewed' list. This list contains 4 items, updated 6 minutes ago, and includes a search bar and various action icons. The list is structured as follows:

	Appointment Code	Appointment Name	Location	Start Date
1	<a href="#">SGI-0000164692</a>	COVID_19_Vaccination - George Morgan	<a href="#">AHS CAMROSE COMMUNITY HEALTH CENTRE (PFIZER)</a>	2022-02-24, 10:00 AM
2	<a href="#">SGI-0000164691</a>	COVID_19_Vaccination - George Morgan	<a href="#">AHS CAMROSE COMMUNITY HEALTH CENTRE (PFIZER)</a>	2022-02-24, 10:00 AM
3	<a href="#">SGI-0000164384</a>	COVID_19_Vaccination - Albert Willis	<a href="#">AHS EDMONTON EXPO CENTER (PFIZER)</a>	2021-12-29, 11:15 AM
4	<a href="#">SGI-0000164420</a>	COVID_19_Vaccination - Aaron Fox	<a href="#">AHS SKYVIEW POWER CENTER (PFIZER)</a>	2021-12-25, 10:00 AM

Below the main list, a callout box shows the 'LIST VIEWS' menu. The menu options are 'Confirmed Appointments', 'Recently Viewed (Pinned list)' (which is selected with a checkmark), and 'Today's Appointments'. Callout 'i' points to the drop-down arrow on the 'Recently Viewed' header, and callout 'ii' points to the 'Recently Viewed (Pinned list)' option in the menu.

# Navigating the Appointment Lists (Continued)



## 6d Printing the Appointments List:

- i To print the appointments list, for example, **Today's Appointments**, click on the **Print** button.  
*A new window displaying the printable view of the list will display.*
- ii Click on **Print This Page**, and a pop-up window will display where you can enter your printing details.
- iii Once printing is done, click **Close Window** to close the printable view.

	Appointment Co...	Location	Start Date	Profile N...	Unique Li...	Date of B...	Appointment Type	Health Zone
1	SGI-0000163091	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-24, 12:00 AM			0	COVID-19 AstraZeneca	Calgary
2	SGI-0000163093	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-24, 12:15 AM			0	COVID-19 Moderna	Calgary
3	SGI-0000163094	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-24, 12:15 AM			0	COVID-19 AstraZeneca	Calgary
4	SGI-0000163096	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-24, 12:15 AM			0	COVID-19 AstraZeneca	Calgary
5	SGI-0000163097	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-24, 12:15 AM			0	COVID-19 Moderna	Calgary
6	SGI-0000163098	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-30, 1:30 AM			0	COVID-19 AstraZeneca	Calgary
7	SGI-0000163100	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-30, 12:45 AM			0	COVID-19 Moderna	Calgary
8	SGI-0000163102	AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)	2021-09-24, 12:15 AM			0	COVID-19 AstraZeneca	Calgary
9	SGI-0000163140	AHS EDMONTON EXPO CENTER (PFIZER)	2021-09-30, 10:00 AM			0	COVID-19 Pfizer	Edmonton
10	SGI-0000163145	AHS EDMONTON EXPO CENTER (PFIZER)	2021-09-30, 10:00 AM			0	COVID-19 Pfizer	Edmonton

Today's Appointments  
Displaying records 1 - 14

Appointment Code	Patient	Status	Location
SGI-0000000361	test AstraZeneca25	Deferred	CALGARY OP PHAR #3
SGI-0000000393	Test Test948	Cancelled	CALGARY OP PHAR #3
SGI-0000000397	Test ClerkAppoint	Completed	CALGARY OP PHAR #3

Number of records: 8

Start Date: 28 2021 11:00 AM - Test  
Record Type: 28, 2:00  
Care Program: Appointment 00002485

# Searching an Albertan's Profile in AVBS

7 To search for an Albertan's profile, click on the **Register** Tab. You can also search for the Albertans profile using the Global Search bar.

