



CCIS

Critical Care Information System

Registration Guide

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INTRODUCTION

The purpose of this guide is to provide a step-by-step instruction of the process for providing access to Ontario's Critical Care Information System. In addition to this document, all relevant forms can be found in the *Registration & Privacy Folder* on the *Document Library* of CCIS.

This guide will provide information about the following:

- Identifying and Creating a Registration Authority (RA)
- Identifying and Creating a Delegate Registration Authority (DRA)
- Identifying and Creating a Local Registration Authority (LRA)
- Registering CCIS End-Users
- Changing roles and/or adding additional CCIS End Users
- End user password resets
- Possible CCIS Role Combinations

1. Identifying Registration Authority, Delegate Registration Authority (DRA) & Local Registration Authorities (LRAs)

In accordance with the CCIS Participation Agreement, each organization reporting data into Ontario's Critical Care Information System is required to identify the Registration Authority (CEO or CIO) who assumes responsibility for all CCIS users within his/her organization.

The CCIS Registration Authority (RA) in turn designates Local Registration Authorities (LRAs) for their organization. LRAs ensure the secure and appropriate registration for all CCIS end-users. This process ensures that each organization, in accordance with the secure and privacy policies of their organization, will securely manage CCIS end-user accounts.

Should your organization's identified Registration Authority change, please contact the CCIS Help Desk CCIShelpdesk@criticall.org and they will assist your organization with the procedures required to authenticate a new Registration Authority.

The hospital CEO can appoint/revoke Delegate Registration Authorities who will assume the hospital's Registration Authority (RA) responsibilities on their behalf. Delegate Registration Authorities will have the ability to appoint/revoke CritiCall Ontario Local Registration Authorities (LRA's).

Hospital corporations cannot have more than two Delegate Registration Authorities at one time. The DRA's role can only be held by employers with hospital signing authority in a director role or above. The DRA role is not mandatory and can be used to facilitate coverage for the RA.

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Local Registration Authorities (LRAs) are designated by each organization's Registration Authority (RA) or a Delegate Registration Authority (DRA). LRAs ensure the secure and appropriate registration of all CCIS end-users. This process ensures that each organization, in accordance with the security and privacy policies of their organization, will securely manage CCIS end-user accounts.

Role Descriptions

Role	Description	Example
Registration Authority (RA)	The person who assumes responsibility for the CCIS users within his/her organization, including third-party users. The RA appoints Local Registration Authorities (LRAs) to authorize user registration and maintenance on his/her behalf.	Organization CEO/CIO (or equivalent)
Delegate Registration Authority (DRA)	The person(s) who, on behalf of the RA have the authority to appoint/revoke CritiCall Ontario Local Registration Authorities (LRA's)	Director/CIO (or equivalent)
Local Registration Authority (LRA)	<p>The person(s) who, on behalf of the RA, authorizes and completes the registration forms for CCIS users.</p> <p>The LRAs are also responsible for maintaining and ensuring the secure and proper distribution of usernames and temporary passwords of CCIS users.</p> <p>The LRAs are also responsible for advising the CCIS provincial team as soon as users at their organization no longer require CCIS.</p>	IT Department Manager (responsible for user accounts), ICU Manager or delegate, LHIN Management

1.1 Responsibilities of the Local Registration Authority

The LRA is a role assumed by individuals who have been delegated by the RA to perform the CCIS registration duties. **It is recommended that 3 - 5 individuals are assigned to the LRA role for hospitals, and 1-2 individuals for a LHIN office.**

As an LRA, you are responsible for:

- Identifying prospective CCIS users;
- Adhering to the registration and/or identity management processes within your hospital or organization;
- Advising CCIS Provincial Team as soon as any user at your organization no longer requires CCIS access;
- Adhering to privacy and security policies and procedures within your hospital to ensure compliance with the Personal Health Information Protection Act (PHIPA);
- Validating that applicants are eligible to register for CCIS; please **consult with your organization's Privacy Officer or privacy expert if you have any questions regarding an access request.**
- Reminding end-users of your organization's privacy policies with respect to securely accessing personal health information.
- Completing and authorizing CCIS registration forms;
- Processing changes to registration information;
- Answering questions pertaining to the registration process; and
- Liaising with the CCIS Provincial Project Team on registration issues.

1.2 Completing the Local Registration Authority Request/Change Form

The Registration Authority (RA) must complete the Local Registration Authority Request and Status Change Form (Form A).

It serves the purpose of identifying and/or changing the status of existing LRAs.

The following is a step-by-step outline of how the Form A will be processed:

Step	Description
1	RA or DRA Completes <i>Form A: CCIS Local Registration Authority Request and Status Change form</i> (electronic format)
2	RA or DRA indicates that he/she has completed and reviewed the form by completing the RA section of the form.
3	RA or DRA emails the form to the CCIS Help Desk (ccishelpdesk@criticall.org). Electronic email from RA account is confirmation of their signature.

