User Guide to the COVIDSafe Campus web platform – Hosted by Thrive Health

Instructions for users with a non UCalgary email addresses

Mandatory Steps

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IF you are not coming to campus

or

have declared full vaccination

You are exempt from steps 3 to 5

[Click here](#) for FAQ information on the UCalgary COVIDSafe Campus Strategy
1. Creating your account

- You will receive an email from Thrive Health on behalf of the University of Calgary inviting you to join.
- This is how the sender will appear.

![Email Sample]

- This is a sample of the email you will receive. Click on “Get Started”
• You only need to create a password and confirm it

⚠️ Please do not use
Sign up with Google
or
Sign Up Account

• Read and agree to the Privacy Policy Terms of Use
• Click on “Create Account”

• Select your preferred language, and click on “Confirm”

• You will see a series of marketing screens from Thrive Health,
• You can see them by clicking on “Next” or “Skip” them
• Review and “Confirm”

• Read and sign (type) the consent with your name and last name and click on “Next”

• Enter the last 4-digits of your phone number.  
  ▲ If the 4 digits you enter do not match the phone number on record, please contact  
  ▪ If you are a Continuing education student:  
    403.220.2866 or 1.866-220.4992 (Toll-free within North America)  
  ▪ Other users: UService at 403.220.8366
• Select “My profile”

• Create/Verify your University of Calgary profile
2. Completing your Vaccination Attestation Form

- Click “Complete your vaccination attestation form”

- Answer whether you will be attending the University of Calgary in person between now and Dec. 31, 2021 and click “Submit.”

  **If the answer is No, no further action is required.**

- If the answer is **YES** or **MAYBE**, an agreement statement will appear.

- Read and accept the agreement by clicking “I accept.”
• Declare your vaccination status and click “Submit.”
  If you answer “Yes” at this step, no further action is required.

• If you answer No or Prefer not to answer, the following message box will appear requesting self-assessment and rapid testing.
  • Click “Submit.”
  • You will be redirected to the user homepage, and you will receive an email confirming the completion of the form.

To view your completed tasks

_on a laptop/computer device_
Click on “Care Network.”

Click on “University of Calgary Vaccine Reporting Journey.”

_on a smart device_
Click on “COVID-19 Health Centre”

Click “Care Network” found in the mobile menu located at the bottom of your screen. Allow for a couple of seconds for the menu to appear.
If you are not coming to campus or have declared full vaccination
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3. Completing your COVID-19 Self-Assessment

- On the user homepage, click “Complete COVID-19 Self-Assessment.”

- You will be directed to the Self-Assessment page. Answer all the questions as prompted.

- If you answer “No” to all the questions in the Self-Assessment you will be given a “green” status.

- Proceed to book an appointment to pick up your rapid testing kits on campus.
  - When you complete the self-administered tests, you will need to upload the results by a specified date.
• If you answer “Yes” to any question in the Self-Assessment, you will be given a “red” status.
4. Scheduling an Appointment

- On the user homepage, click “Appointment Centre.”

- Click on “Book new appointment.”

- Select location for pick up

- Select date and time and click “Book.”

- You will see the confirmation and QR code you need to present when picking up the rapid tests.
- You will also receive a confirmation email.
  - The email may not have the code. Please take a screenshot of your QR code to take with you to your appointment.
Click on “Return to Appointment Centre”. Now you will see your appointment listed.

- If you need to cancel or modify your appointment, click on the appointment.

- At the bottom of the screen, you will find the options for cancelling or rescheduling.
5. Reporting Self-Administered Rapid Screening Tests

- Once you have completed your self-administered COVID-19 rapid screening test, take a clear photo of your test kit result.

- Go to the user home page and click on COVID-19 Health Centre

- Go to the bottom of the screen and click on “Add a test result.”

- Select the type of test, click on Self-administered Rapid Screening Test.

- Fill in the test details.
• Click on “upload photo” and select the picture from your computer or phone. 
   ☑️ As per the instructions included with your test kit, please ensure the photo you upload as the date written on it with the provided Sharpie marker.

• The picture will show on the screen, click “Save.”

• Click “Submit “and “Confirm” that the information is accurate.

• Click “Done” and you will be redirected to the COVID-19 Health Centre.

Negative Test Result

If the test is negative, follow all UCalgary COVID-19 safety protocols and submit another test in 3.5 days.
Inconclusive Test Result

If your result is inconclusive or you are unsure of the result, please perform another test as soon as possible.

If you obtained two consecutive inconclusive rapid screen test results, please contact ohn@ucalgary.ca.

Positive Test Result

If this test result is from a self-administered rapid screen test, use the AHS Online Booking Portal to arrange for a PCR test.

⚠️ DO NOT come to campus. You will need to stay home and self-isolate for 10 days AND until symptoms resolve.

If you receive a positive PCR test, continue to isolate as directed above.

Please also notify ohn@ucalgary.ca of your positive test result.

If you receive a negative PCR test, you may return to campus if you are not ill.

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