User Management Manual

VERSION 1.9

This manual was last updated on, October 2026. If you have questions or have found an error or omission in this document, please email SWITCH BC at ohsresourcecentre@switchbc.ca or call 672-333-3311.

SWITCH BC
Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare

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About the Occupational Health and Safety (OHS) Resource Centre

The Occupational Health and Safety (OHS) Resource Centre is an online platform for all health care Joint Occupational Health and Safety Committees (JOHSC) and leaders. It provides easy access to agendas, minutes, resources, and actions to improve and enhance a culture of safety throughout British Columbia (BC).

This manual is for all health care workers accessing the OHS Resource Centre. All registered health care employees can access the OHS Resource Centre to see JOHSC meeting minutes in their organization and provincial OHS resources. JOHSC members, unions, and employer leaders can also manage meeting schedules, meeting minutes, resources, and reports from the committees they belong to.

The OHS Resource Centre was developed by SWITCH BC, with funding from the Nurses' Bargaining Association, the Facilities Bargaining Association, and the Ministry of Health. The OHS Resource Centre is supported by health unions (bargaining associations), health employers, and the Doctors of B.C.

About SWITCH BC

SWITCH BC, which stands for Safety, Wellbeing, Innovation, Training and Collaboration in Healthcare, is an organization focused on the health, safety, and wellbeing of everyone working in health care in B.C. It is a collaboration of unions, physicians, and employers working together to support provincewide innovation, prevention and training, and enhancing the culture of safety in all health care workplaces in B.C. Learn more at switchbc.ca.

Note

- The suggested and best viewing of the OHS Resource Centre is to use a 1440 X 900 screen resolution at 100% zoom within your Chrome or Microsoft Edge web browser.

1. Creating your Account

Setting up your Occupational Health and Safety (OHS) Resource Centre account is easy! The following instructions apply to all user roles within the system, which are listed below. There are specific details depending on whether you have a health authority email address or not.

User Roles:

- Admin Assistant (dedicated support for the committee)
- Committee Co-Chair (a worker and an employer)
- Committee Regular Member
- Committee Alternate Member
- Employer Practitioner
- Union Practitioner
- Ex-Officio (non-voting)
- General Health Authority Staff (staff worker and/or health authority-trusted network)
- General Non-Health Authority Staff (affiliate worker and/or non-health authority-trusted network)

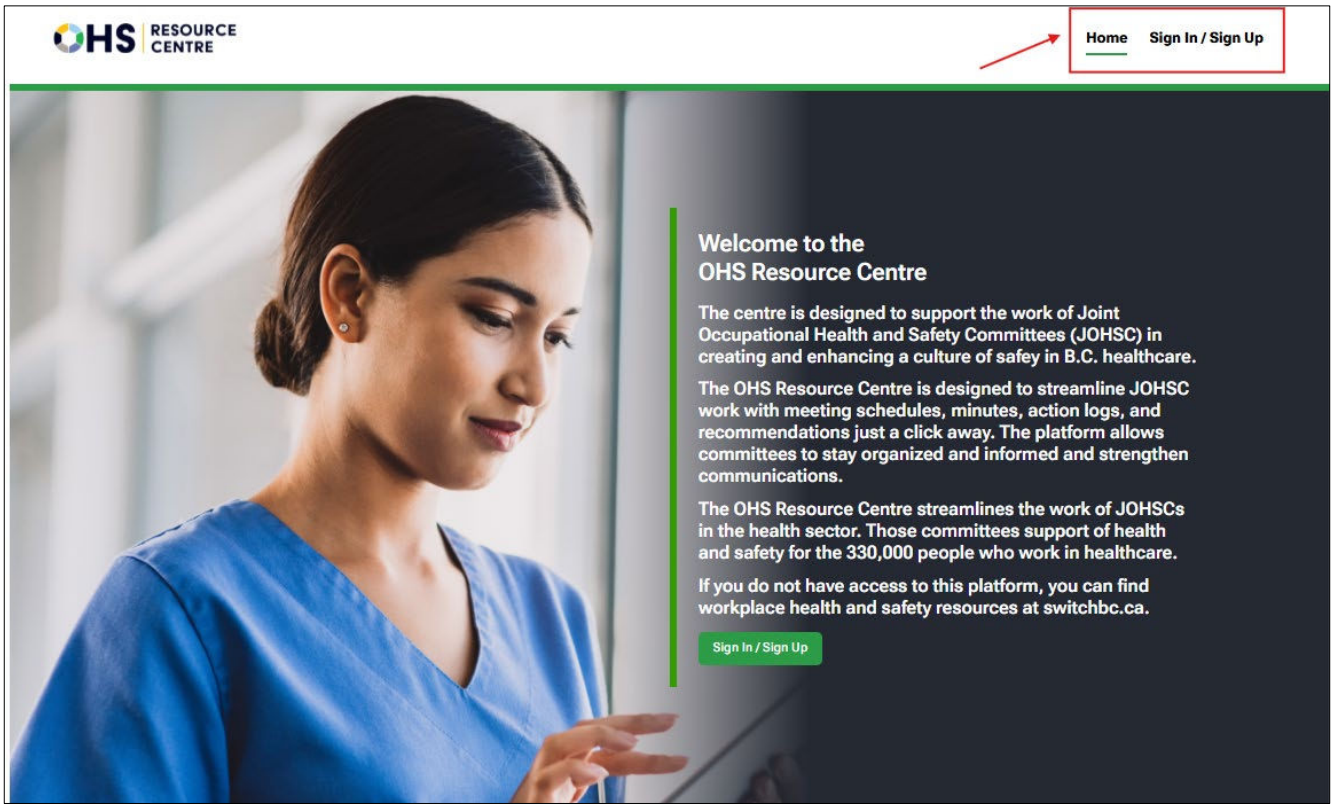
1.1 Set Up Your Account

Applies to:

- All user roles

1.1.1. Go to https://ohsrc.healthcarebc.ca/#/ access the OHS Resource Centre homepage. Google Chrome or Microsoft Edge web browser is recommended for the best performance.

