

I work at multiple sites. How can I submit incidents for multiple facilities?

- Register and log in using the Licensees Registration & Incident Reporting Instructions document.
- You can use the following link to open the “Add Facility” page:
<https://myhealthdepartment.com/island-health/dashboard/#!claim-facility>
- Your Licensing Officer will have provided you with the additional facility PIN(s). Each facility has a unique PIN. Follow steps 8 to 9 on the Licensees Registration & Incident Reporting Instructions document.
- When you click on your Dashboard, there will be multiple buttons that identify different facilities to which you can submit incidents.

I didn't receive a confirmation email when I registered for a new account on the online portal?

- You may or may not receive an email confirmation depending on your email provider.
- Please check your junk or spam folders first.
- Check to see if your account is active by logging into the online portal with your newly created account information. If you can log in successfully and submit incident reports, you have successfully registered.
- If you do not see an email confirmation in your spam or junk folders, and are not able to log in to your account, please connect with your Licensing Officer or email Licensing@islandhealth.ca.

What if I start an incident report but my colleague needs to finish it?

- There is no way to share draft work between accounts. Please discuss the process with staff at your facility.
- If it is common that one person always starts an incident report and another must finish it, you can see if a shared account and password would work better for your facility. In that case, you would sign up with one account and share the log in information.

What if an employee who used to submit incident reports no longer works at my facility?

- Please notify licensing@islandhealth.ca. Community Care Facilities Licensing will remove their access.

Where can I print a copy of the submission?

- Once you submit an incident, you can go back to the Submissions page.
- Click on Dashboard, then the blue Incident Reporting button for the facility, and this will display all prior submissions. There is a print button on the left.

I need some extra help. Where are additional resources?

- Training material, along with written instructions, video, and FAQs, is all located here: <https://editwww.islandhealth.ca/our-services/community-care-facilities-licensing/incident-reporting>
- If you need additional support, please reach out to your Licensing Officer first. Support can also be provided by reaching out to licensing@islandhealth.ca.

I forgot my password!

- There is a reset my password link on the Log in page. The portal will send you an email with directions on how to reset your password. If this doesn't work, please reach out to licensing@islandhealth.ca.

I'm trying to submit a new incident report but old info is showing up on the form!

- Please refresh the page. That should clear out the old info. If the issue persists, please log out of your account and then log back in.

Is there a character limit on the Details of Incident field?

- There is a 10,000 character limit on the field for Details of Incident. If you need additional space, more info can be attached to the Incident Report via the attachments box at the bottom.