

## CAIS Access

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### 1. How do I get access to the Cancer Agency Information System (CAIS)?

#### BC Cancer Employees and BC Cancer Students:

If you need a CAIS account, please make a request directly through your supervisor or submit a request via the [Service Catalogue](#).

#### Non-BC Cancer Employees:

Send in a request for CAIS access to [cais@bccancer.bc.ca](mailto:cais@bccancer.bc.ca). You will be asked to fill out an Information Sharing Agreement (ISA) form with your supervisor's signature, and submit it back to [cais@bccancer.bc.ca](mailto:cais@bccancer.bc.ca). In addition, an on-line Learning Hub privacy course must be completed before the request can be processed. Once these are completed, a BC Cancer sponsor will sign-off and apply for a PHSN Network Account sign-on and CAIS account on your behalf. You can expect to receive access to CAIS four weeks later.

Note: a Citrix Account / Access will also be required if you are not on a BC Health Authority network or need to access CAIS remotely. Your BC Cancer Sponsor can also request this account and access if it is needed.

### 2. Are pharmacy technicians and assistants allowed access to CAIS?

Yes, all pharmacy staff members are allowed the same access to CAIS.

### 3. I have heard that some of my colleagues are allowed to document in CAIS and use the scheduling function. Can I get access to documentation and scheduling?

Because of the privacy model for BC Cancer, only BC Cancer employees are allowed full access to CAIS. Note that satellite sites (Nanaimo, Vernon, Kamloops, Penticton, and Cranbrook) have some BC Cancer employees.

Non-BC Cancer employees are allowed to access CAIS external, which does not allow documentation and scheduling.

#### **4. My CAIS password has expired. Can I get it reset?**

If your CAIS password expires, please contact the PHSA Service Desk via email at [servicedesk@phsa.ca](mailto:servicedesk@phsa.ca) or by phone (faster) at 604-675-4299 or 1-888-675-4299. The PHSA Service Desk will then contact a BC Cancer manager to approve your request for a new password. If the manager is not immediately available, this can result in a delay in getting your CAIS access. CAIS passwords expire every 90 days. Please remember to login to CAIS periodically to keep your password up to date.

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