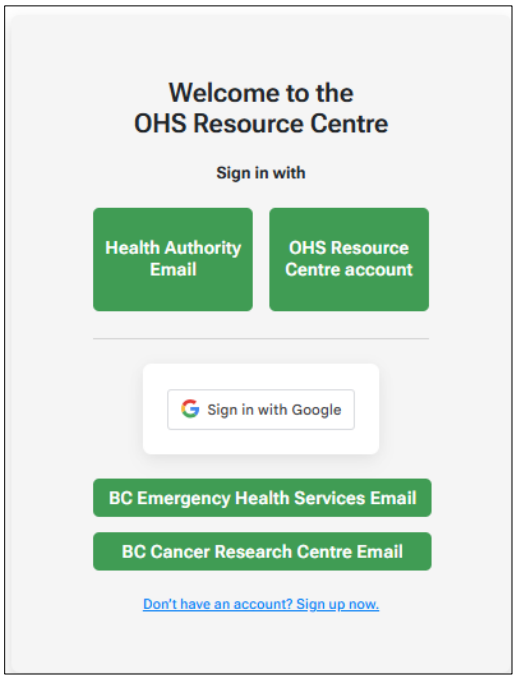
1.1.2. On the homepage, click on the ‘Sign In/Sign Up’ link on the top right or middle of the page.



If you work for a B.C. health authority, BC Emergency Health Services (BCEHS), or BC Cancer Research Centre (BCCRC), you can sign in with the same username and password you normally use for your work email.

On the 'Sign In with' screen, select the option for your employer:

- 'Health Authority Email' if you work for a B.C. health authority
- 'BC Emergency Health Services Email' if you work for BCEHS
- 'BC Cancer Research Centre Email' if you work for BCCRC

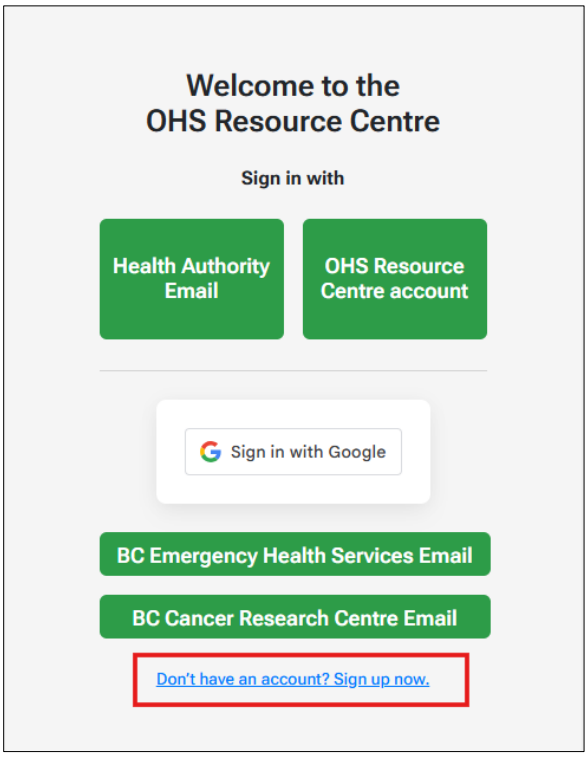


If you do not work at a health authority:

There are two options to choose from. You can create an OHS Resource Centre account with your organization email, or if you do not have an organization email, you can log in with Google work email account.

Option 1 - OHS Resource Centre Account

1.1.3. On the 'Sign in with' screen, click on the 'Don't have an account? Go to the Sign up now link.



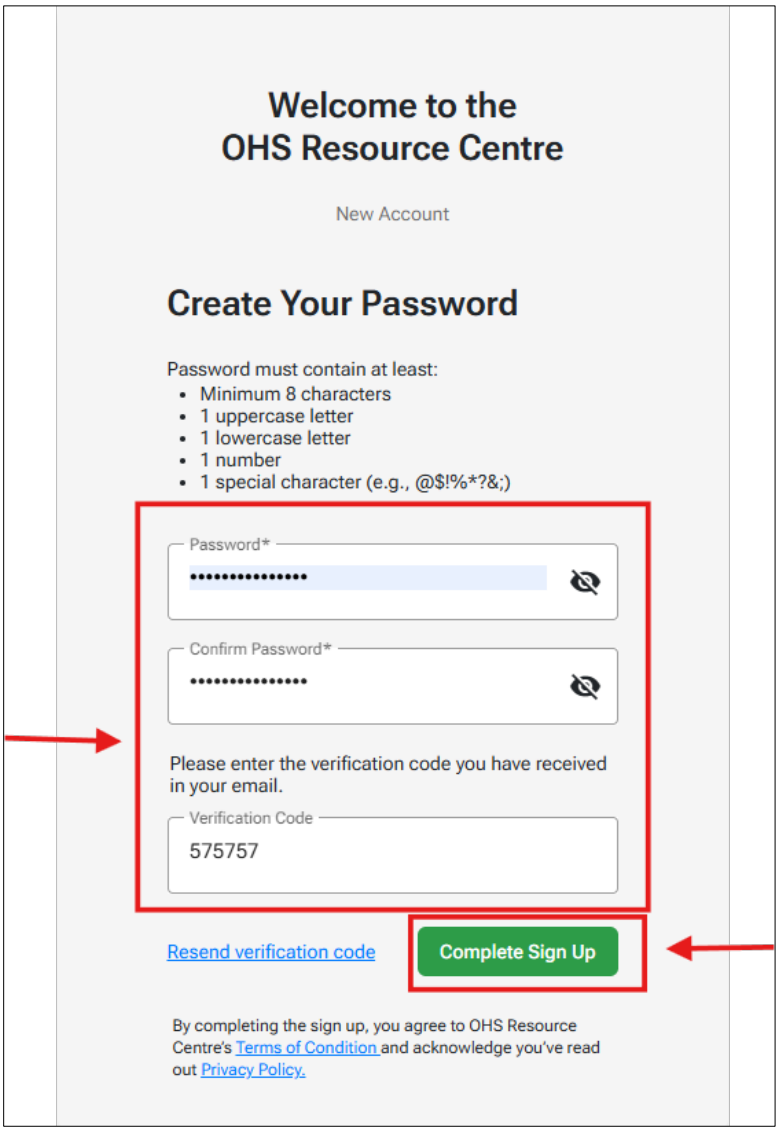
1.1.4. On the next screen, enter your first name, last name, email address, and then click the 'Next' button.
1.1.5. On the 'Check your email' screen, click the 'Create Password' button.
1.1.6. On the 'Create Password' screen, enter your password into the 'Password' and 'Confirm Password' fields.