- 7a Enter one of the following into the **Search by Client Information** field :
- **Legal First Name and Legal Last Name**
  - **Alberta Personal Health Number (PHN)**
  - **Legal Last Name and Date of Birth**

i Click on Search

Once the search results display:

ii Click on **View Profile** .

*Tip: If more than one search result appears, be sure to select the correct record.*

The Albertan's Person Account page will display.

The screenshot shows the AVBS web application interface. At the top, the 'Register' tab is highlighted in the navigation bar, with a callout '7' pointing to it. Below the navigation bar, there is a 'Manually Register New Citizen' button and a 'Search By Client Information' section, which is highlighted with a callout '7a'. The search section contains five input fields: 'Search by Alberta ULI/PHN', 'Search by First Name', 'Search by Date of Birth', 'Search by Alternate Health Identifiers', and 'Search by Last Name'. Below these fields are 'Search' and 'Clear Search' buttons, with a callout 'i' pointing to the 'Search' button. The search results section shows 'Showing result for' followed by 'Alberta Unique Lifetime Identifier: 123452585'. Below this is a table with columns: 'First Name', 'Last Name', 'Alberta ULI', 'Date of Birth', 'Sex', 'PHN Verified?', and 'View'. The table contains one row with the data: '1', 'Aaron', 'Davis', '123452585', '1955-01-09', 'M', 'True'. To the right of the table, it says 'Total search results is: 1'. A callout 'ii' points to the 'View Profile' button in the 'View' column.

	First Name	Last Name	Alberta ULI	Date of Birth	Sex	PHN Verified?	View
1	Aaron	Davis	123452585	1955-01-09	M	True	<a href="#">View Profile</a>



# Searching an Albertan's Appointment Record in AVBS

8 To search for an Albertan's appointment record using the **Global Search Bar**:

8a Enter the Albertan's **Booking Confirmation Number** (e.g., B-8FUTHFMF) in the **Search** field and press Enter.

*If you do not see any results on the screen, see step 8b, otherwise proceed to step 8c.*

*If the Albertan does not have their Booking Confirmation Number, access the Albertan's Person Account page (as outlined on page 14 – 15), and click on the **Appointment Code** through the **Related Tab**.*

8b Click on **Appointments** on the **Search Results** panel on the left.

8c Click on the **Appointment Code**.

*The appointment record will display.*

The screenshot displays the Alberta Pharmacy Console interface. At the top, the 'Global Search Bar' contains the text 'B-JEZM4VBA'. Below the search bar, the 'Search Results' panel on the left shows 'Appointments' as the selected category. The main area displays '1 Result' for the search. A table lists the appointment details:

Appointment Code	Appointment Name	Location	Start Date
SGI-000000243	COVID_19_Vaccination - Arash Pour	101 PHARMACY	2021-09-30, 11:15 AM

An inset window shows the detailed appointment record for 'COVID\_19\_Vaccination - Arash Pour'. It includes fields for 'Appointment Confirmation Number' (B-JEZM4VBA), 'Subject' (COVID\_19\_Vaccination - Septemb...), 'Health Card Number', 'Date of Birth' (1967-08-18), and 'Start Date' (2021-09-30, 11:15 a.m.). The 'Details' tab is active, showing 'Client Information' and 'Appointment Details'. The 'Appointment Details' section lists the 'Appointment Code' (SGI-0000164054), 'Vaccine Program' (Influenza\_Vaccination), and 'Vaccine Type' (TSB012). The 'Activity' section shows a 'New Task' button and a 'Create a task...' input field.

# Changing the View of a List

9 You can change the view of your screen. For example, “9” is a table view and “9b” is a split view.

To change this:

- 9a Click the **Table** icon and select **Split View** to display the list in split screen view.
- i *Tip: The list will display in **Split View**. To change the view from split view to table view, click the table icon and select “Table”.*
- 9b In Split View, to expand or collapse the search results, click the **small arrow** icon.

Appointments

Recently Viewed

5 items • Updated a few seconds ago

Search this list...