1.3 Changes to LRA Status

Only an RA or DRA has the authority to change the status of the LRA. These changes include granting, suspending and revoking the LRA appointment.

When an RA or DRA is ***granting an individual LRA status***, he/she is authorizing the individual to collect, verify, and submit registration requests for CCIS users.

Revoking an LRA is the permanent removal of authority from the LRA. If the individual subsequently needs to become an LRA, the RA/DRA must resubmit the LRA request. Possible reasons for LRA revocation include:

- Individual no longer wishes to perform the role of LRA;
- Individual is no longer associated with the hospital;
- Inability to perform the LRA duties.

When an ***RA or DRA suspends an LRA***, he/she is temporarily taking away the LRA's authority to collect, verify and submit registration requests for CCIS users. Possible reasons for LRA suspension include:

- Extended leave (such as maternity leave or sabbatical)
- Any other reason the RA deems appropriate.

2. Registering CCIS End-Users

There are two registration forms used to register end users of CCIS:

1. *CCIS Registration Form B* is used for:
 - a) Providing CCIS report access to staff at the Ministry of Health (MOH) and
 - b) Staff at Local Health Integration Network (LHIN) offices.
2. *CCIS Registration Form C* is used to register hospital end users for:
 - a) ICU
 - b) CCRT
 - c) PCCRT
 - d) Research
 - e) Audit and
 - f) Reports access.

2.1 Form B: Non-Hospital Registration (For MOH and LHIN use only)

Form B is used for providing CCIS report access to Ministry of Health (MOH) and Local Health Integration Network (LHIN) staff. Each LHIN CEO has been identified as the RA for their LHIN, and in turn appoints LRAs within their offices. The LRA will facilitate the registration of end-users, by completion of Form B. Refer to table below for a description of the registration process for MOH or LHIN users.

The following is a step-by-step outline of how the *Form B* will be processed:

Step	Role	Description
1	LRA	Identifies CCIS End-Users within their LHIN office and their CCIS roles.
2	LRA (Requires RA/DRA electronic approval)	Completes <i>Form B: Registration and Status Change for Non-Hospital End-Users</i> and submit to the CCIS Help Desk at ccishelpdesk@criticall.org . Emailing this form from an authorized Registration Authority's email account constitutes approval of this Local Registration Authority request.
3	CCIS Helpdesk	CCIS Helpdesk creates the account in CCIS. CCIS sends the account information to CCIS end user via email. The password is not communicated; an encrypted link sent to the users to activate their account and set the password to their account.

Step	Role	Description
4	End Users	End users will click on the link to activate First Login process where they set the challenge questions/answers and the password for their account

For further information or questions regarding the Registration process, please contact the CCIS Help Desk at ccishelpdesk@criticall.org.

 **Additional Important Notes**

- The Usernames/Password will not be communicated to LRA. The encrypted link to activate the account is sent to the end user automatically by CCIS system when the account is created for the end user
- The details of First Login process can be found in *Login Guide*.

2.2 Form C: Hospital Registration

Each hospital reporting data into CCIS has identified a Registration Authority (CEO or CIO) and DRA who has in turn designated Local Registration Authorities within their organization. The CCIS Registration Form C is completed by hospital LRAs to request CCIS access for their end users. If you request information on your hospital's designated LRAs, please email ccishelpdesk@criticall.org.

The following is a step-by-step outline of how the *Form C* will be processed:

Step	Role	Description
1	LRA	Identifies CCIS End-Users and their CCIS roles.
2	LRA	Completes Form C: Bulk Registration and submits to the CCIS Help Desk at ccishelpdesk@criticall.org .
3	CCIS Helpdesk	CCIS Helpdesk creates the account in CCIS. CCIS sends the account information to CCIS end user via email. The password is not communicated; an encrypted link sent to the users to activate their account and set the password to their account.
4	End Users	End users will click on the link to activate First Login process where they set the challenge questions/answers and the password for their account

 **Additional Important Notes**

- The Usernames/Password will not be communicated to LRA. The encrypted link to activate the account is sent to the end user automatically by CCIS system when the account is created for the end user
- The details of First Login process can be found in *Login Guide*.

2.3 CCIS Users: User Names, Roles and Access

The CCIS has multiple user roles; what a user can do and see in the system depends upon that role. The table below lists the level of access, suggested role and corresponding CCIS role title. Please note that a single user can have more than one role, however the maximum number of CCIS roles that a single user ID can accommodate is three. If more than three roles are necessary, an additional unique ID will be required.