Note

- Passwords must contain at least:
  - Eight characters
  - One or more uppercase and one lowercase letter,
  - One number
  - One special character (such as @$!%*?&)

1.1.7. The First Name and Last Name fields support Indigenous special characters. As part of the registration process, you'll receive an email with a validation code. It will look like this:
From: OHS Resource Centre Support Team <DoNotReply@phsa.ca>
Subject: OHS Resource Centre - Account Verification Code

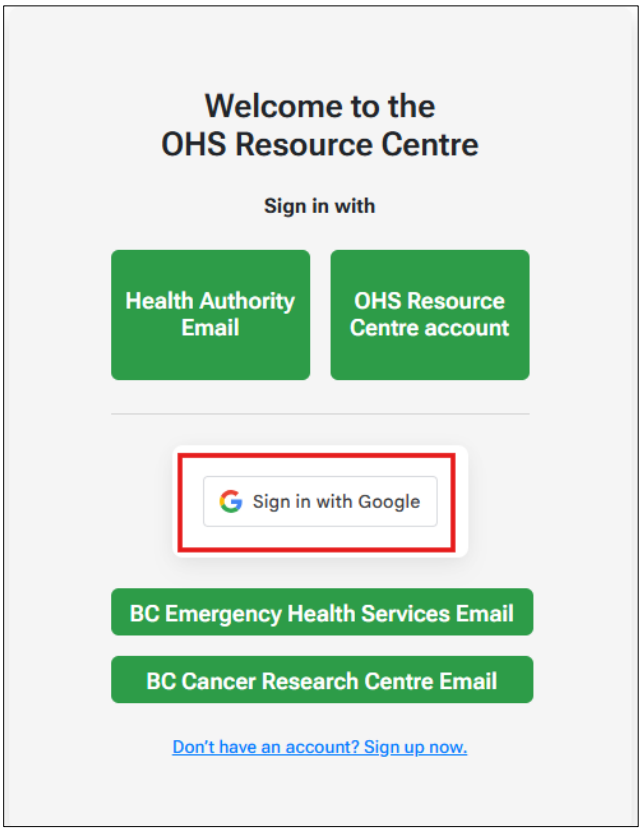
1.1.8. Find the six-digit verification code in the email. Copy and paste it into the registration form to continue. Click the 'Complete Sign Up' button.



1.1.9. Once the screen has changed to 'Sign up successful,' click the 'Go to Sign In' button.

Option 2 –Google Work Email Authenticated Account

1.1.10. On the 'Sign in with' screen, click the 'Sign in with Google' link.



1.1.11. Enter your Google work email address in the 'Email or Phone' field and click the 'Next' button.
1.1.12. Enter your password into the 'Enter your password' field and click the 'Next' button.
1.1.13. If you agree with the conditions, click the 'Confirm' button.

2. Resetting Your Password

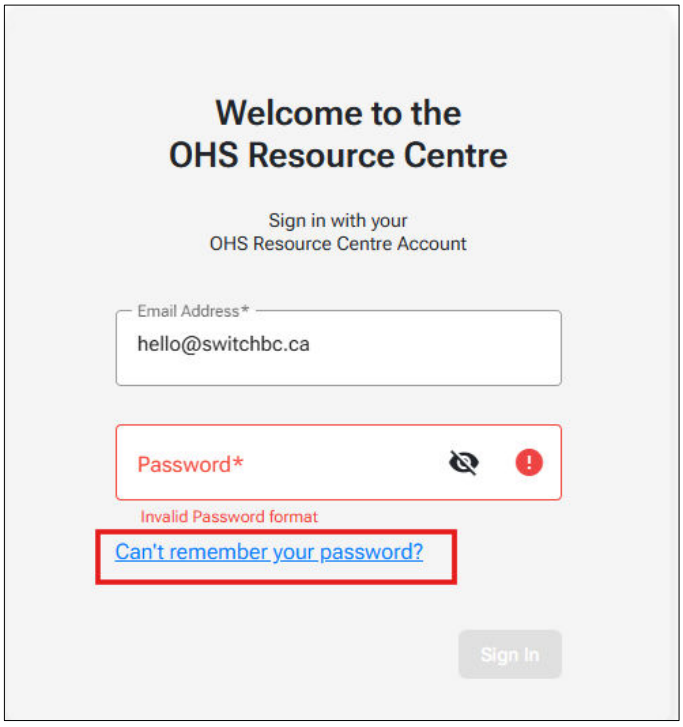
This process is only for accounts created and managed through the OHS Resource Centre. Health authority and Google email recovery password processes are done outside the OHS Resource Centre platform through their respective platforms and processes. Health authority users may need to contact Information Management/Information Technology Services (IMITS) to reset their passwords.

