



Alberta Vaccine Booking System (AVBS) - Community Pharmacy Program Guide



Last Updated: November 9, 2021

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1. Purpose of the Alberta Vaccine Booking System (AVBS) Pharmacy Program Guide

The AVBS Community Pharmacy Program Guide provides information to assist pharmacies in:

- (1) Determining when to use the AVBS;
- (2) Understanding the steps necessary to access the system; and
- (3) Accessing both technical and user supports.

2. What is the AVBS?

The AVBS is a province-wide vaccine booking system that offers a one-stop booking experience that will help ensure Albertans have access to eligible vaccinations (COVID-19 and influenza) as quickly and safely as possible, no matter where they live.

The AVBS will show all available appointment times based on an Albertan's postal code and clinic availability. The AVBS will be used by community pharmacies, Alberta Health Services and physician clinics.

Each pharmacy will have full autonomy to set their vaccine appointment availability. Once set, eligible Albertans will be able to book an appointment online through the AVBS or by contacting 811/Health Link.

3. When Are Pharmacies Required to Use the AVBS?

Pharmacies participating in the Alberta COVID-19 pharmacy Immunization Program (ACPIP) will be required to implement and use the AVBS. The use of the AVBS is optional for pharmacies for the annual Influenza Immunization Program (IIP)

4. Pharmacy Access to the AVBS

4.1. OVERVIEW OF AVBS ACCESS

Please note the following:

- Access to the AVBS is done at the community pharmacy level.
- The pharmacy licensee/manager is responsible for completing and submitting the AVBS Site Representative/Access Administrator (AA) form.
- Upon successful submission of the AVBS Site Representative/Access Administrator (AA) form, access to AHS Identity and Access Management (AHS IAM), which is the system that is used to request AVBS user licenses, can take up to 10 business days to complete.
- The following steps need to be completed for your pharmacy to get access to the AVBS.

4.2. AVBS ACCESS STEPS

1. Complete and submit the AVBS Site Representative/Access Administrator (AA) Registration form.

- Go to <https://www.albertanetcare.ca/AVBSforSiteRep.html> and open the AVBS Site Representative/Access Administrator (AA) Registration form.
- **Complete and submit this form.**
 - This will provide your pharmacy access to the AVBS and establish your pharmacy's AVBS Site Representative/AA (Site Rep/AA). The Site Rep/AA is the person who will manage AVBS end-user licenses via AHS IAM.
 - Upon successful submission of this form, access to the AHS IAM system can take up to 10 business days to complete.
- **Login to the AHS IAM system.**
 - The AVBS Site Rep/AA will receive an email notification with a unique AHS IAM Username and login instructions on how to access the AHS IAM system for the 'first time.'
- **Complete a security profile up and password reset.**
 - The AVBS Site Rep/AA will need to log into AHS IAM and complete a security profile set up and password reset.
- **Submit requests for AVBS user licenses.**
 - Once the AVBS Site Rep/AA successfully logs into AHS IAM, they can then submit requests for AVBS user licenses (see section 4.3 for more information).
 - Standard processing time is up to 10 business days.

2. Confirm Alberta COVID-19 pharmacy Immunization Program (ACPIP) enrollment.

If you choose to administer COVID-19 vaccines, your pharmacy **must** enroll in the Alberta COVID-19 pharmacy Immunization Program (ACPIP).

Alberta Blue Cross manages enrollment in ACP/IP. A description of the process and forms to be completed can be accessed through the [Alberta Blue Cross Pharmacy COVID-19 Immunization](#) web page.

3. Enroll in the Alberta Vaccine Inventory (AVI).

Registration and participation in the Alberta Vaccine Inventory (AVI) is a requirement of pharmacies administering COVID-19 and/or Influenza vaccines. Community pharmacies must reconcile their COVID-19 and Influenza vaccine inventory within AVI.

Review the ACP/IP Program Document found within the ABC page as indicated above for more information.

4. Assign AVBS User Licenses to pharmacy staff (see section 4.3 for more information)

4.3. OVERVIEW - AVBS SITE REPRESENTATIVE/AA AND USER LICENSES

4.3.1. Overview of AVBS Site Representative/AA

The main role of the AVBS Site Rep/AA is to assign and manage AVBS user licenses. Each staff member using the AVBS will require a user license. The Site Rep/AA is also responsible for:

- Acting as a key point of contact for the AVBS;
- Disseminating key AVBS information to their peers;
- Supporting system navigation and training of peers; and
- Reviewing minimum technical requirements for the AVBS.

4.3.2. Overview of AVBS User Licenses

A user license is required to access the AVBS.

Each pharmacy will be allocated up to five user licenses to access the AVBS. One will be for the AVBS Site Rep/AA and the remaining for other staff members. The process to assign user licenses is outlined below.

It is not mandatory for a pharmacy to assign all AVBS user licenses they are eligible for. However, to ensure that your pharmacy has access to the AVBS during all hours of operation, maximizing the number of staff assigned AVBS user licenses should be considered.