Print

	Appointment Code	Appointment Name	Location	Start Date
1	<input type="checkbox"/> SGI-0000165140	Influenza_Vaccination - Tester Test1	AHS EDMONTON EXPO CENTER (PFIZER)	2022-03-15, 10:00 AM
2	<input type="checkbox"/> SGI-0000164692	COVID_19_Vaccination - George Morgan	AHS CAMROSE COMMUNITY HEALTH CENTRE (PFIZER)	2022-02-24, 10:00 AM
3	<input type="checkbox"/> SGI-0000164691	COVID_19_Vaccination - George Morgan	AHS CAMROSE COMMUNITY HEALTH CENTRE (PFIZER)	2022-02-24, 10:00 AM
4	<input type="checkbox"/> SGI-0000164384	COVID_19_Vaccination - Albert Willis	AHS EDMONTON EXPO CENTER (PFIZER)	2021-12-29, 11:15 AM
5	<input type="checkbox"/> SGI-0000164420	COVID_19_Vaccination - Aaron Fox	AHS SKYVIEW POWER CENTER (PFIZER)	2021-12-25, 10:00 AM

9a

ist...

Display as

Table

Kanban

Split View

Recently Viewed

1 item selected

Search this list...

SGI-0000165140 Influenza\_Vaccination - Tester Test1 AHS EDMONTON EXPO CENTER (PFIZER) 2022-03-15, 10:00 AM

SGI-0000164692 COVID\_19\_Vaccination - George Morgan AHS CAMROSE COMMUNITY HEALTH CENTRE (PFIZER) 2022-02-24, 10:00 AM

SGI-0000164691 COVID\_19\_Vaccination - George Morgan AHS CAMROSE COMMUNITY HEALTH CENTRE (PFIZER) 2022-02-24, 10:00 AM

SGI-0000164384 COVID\_19\_Vaccination - Albert Willis AHS EDMONTON EXPO CENTER (PFIZER) 2021-12-29, 11:15 AM

SGI-0000164420 COVID\_19\_Vaccination - Aaron Fox AHS SKYVIEW POWER CENTER (PFIZER) 2021-12-25, 10:00 AM

Appointment SGI-0000165140

Appointment Confirmation Number B-K2BNZVW3 Profile Name Tester Test1 Appointment Time 15/03/2022 10:00 Appointment Type Influenza Status Confirmed

Fields

Eligibility Verified ☒ Unique Lifetime Identifier (ULI) PHN Verified ☐ Date of Birth (Age) December 14, 1967 (54 Years)

Appointment Details

Appointment Time 15/03/2022 10:00 Location AHS EDMONTON EXPO CENTER (PFIZER) Appointment Type Influenza AD-0000003116

16



# Logging Out of AVBS

10 Navigate to the top right corner of the screen and click on the profile icon

10a Select the **Log Out** link to log out.

*If the system is inactive for an hour, you will be logged out of the system automatically.*

The screenshot displays the Alberta Pharmacy Console interface. At the top right, a user profile icon is highlighted with a blue circle labeled '10'. A dropdown menu is open, showing the user's name 'Maliha Siddiqi', email 'abvacdr@stichmy.salesforce.com', and a 'Log Out' link, which is highlighted with a blue circle labeled '10a'. The menu also includes options for 'Settings', 'Display Density' (set to 'Comfy'), and 'Options' (with links to 'Switch to Salesforce Classic' and 'Add Username'). The main dashboard area shows filters for 'Health Zone', 'Clinic Location', and 'Date' (Mar 16, 2022). It features two charts: 'Today's Appointments' (a donut chart showing 1 record for COVID-19 Pfizer) and 'Appointments for the Next 5 Days' (a bar chart showing 1 appointment on 2022-03-16, 1 on 2022-03-17, and 2 on 2022-03-18). An 'Alerts' section on the right lists 'Last Minute Cancellations' (0), 'Last Minute Appointments' (0), 'Remaining active time slots for today' (5), and 'Today's upcoming appointments' (0).