2.1 Reset Your Password

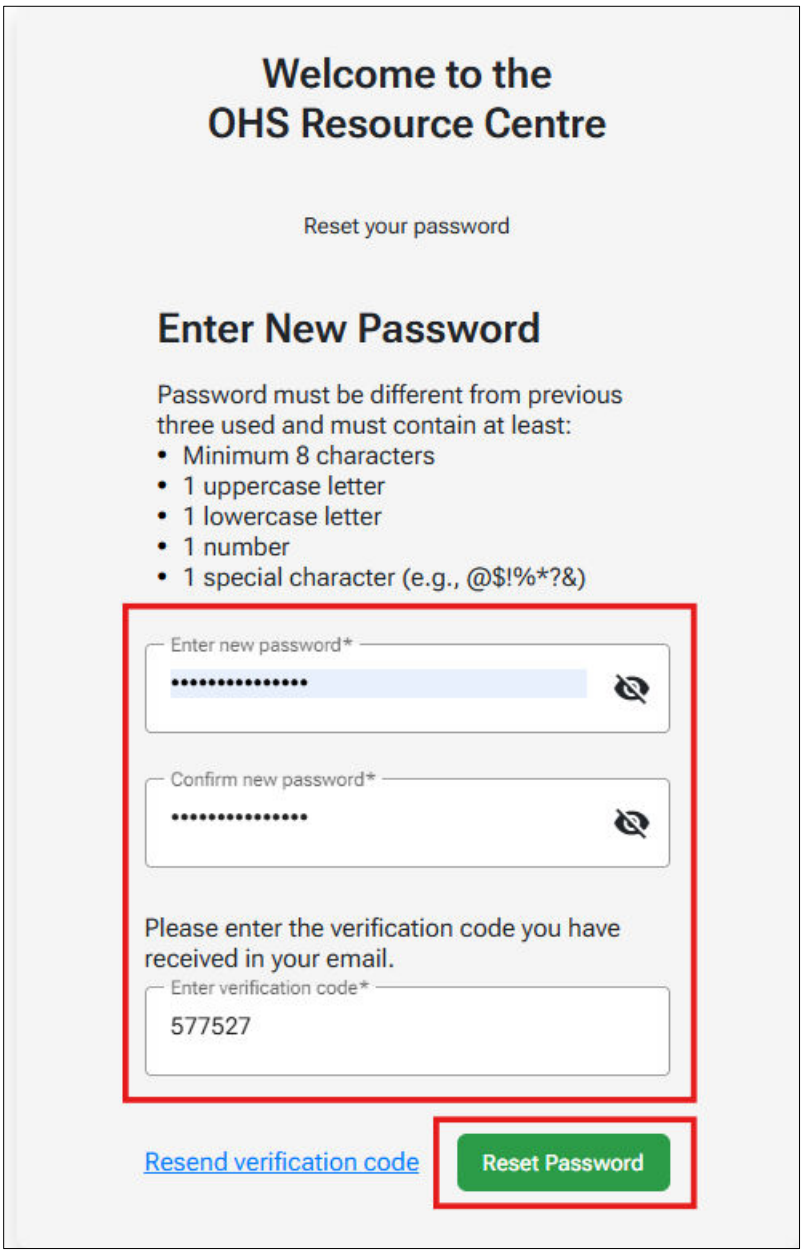
Applies to:

- All user roles with access to OHS Resource Centre through an OHS Resource Centre-created account

2.1.1. On the OHS Resource Centre homepage, click on the 'Sign In/Sign Up' link.
2.1.2. On the 'Sign in with' screen, click on the 'OHS Resource Centre account' button.
2.1.3. Click on the 'Can't remember your password?' link.



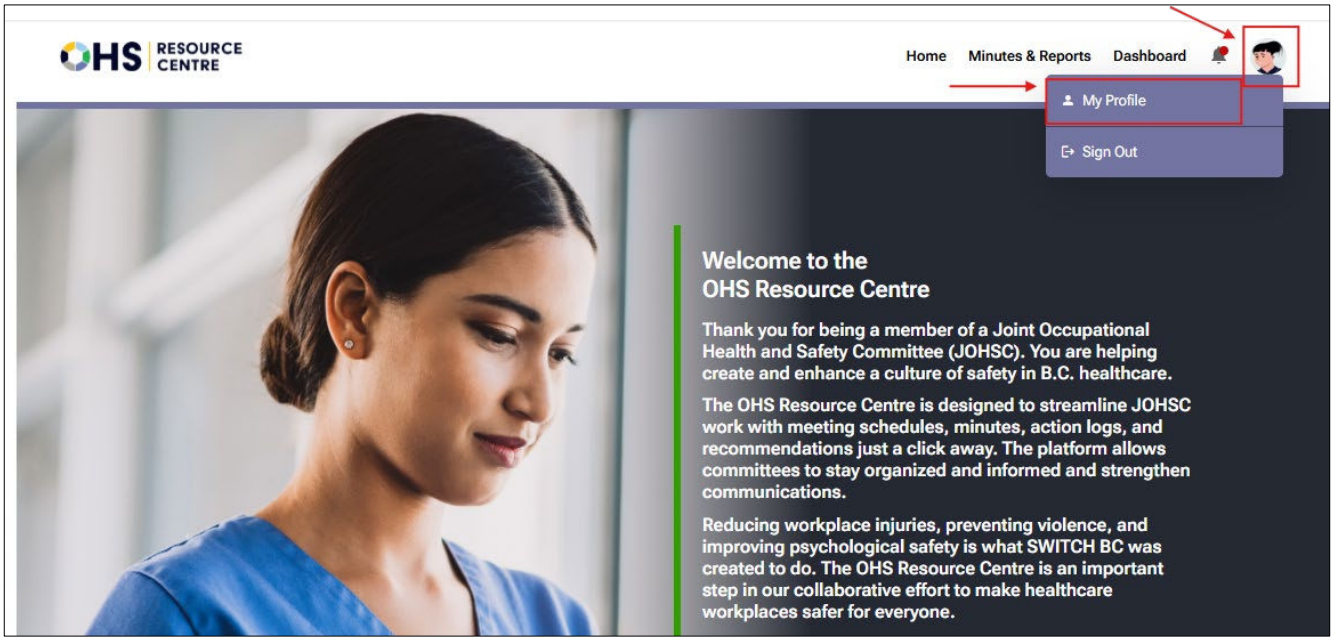
2.1.4. On the 'Enter New Password' screen, enter your new password into the 'Enter new password' and 'Confirm new password' fields.
2.1.5. An email with a verification code will be sent to your OHS Resource Centre email address.
From: OHS Resource Centre Support Team <DoNotReply@phsa.ca>
Subject: OHS Resource Centre - Password Reset Verification Code
2.1.6. Locate the six-digit verification code, copy and paste it into the 'Enter verification code' field, and then click the 'Reset Password' button.