Do not assign user licenses greater than the amount allocated to your pharmacy. To confirm the number of assigned user licenses available for your pharmacy, access the AVBS Reports page in AHS IAM to view directly, or you can contact the AVBS Provider Support team.

AVBS users will access the AVBS in a manner similar to how Alberta Netcare is accessed (i.e. AVBS access requires a RSA soft or hard token and a unique username. The username required for AHS IAM will be the same username required for the AVBS.

Note: Individuals assigned a user license can access the AVBS in any pharmacy they work in. In order to do so, the AVBS Site/Rep for each pharmacy will need to associate the pharmacy with the individual's user license.

4.3.3. Considerations for Assigning User Licenses to Pharmacy Staff

The following should be considered when identifying which staff members should be assigned an AVBS User License:

- Pharmacy staff who are typically scheduled full-time in the pharmacy. This will assist in ensuring there is access to the AVBS during all hours of operation.
- Pharmacy staff with existing access to Alberta Netcare due to familiarity in using RSA tokens.

- Pharmacy staff with direct involvement in the ACPIP or IIP. For example, a staff member who would accept the Albertan at the counter at the time of appointment, be responsible for creating vaccine appointment schedules, and/or the administering vaccine.
- User licenses can be assigned to any member of the pharmacy team.

4.3.4. User License Assignment Steps

The following steps need to be completed by the Site Rep/AA to assign AVBS user licenses to pharmacy staff:

1. **Navigate to the AVBS For Site-Representatives/AA webpage at <https://www.albertanetcare.ca/AVBSforSiteRep.html>**
2. **Review the AHS IAM AVBS Licenses/Access Provisioning User Guide.**
3. **Click the ‘AHS IAM LOGIN’ on the AVBS Site Representative/AA support page.**



The AVBS Site Rep/AA **MUST** assign themselves a User License.

NOTE: when selecting the AVBS role, select '**Health Care Provider.**' This will ensure all staff members using AVBS have access to all of the necessary AVBS functionalities.

4. **Once the AVBS Site Rep/AA receives an AHS IAM auto-email notification that the user licenses have been provisioned, the AVBS Site Rep/AA needs to retrieve the user credentials (i.e. username and temporary password) for each pharmacy staff assigned a user license.**

The AVBS Site Rep/AA can check AHS IAM periodically to confirm the status of AVBS end-user requests.

- The AHS IAM AVBS Licenses / Access Provisioning User Guide will provide further direction.

5. **Provide pharmacy staff assigned user licences their user credentials and the link to the AVBS sign-in page.**

- To access the AVBS sign-in web page, click [here](#).
- The video on how to login into the AVBS for the first time is also found on this page.

5. AVBS User Guides, Video Tutorials and Information

Comprehensive AVBS User Guides, Video Tutorials and general information about how to use the AVBS can be accessed through the **Knowledge Tab** within the AVBS.





6. AVBS Provider Support Team

For questions or support, please contact the AVBS Provider Support team at **1-844-705-1265**, or AlbertaVaccineBookingSystemSupport@gov.ab.ca Monday to Sunday.

Appendix - Technical Requirements

Supported Browsers and Devices

The Alberta Vaccine Booking System can be accessed through desktops and laptops by Pharmacy Sites using the below listed internet browsers.
Note: Please ensure that the browsers installed on your devices at the Pharmacy Sites are up to date using the latest version. Other browsers or older versions of supported browsers aren't guaranteed to support all features.

BROWSER	DOWNLOAD LINK
 MICROSOFT EDGE CHROMIUM	Download Microsoft Edge Browser Microsoft
 GOOGLE CHROME	Google Chrome - Download the Fast, Secure Browser from Google
 MOZILLA FIREFOX	Download Firefox Browser — Fast, Private & Free — from Mozilla
 APPLE SAFARI	Safari - Apple

Microsoft Internet Explorer and Microsoft Edge (non-chromium) cannot be used to access the Alberta Vaccine Booking System .



Minimum and Recommended Technical Specifications for Pharmacy Sites to use the Alberta Vaccine Booking System.

TECHNICAL REQUIREMENTS	MINIMUM TECHNICAL SPECIFICATIONS	RECOMMENDED TECHNICAL SPECIFICATIONS
Octane Score	<ul style="list-style-type: none"> Octane score of 20,000 or greater 	<ul style="list-style-type: none"> An Octane score of 30,000 or greater
Network Latency	<ul style="list-style-type: none"> Network latency of 200 ms or less 	<ul style="list-style-type: none"> Network latency of 150 ms or less
Download Speed	<ul style="list-style-type: none"> Download speed of 1 Mbps or greater 	<ul style="list-style-type: none"> Download speed of 3 Mbps or greater
RAM	<ul style="list-style-type: none"> At least 5 GB of RAM, with 2 GB available for Salesforce browser tabs 	<ul style="list-style-type: none"> At least 8 GB of RAM, with 3 GB available for Salesforce browser tabs

Based on tests, the minimum requirements result in 50% slower page load times and login load times versus the recommended specifications.