SHARE Access Quick Reference Guide
For SHARE Users Outside of NSHA/IWK Facilities

Accessing SHARE

- For *pharmacists*: https://novascotia.ca/dhw/ehealth/share/access-for-community-pharmacists.asp

- For all other *community healthcare providers*: https://novascotia.ca/dhw/ehealth/share/getting-access.asp

- SHARE setup can take up to *10 business days.* For status updates, email SHARE@novascotia.ca

- SHARE credentials (username/passwords) are emailed via SECURE email. Please see Secure Email Guide for assistance if needed.

- If you have a **new employer**, please submit a new SHARE User Access Request form: Pharmacists click here and other Health Care Providers click here

Remote Desktop (MS Azure AVD)

- **Remote Desktop** must be used to log into the NSHEALTH Network to access SHARE or DIS portal if you're not within a facility on the NS Health Network
- Microsoft Remote Desktop Setup Guide
   *Please note, if setting up *multiple users* on the same computer, click on "*Multiuser Setup*" on page 1. If you need assistance, contact the Service Desk (number below)

Password Troubleshooting Tips

- Your **Remote Access (Network) password** needs to be updated every 90 days. You can do this in any web browser using the following link: https://sts.nshealth.ca/adfs/portal/updatepassword/ or if you are logged into the NSHEALTH network, click on the *Password Update icon on the desktop* → or call the NS Health Service Desk which is available 24/7 (number below)

- **SHARE password** resets must be requested through the Service Desk (number below)

- Update **Challenge and Response (C/R) questions** while logged into the NSHEALTH network: Open Microsoft Edge and navigate to https://ictsreset.nshealth.ca. Click "My Account" and update your challenge and response information. Please note, you can only update the security questions\answers when you are logged into the NSHEALTH network, so it's important to do this when logged in to ensure the Service Desk can assist you if you have password/technical issues in the future.

- **Remote Access (Network) accounts** will *deactivate* after 150 days of inactivity. If this happens and you need access, please submit a new SHARE User Access form.   The Service Desk cannot reset passwords on deactivated accounts (see "Accessing SHARE" section above for links)

NS Health Service Desk: 1-866-224-2555 or 902-473-3399

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