2.1.7. On the ‘Reset Complete’ screen, click the ‘Back to Sign In’ button.

3. Updating Your Profile Information

To update your profile information, sign into your account and click on the profile icon in the top right corner. Click on the ‘My profile’ button and then follow the instructions based on what you want to update.

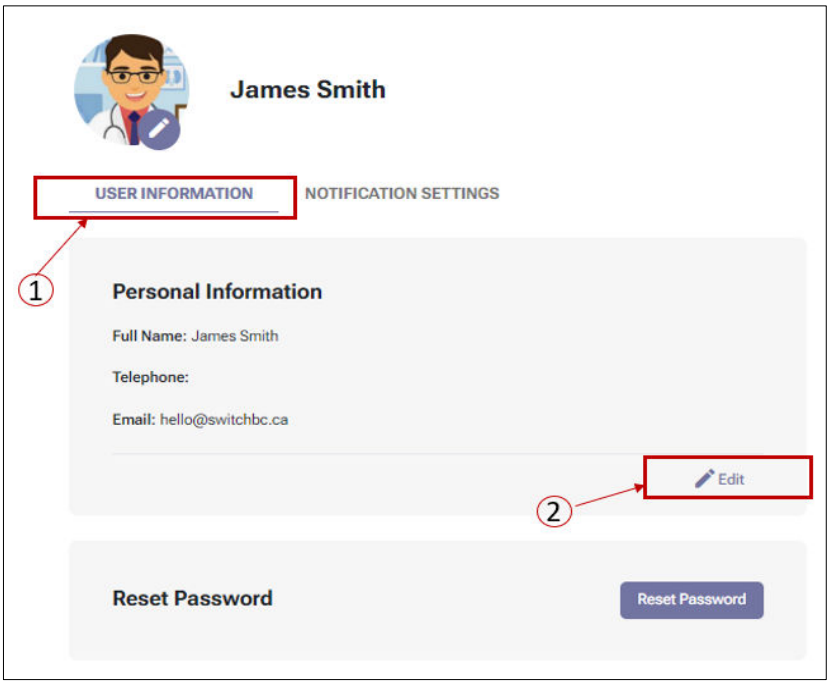


3.1 Update your Profile Information

Applies to:

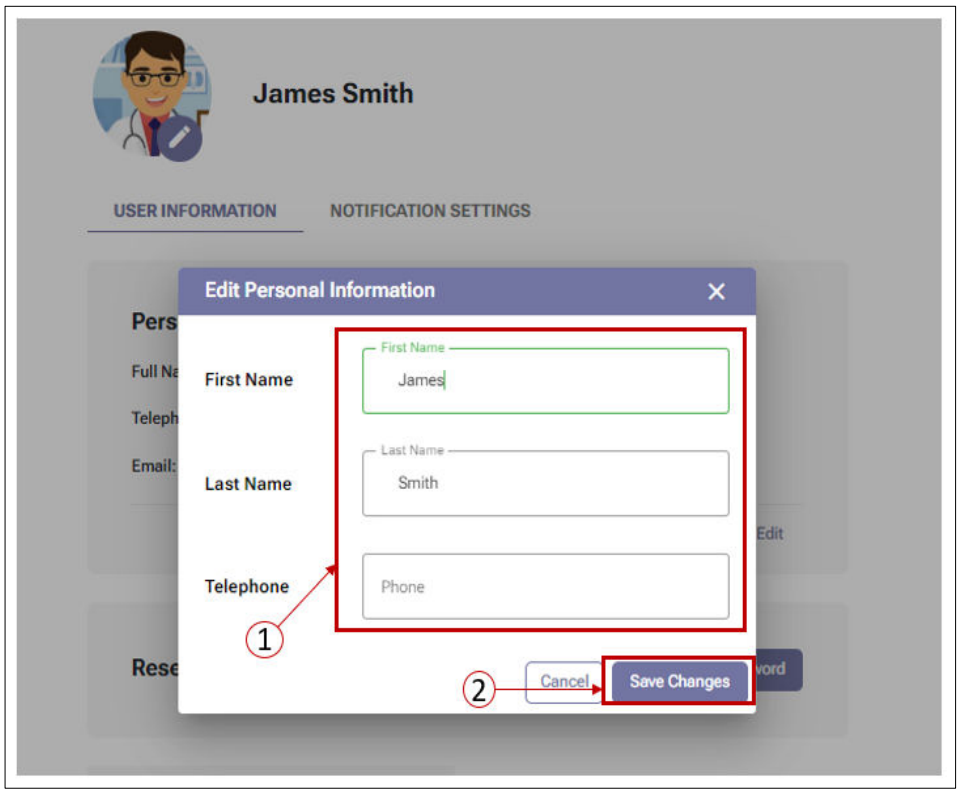
- All user roles

3.1.1. On the ‘User information’ screen, click on the ‘Edit' button in the ‘Personal Information’ table.



3.1.2. On the ‘Edit personal information’ window, you can update the following fields:
   a. First name
   b. Last name
   c. Phone number

3.1.3. After updating, click on the ‘Save Changes’ button.



3.2 Update your Profile Picture

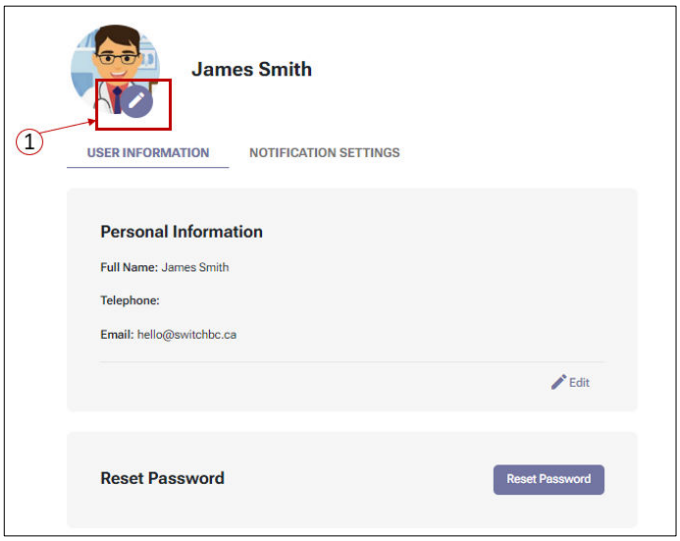
Applies to:

- All user roles

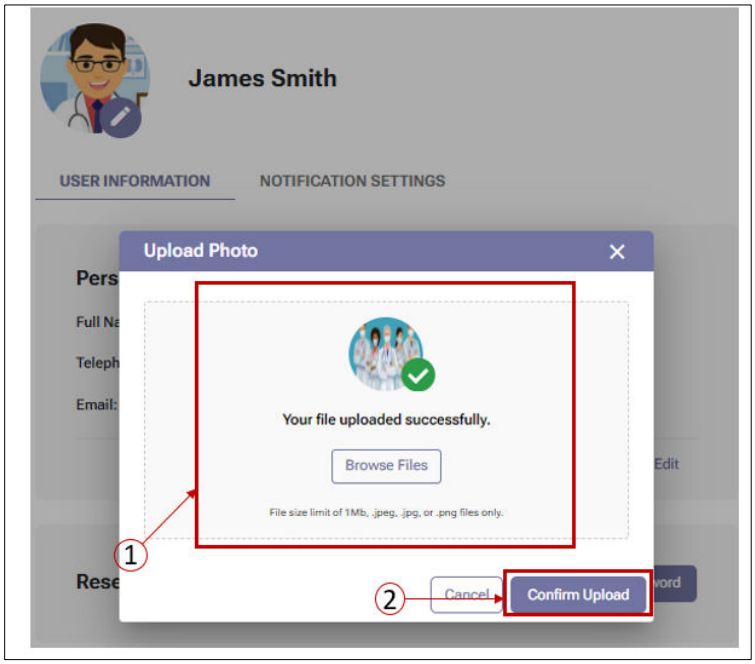
3.2.1. After signing into your account, click on the profile icon in the top right corner, and then click on ‘My Profile.’

3.2.2. On the ‘User information’ screen, click on the edit/pencil icon on the profile avatar.

3.2.3. Add your photo by either dragging and dropping the file into the ‘Adding image’ window or by uploading the image by selecting the ‘click here’ link.



3.2.4. On the ‘Add image’ window, click on the ‘Confirm Upload’ button.



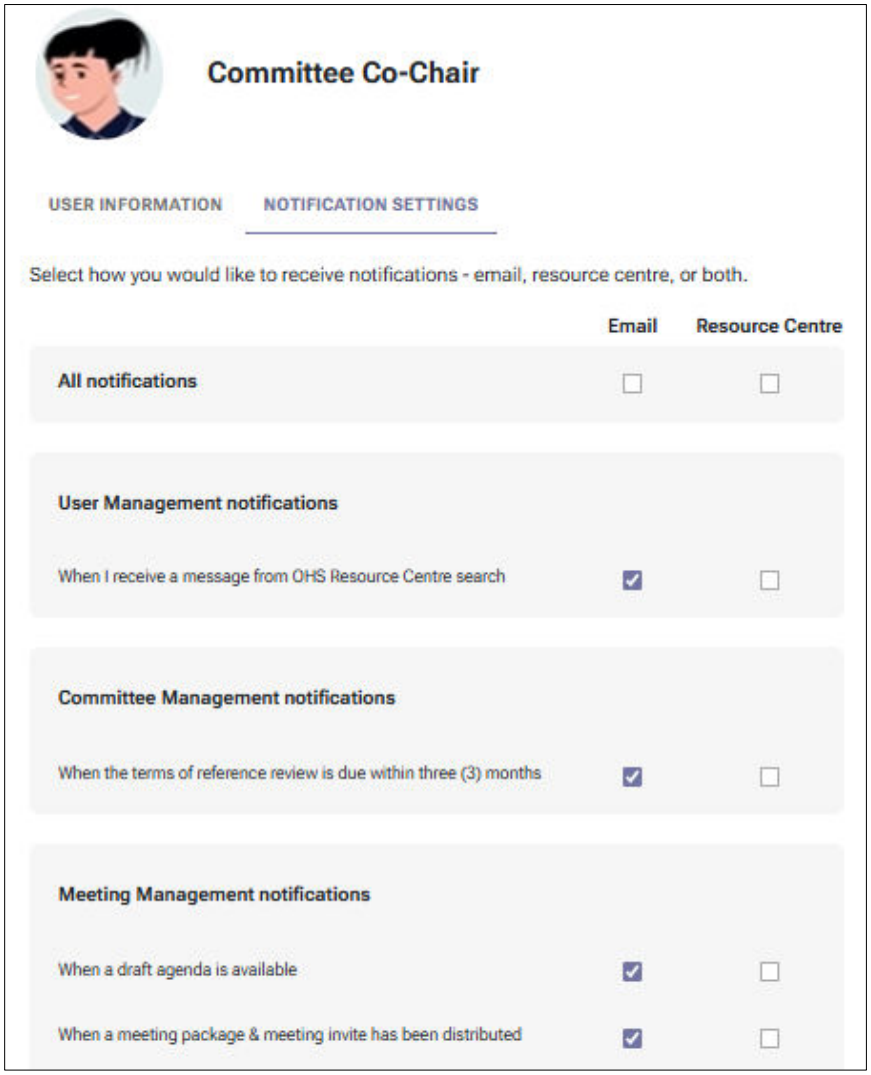
3.3 Manage your Notifications

Applies to:

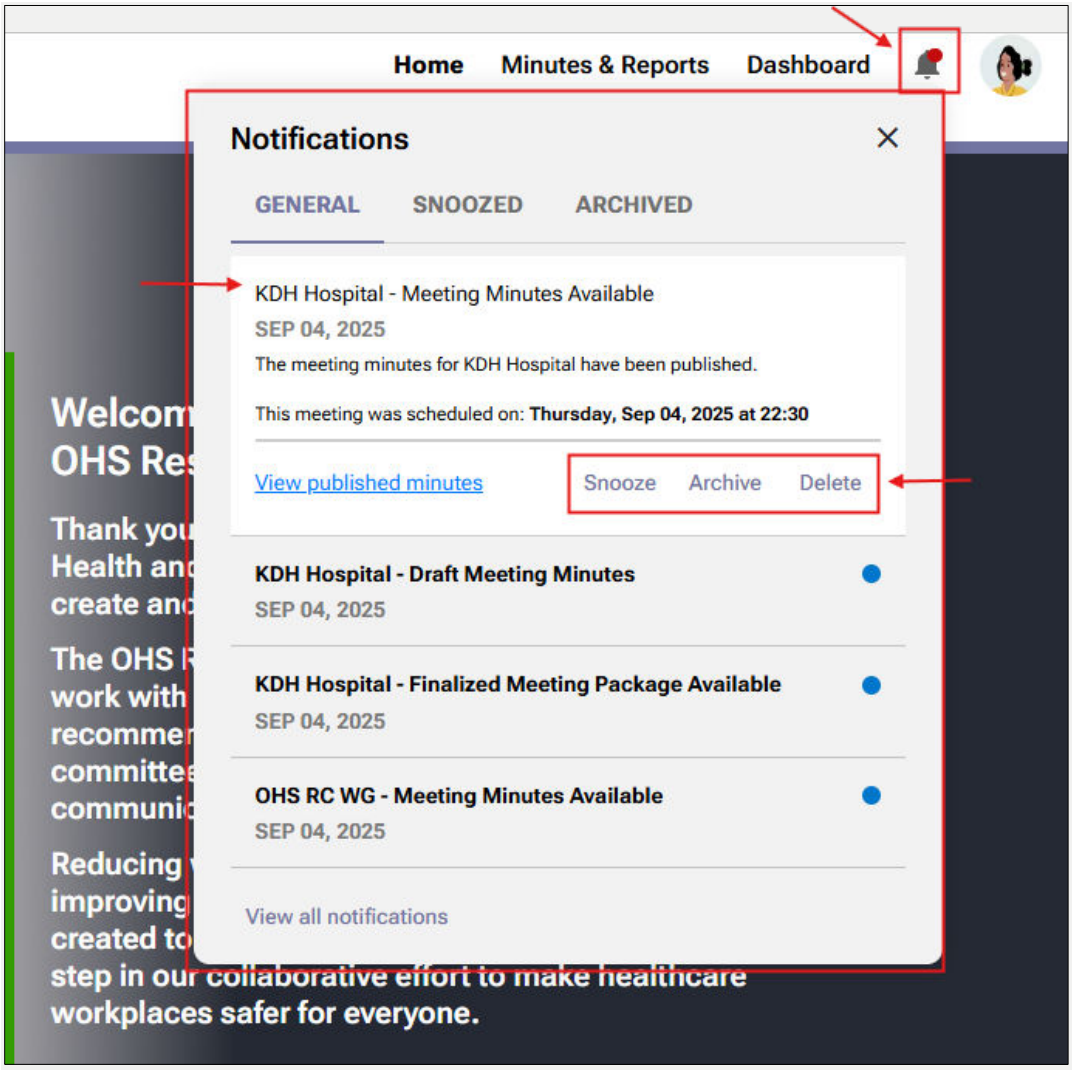
- All user roles *except* Union Practitioners. Union Practitioners do not receive notifications in order to reduce notification fatigue, as they typically support numerous committees.

3.3.1. After signing into your account, click on the profile icon in the top right corner, then click on ‘My Profile’.

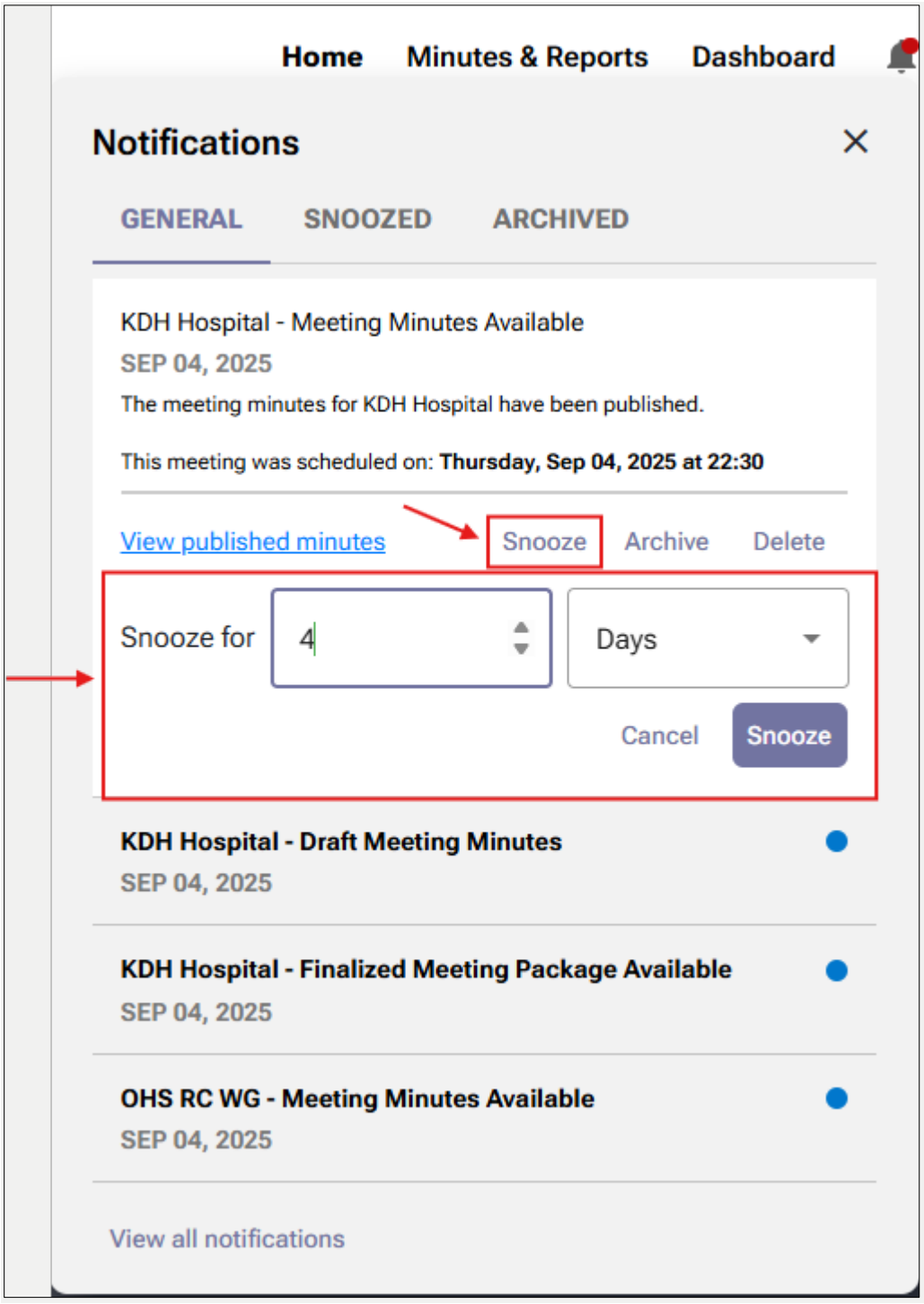
3.3.2. On the 'User information' screen, click on the ‘Notification Settings’ header and update the settings as required. You can manage your preferences for Email/RC notifications by checking or unchecking the box to subscribe or unsubscribe. Email Notifications will be sent to the email address linked to your account and RC notification will be received in a bell icon on the page’s header with Resource Center. Below screenshot shows the default notification settings that apply when a user is first signed into the system.