CCIS User ID (Username): On the Form C, the LRA will specify each end-users chosen CCIS user name. These can be the same user names as your hospital's information system, as long as the following criteria are met:

- Users cannot request IDs with special characters (examples: @, #, &, -, *, . [Period], etc.). However, the underscore (_) is allowed in the **Username**
- Users cannot request IDs with language accents (examples: è, é, ç, á, â, etc.)
- User ID must be unique in CCIS system. If the provided User ID already exists in CCIS, CCIS helpdesk may create account by assigning another User ID or contact respective LRA

CCIS User Roles

CCIS Access	Suggested role for	CCIS Role Title
Data Entry, Portal Report and Core Data Export Access for their ICU	Unit Nurse, Ward Clerk, Unit Clerk, Charge Nurse, or Unit Manager	ICUSER
CCRT Data Entry and Portal Report Access	CCRT Data Entry User or CCRT Coordinator	CCRTUSER
PCCRT Data Entry and Portal Report Access	PCCRT Data Entry User or PCCRT Coordinator	PCCRTUSER
Portal Report Access, for one site or entire corporation – advanced query and Core Data Export	Hospital Manager, Decision Support or Analyst with ad-hoc reporting ability	CORPUSER
Audit report access only	System administrator responsible for privacy and audit log review	AUDITOFFICER
Data export functionality only, can only export data for a specific site	Data Analyst	REPORTSUSER
Provincial level aggregate portal reports , LHIN level and Peer group aggregate portal reports for all LHINs, Hospital Corporation level aggregate portal reports for within own	LHIN Staff, LHIN eHealth Lead or LHIN Critical Care Lead	LHINEXECUTIVE

CCIS Access	Suggested role for	CCIS Role Title
LHIN, Hospital site level aggregate portal reports for sites within own LHIN, ICU level results for all sites within own LHIN		
Provincial level aggregate portal reports, LHIN level and peer group aggregate portal reports for all LHINs, Hospital Corporation level aggregate portal reports, Hospital site level aggregate portal reports for all sites, ICU level results for all sites. Ability to export CCIS Core Data		PROVINCIALUSER
Bed Availability Dashboards and Ability to export CCIS Core Data	Call Centre agents in CritiCall Ontario	CALLAGENT
Supporting all the functions, role emulation and Ability to export CCIS Core Data Set	CCIS Helpdesk	SUPPORT
System Monitoring, CCIS Accounts Management and System Administration	CCIS Helpdesk	SYSADMIN



Additional Important Notes

- To add PHI access to Core Data Exports, approval is required from LRA
- CALLAGENT, SUPPORT and SYSADMIN are CritiCall Ontario’s roles and cannot be provided to any other user outside CritiCall Ontario
- These roles cannot be requested by Form B or Form C

3. Changing roles and/or adding end-users to CCIS

An LRA may need to request accounts for new end-users, facilitate password resets, and change/add roles to existing end-users. The following section outlines how these activities are accomplished.

3.1 Form C: Submitting Registration Changes

The LRA uses *Form C* to submit any end-user registration changes. Only net new information needs to be captured, therefore any users whose roles are not changing should not appear on the submitted *Form C*.

The following notes regarding Form C are relevant to additions, deletions and changes to roles for end-users:

- The latest version of *Form C* can be found in the *Registration Folder* on the Document Library of CCIS on the web portal, and only this version should be used to submit changes;
- For LRAs without portal access, please email **CCISHelpdesk@criticall.org** to receive a current *Registration Form C*;
- For each batch of registration changes, please use a new *Form C*;
- Please do not alter the structure of *Form C* (eg. by adding or deleting rows), as this can alter the sheet formulae and slow processing;
- Please ensure that the most recent *Form C* is used for CCIS registrations as outdated will not be accepted for user processing;
- Once all the required fields in *Form C* are completed, send the form to **CCISHelpdesk@criticall.org**;
- Once *Form C* has been submitted it will take approximately 3 business days for the requested changes to be completed.

3.2 Ongoing changes and additions to User Roles

LRAs use *Form C* to capture the required additions or changes to registered CCIS end-users by filling in the required information for each user in the rows provided. Please note the details below in order to appropriately capture the nature of the registration change.

To change the role type of an existing user, enter only the new role as role 1. For example in Figure 1 below, user1 has changed their role from CCRTUSER to ICUUSER. Only ICUUSER role appears on the form as Role 1.

To add a new role to an existing user, include the role to retain, as well as the additional role in role 2 (or role 3 as appropriate). For example below, user2 has added the role of AUDITOFFICER in addition to ICUUSER, both roles are included on the form.

To add a new user to CCIS, complete the fields with the information required. Please note that if more than three roles are required for an end-user, an additional ID will need to be requested. See example below, user3 is a new user to be registered.

To suspend a user from CCIS (e.g. for extended leave, maternity leave etc.), complete fields, changing the status from “active” (A) to “on leave” (L). See example below for user4.