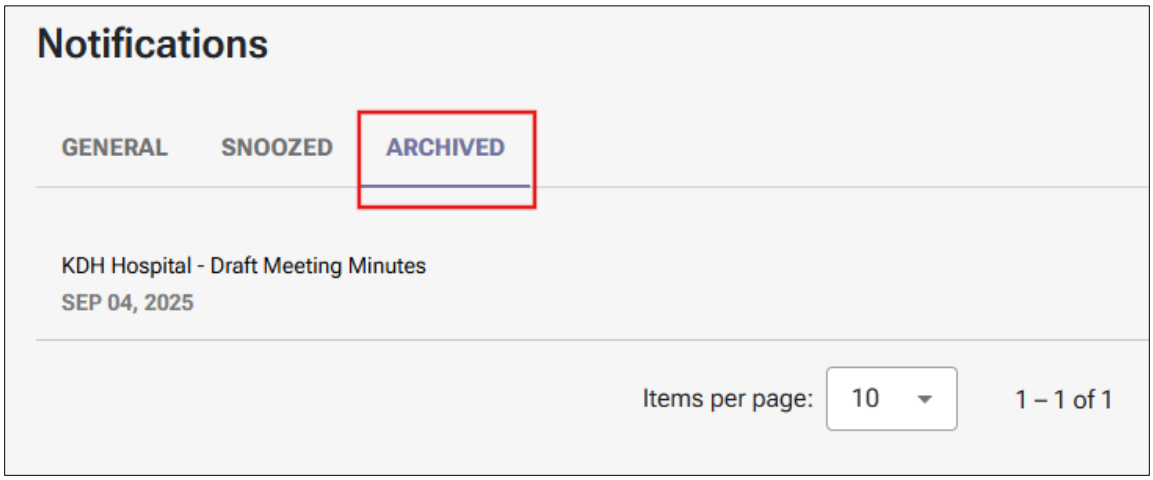
3.3.3. A red dot on the bell icon signals unread notifications awaiting your attention.



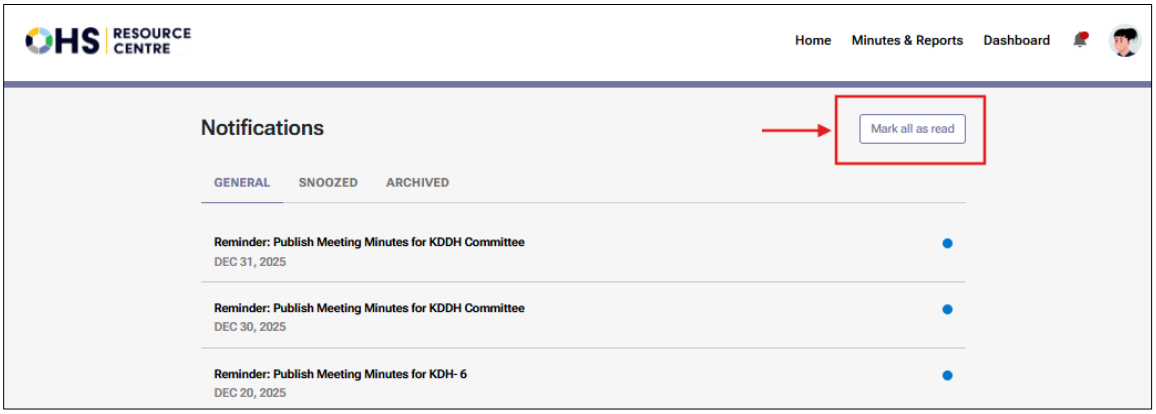
3.3.4. When you click the bell icon, all new notifications will appear under the General tab. Clicking on a notification gives you the option to Snooze, Archive, or Delete it. Snoozed notifications will move to the Snoozed tab for the duration you select. Notifications in the General tab are automatically deleted after 180 days.



3.3.5 Notifications can also be archived, which moves them to the Archived tab, where they will remain until you choose to delete them.



3.3.6. On the ‘General’ tab, to indicate you have read each notification listed, click the ‘Mark all as read’ button.



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