To terminate a user from CCIS, complete fields, changing the status from “active” (A) to “terminated” (T). See example below for user5. In the event that the termination request is urgent, please inform the CCIS helpdesk by paging 1-866-740-3240.

EMAIL *	NAME *		STATUS *	ROLES *		
	Legal First Name	Legal Last Name		Hospital Executive Role and Hospital Data Analyst Role can only be selected in ROLE 1 If a user requires more than one role enter the additional roles into "Role 2" and "Role 3" See User Roles Descriptions for more information		
Please enter EMAIL address			A = Active L = On Leave T = Terminated	Role 1 *	Role 2	Role 3
user1@hospital.ca	User		1	A	ICUUSER	
user2@hospital.ca	User		2	A	ICUUSER	AUDITOFFICER
user3@hospital.ca	User		3	A	ICUUSER	CCRTUSER AUDITOFFICER
user 4@hospital.ca	User		4	L	CCRTUSER	
user5@hospital.ca	User		5	T	RESEARCHER	

Figure 1: Form C Screenshot documenting registration changes and additions

3.3 End User Password Resets

In accordance with the CCIS privacy policy and in light of the personal health information that is available with CCIS access, there is a strict procedure followed when end-users require their passwords reset.

Normally, the end users use the self-service feature to retrieve their forgotten password. If the end-user forgets the security questions and unable to retrieve their password, the following steps are followed:

Step	Title	Description
1	Self-Help	End Users use the Forgot Password functionality (defined in Login Guide) by entering the answers to Security Questions correctly and setting the new password
2	LRA – CCIS	- If the user does not remember the answers to security questions, the Forgot Password functionality cannot be used successfully

Step	Title	Description
		<ul style="list-style-type: none">- The end-user contacts one of their hospital's LRAs who will then contact the CCIS Help Desk at CCISHelpdesk@criticall.org or, if the matter is urgent, page 1-866-740-3240 (available 24 hours per day; 7 days per week).- CCIS Helpdesk resets the password and CCIS system notifies the user with the instructions to set the new password

If there are any questions regarding the registration process, please do not hesitate to contact the CCIS helpdesk at **CCISHelpdesk@criticall.org** or, if the matter is urgent, page 1-866-740-3240 (available 24 hours per day; 7 days per week).



Additional Important Notes

- The account information of end user (passwords) are not shared with any person except the end user.
- After the LRA sends the Form B or Form C to CCIS Helpdesk and Helpdesk creates the account, the following activities are done by the user using the following self-service features. In this case, the end-user directly interacts with the CCIS:
 - First Login
 - Forgot Password
 - Update Personal Information
 - Change Password
 - Forgot Username

All these functionalities are described in *Login Guide*.

4. Appendix

The **Role Combination** is defined by the following table.

ROLES	ICUSER	CCRT USER	PCCRT USER	REPORTSUSER	AUDITOFFICER	CORPUSER	LHINEXECUTIVE	PROVINCIALUSER	CALLAGENT	SUPPORT	SYSADMIN
ICUSER		X	X		X						
CCRT USER	X			X	X						
PCCRTUSER	X			X	X						
REPORTSUSER		X	X		X	X					
AUDITOFFICER	X	X	X	X		X	X	X	X		
CORPUSER				X	X						
LHINEXECUTIVE					X						
PROVINCIALUSER					X						
CALLAGENT					X						
SUPPORT											
SYSADMIN											

1. Additional rules regarding Role Combination are listed below:

- If **ICUSER** is selected, the user can select one of CCRTUSER or PCCRTUSER and AUDITOFFICER. Examples are:
 - If ICUSER + CCRTUSER are selected, all other roles are disabled except AUDITOFFICER
 - If ICUSER + PCCRTUSER are selected all other roles are disabled except AUDITOFFICER
- If **CCRTUSER** is selected, the user can select ICUSER and REPORTSUSER and AUDITOFFICER. Same rules are applicable for PCCRTUSER. Examples:

- If CCRTUSER + REPORTSUSER are selected, all other roles are disabled except AUDITOFFICER and ICUUSER
 - If CCRTUSER + ICUUSER is selected, all other roles are disabled except REPORTSUSER and AUDITOFFICER
 - If **REPORTSUSER** is selected, the user can select CORPUSER, AUDITOFFICER AND one of CCRTUSER or PCCRTUSER. Examples:
 - If REPORTSUSER + CCRTUSER are selected, all other roles are disabled except CORPUSER and AUDITOFFICER
 - If REPORTSUSER + PCCRTUSER + AUDITOFFICER are selected, all other roles are disabled as the user can select three roles for one account
2. The following roles cannot be combined with any other role:
- SUPPORT
 - SYSADMIN